Youth SOS and FURS Overview

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THE STARVISTA CRISIS CENTER

StarVista Crisis Center

Youth Stabilization Opportunity and Support (YSOS)
Partners with Family Urgent Response System

24/7 Suicide Crisis Hotline
Now includes 988

Teen Crisis Services
Crisis Text and Chat
School and Community Presentations
Mental Health First Aid
PROGRAM GOALS

- Maintain and support stability in current living situation for current youth in foster care
  - Increase stability in placement
  - Decrease placement changes
  - Decrease placement to out of home facilities
- Improve trust and relationship between youth and caregiver

STAR VISTA

- Decrease youth psychiatric emergency service visits
- Decrease hospitalizations for self harm
- Decrease emergency calls to law enforcement for youth in crisis
- Improve family/caregivers' ability to navigate crisis and increase access of emergency crisis services.
REFERRAL PROCESS

Current or Former Foster Youth or Crisis in San Mateo

Type of Caller

Youth/Caregiver/School speak to FURS Counselor by Chat/Phone/Text

Crisis stabilized by phone

Mobile Crisis Response Requested: Warm Hand Off to YSOS Team

Youth/Caregiver/School speaks to StarVista Phone Counselor by Phone

Crisis stabilized by phone. Follow may be requested.

Mobile Crisis Response Requested: Warm Hand Off Provided

1-833-939-3877 CAL-FURS.org

650-579-0350
PROGRAM OVERVIEW

24/7 Crisis response for youth ages 0-25 years old

Response Team:
• Mental Health Clinician
• Family Partner
• Youth Peer Specialist

Response Time:
• Immediate Response: 1 hour
• Delayed 1-3
• Follow Up: 24+
TIMELINE OF IMPLEMENTATION

- **July 2021**: Family partners hired and trained
- **August 2021**: FURS response taken over by Crisis Center Leadership
- **November 2021**: FURS response taken over by SOS Staff
- **January 2022**: SOS partially operational
- **February 2022**: SOS fully staffed
- **March 21st, 2022**: SOS fully operational
2022-2023 DATA REVIEW

- Referrals Received: 117
- In-Person Responses: 21
- School Consultations: 35
- Parent Consultations: 60
- Follow-Up Services: 100
WHO IS REFERRING

IN PERSON RESPONSE

Number of schools: 5
Type of School
Elementary - 2
Middle - 1
High - 2
Home: 16

TELEPHONE RESPONSE

Number of Schools: 30
Type of School
Elementary - 3
Middle - 11
High - 16
Home: 60
“WHY ONLY A TELEPHONE RESPONSE?”

- School may be seeking consultation/phone assistance as part of protocol
- SOS team collaborate/working with established system of care
- Consent is not given
- Caregivers - information only calls
  - Psychoeducation on suicide or suicidal behaviors
  - System navigation
2022-2023 DEMOGRAPHICS

Gender:
- Male: 14
- Female: 9
- Transgender: 1
- Nonbinary: 1
- Declined: 1
- No Response: 9

Age:
- 5-10: 11
- 11-15: 14
- 16-20: 36

Languages:
- English: 51
- Spanish: 3

Location:
- San Mateo: 14
- Redwood City: 9
- Daly City: 7
- Pacifica: 7
- South San Francisco: 5
- San Bruno: 4
- San Carlos: 4
- Half Moon Bay: 1
ACCESSING SERVICES

Call our Crisis Line to access Youth SOS

StarVista Crisis Hotline
• Local Line: 650.579.0350
• With a 650-area code: Dial 988

Cal-FURS Hotline
• Hours: 24/7
• Phone: 833.939.3877

Teen Crisis Services
• Text line: (650) 747-6463
• Chat: www.sanmateocrisis.org
• Hours: Mon- Thurs | 4:30 pm-9:30pm

Crisis Center Website
• Community Outreach
• www.sanmateocrisis.org
LOOKING AHEAD

1. Improve communication between data systems (Crisis Hotline and Youth SOS)
2. Improve demographic collection with callers in crisis
3. Advocate for Cal-FURS to share data with county
4. Increase education and community outreach for Family Urgent Response System (FURS)
5. Youth specific outreach efforts - outreach materials, presentations to youth groups.
6. Parent education and resource workshops