FEMA

Fact Sheet

National Emergency Family Registry and Locator System

FEMA may activate the National Emergency Family Registry and Locator System (NEFRLS) following a Presidential declared disaster at the request of an affected state, tribe, or territory to help reunite families that have become separated as a result of the disaster.

Following the 2005 Hurricane Season, Congress passed the Post-Katrina Emergency Management Reform Act (PKEMRA) of 2006, amending the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) and authorizing the establishment of NEFRLS (Section 775 formerly Section 689c).

The NEFRLS system allows disaster survivors to voluntarily register and share information on their post-disaster well-being with selected family members and friends. Individuals and families can register online at www.fema.gov, www.disasterassistance.org, or by phone at **1-800-588-9822** when the system is activated.

Key Features of NEFRLS

- NEFRLS is accessed through a web-based program and a toll-free call center.
- Individuals displaced by a disaster can provide basic information about themselves, including their current location and the people with whom they are traveling.
- People searching for displaced family members or friends are urged to access NEFRLS.
- Individuals who access NEFRLS to locate children are directed to the National Emergency Child Locator Center (see below).

National Emergency Child Locator Center (NECLC)

Congress authorized the establishment of the National Emergency Child Locator Center (NECLC) in 2006 (Stafford Act Section 774) to help state, local, tribal, and territorial governments, and law enforcement agencies locate children under 21 years of age who are separated from their custodial parents or legal guardians. FEMA works in collaboration with the National Center for Missing & Exploited Children (NCMEC) to activate the NECLC at the request of a state, tribe or territory.

People looking for missing children or reporting the status of unaccompanied minors should contact the NECLC. The toll-free number for the NECLC is **1-877-908-9570**, and it is staffed 24-hours a day when activated. More information about the NECLC can be found at http://www.missingkids.com/DisasterResponse.

There is no cost to states, tribes or territories when NEFRLS or NECLC are activated.

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FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

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