



**Governor's Office of
Homeland Security &
Emergency Preparedness**

JOINT INFORMATION CENTER

FOR IMMEDIATE RELEASE

August 30, 2012

Call 2-1-1 to Locate Loved Ones at State-Run Shelters

Send a message through 2-1-1 or DCFS website

Baton Rouge, La. – Individuals trying to locate loved ones who evacuated to state shelters before or after Hurricane Isaac can call 2-1-1 to find out which shelter they are housed at or send a message through the Department of Children and Family Services (DCFS) website.

2-1-1 operators can tell callers if a certain individual is located at a state-run shelter and take a message for that person, if desired. During registration, evacuees grant permission for DCFS and 2-1-1 to give their location to callers.

More than 3,000 Louisianans are currently housed at three state-run shelters – the Alexandria MegaShelter and Shreveport's Jewella and Westpark shelters -- and medical special needs shelters.

Additionally, individuals can leave a message for evacuees by filling out a form on the DCFS website -- www.dcfslouisiana.gov/message. You will need to provide the evacuee's name, your name and your message. That message will be forwarded directly to the shelter to be distributed to the evacuee. All information is considered private and will be handled according to DCFS privacy policies.

2-1-1 operators will only have information about evacuees currently housed at state-run shelters. If evacuees are still en route to a state-run shelter, they must complete the registration process before they are included in the database.

If evacuees are at a Red Cross, parish-run or faith-based shelter, they will not be included in the database. The Red Cross has a link where loved ones can search for individuals in their shelters. That site is <https://safeandwell.communityos.org/>.

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