

# MISSING PERSONS INVESTIGATIONS

Guidelines & Curriculum

May 2021



THE COMMISSION ON PEACE OFFICER STANDARDS AND TRAINING



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# MISSING PERSONS INVESTIGATIONS

Guidelines & Curriculum  
May 2021

RUNAWAY

STRANGER ABDUCTION

LOST

SUSPICIOUS CIRCUMSTANCES

DEPENDENT ADULT

PARENT/FAMILY ABDUCTION

VOLUNTARY MISSING ADULT

UNKNOWN MISSING

CATASTROPHIC MISSING



THE COMMISSION ON PEACE OFFICER STANDARDS AND TRAINING

## **Missing Persons Investigations Guidelines & Curriculum**

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# POST Mission Statement

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The mission of the California Commission  
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is to continually enhance the professionalism  
of California law enforcement in serving  
its communities.

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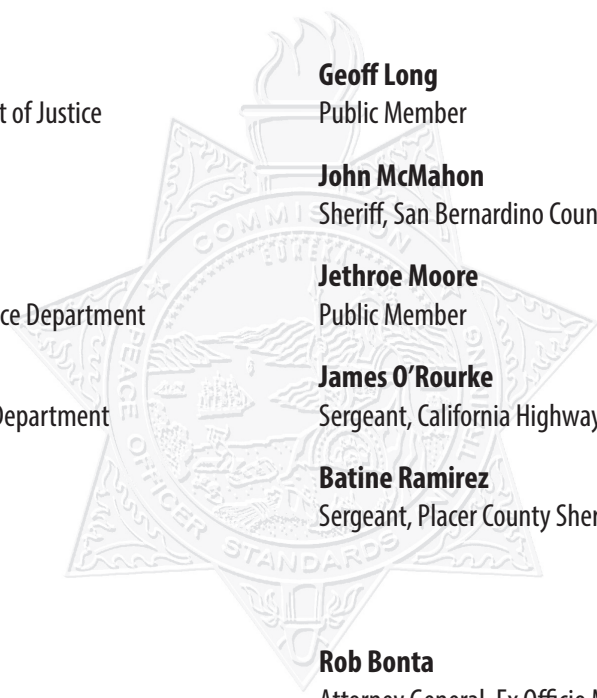
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# Preface

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**M**issing persons and runaway cases are among the most compelling issues facing law enforcement today. In 1988 the Commission on Peace Officer Standards and Training (POST) was directed by legislative mandate per [Penal Code Section 13519.1](#) to establish courses of instruction for training law enforcement officers and dispatchers to investigate and resolve missing persons and runaway cases. In 2010 the Legislature added [PC 13519.07](#) which directed agencies to adopt policies and checklists to assist peace officers in missing person investigations. The Commission was directed to update the guidelines with contemporary information.

The Commission intends these guidelines to be a resource for law enforcement agencies in the development of additional training curriculum and departmental policies for responding to missing persons cases.

The Commission appreciates the contributions and efforts of the Missing Persons Advisory Committee for the preparation of this revised document.

Questions or comments concerning these guidelines and curriculum should be directed to the POST Training Program Services Bureau at 916 227-4885.

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# Message to Responding Officers

## Missing Person Investigations

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Investigating a missing person case can be one of the most challenging assignments you will handle in your career. The officer responding to a missing person call is in many cases responding to a situation where the reason for an individual's disappearance is unknown.

The officer will have to consider several variables when dealing with a missing person investigation that has no obvious reason for a person's disappearance. Was the individual involved in an accident? Did the individual meet with foul play? Did a stranger abduct a young child? Has a young child met with tragedy while exploring an attractive danger such as a pool, creek, abandoned car or refrigerator? Even in a known runaway situation is the cause of the juvenile running away due to physical, sexual, or emotional abuse by an authority figure in the home? Has the runaway been lured into a life of gangs and/or human trafficking scheme? It is estimated that one in seven runaways are victims of child sex trafficking. Was the child taken by a family member in an expression of control or anger over a custody dispute?

A missing person investigation can become a "high profile" case overnight. Officers are only one call away from a major case. As such, officers should never consider any case routine. Officers should assume the missing person is in immediate danger or at risk until the facts contradict that assumption.

Officers and investigators approaching the initial investigation in a less than serious manner may undermine the missing person's investigation. They are more likely to miss critical information and overlook important evidence that might have otherwise been a key component to the quick and safe recovery of the missing person.

Officers should be aware of the need to act in a swift, organized, and efficient manner. In the case of child abductions by non-family members, studies show most children are killed within the first three hours of the abduction.

We may not always be able to control the outcome of a missing person case or guarantee the safe return of a loved one to their family, but you in particular, and your department, will be judged on your initial actions in the first few minutes, hours, and days of a missing person investigation.

It is the goal of this manual to give you, the officers and field supervisors, the basic knowledge and guidance to appropriately respond to the challenge of a missing person case.

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# Missing Persons Categories/Definitions

## Section 1 Categories/Descriptions/Examples\*

Report Type	Description	Example
<b>Catastrophic Missing</b>	Child or adult who is reported missing and assumed to be a victim of some type of disaster (fire, flood, earthquake, terrorist act, etc.). To be entered in MPS with Mandatory Type Code "C" per CJIS Manual Section 7.13.13.	A woman last seen in her apartment is reported missing after the apartment building is destroyed by fire and the woman cannot be located.
<b>Dependant Adult</b>	Adult who is reported missing and who has physical or mental limitations, e.g., dementia, Alzheimer's disease, autism (which restrict their abilities to carry out normal activities). To be entered in MPS with Mandatory Type Code "D" per CJIS Manual Section 7.13.13.	A 46-year old man with memory impairment who resides at a care facility is reported missing after leaving the facility with a group of unknown visitors and then boards a city bus.
<b>Lost</b>	Child or adult who is reported to have strayed away and whose whereabouts is unknown. To be entered in MPS with Mandatory Type Code "L" per CJIS Manual Section 7.13.13.	A teenager is reported missing after he left a group of friends at their camp site to hike in a nearby wooded area and has failed to return before dark.

Report Type	Description	Example
<b>Parent/Family Abduction</b>	Child who is taken, detained, concealed, enticed away, or retained by a parent/family member or person at the request of the parent. To be entered in MPS with Mandatory Type Code "P" per CJIS Manual Section 7.13.13.	A 7-year old child is reported missing by the child's mother (who is the custodial parent) after the boy is picked up from school by the boy's father and taken to an undisclosed location.
<b>Runaway</b>	A child under 18 years of age who is reported missing but has left of their own free will. To be entered in MPS with Mandatory Type Code "R" per CJIS Manual Section 7.13.13.	A 15-year old girl, who was angry about her parents' strict rules, is reported missing after she leaves home without telling her parents and fails to return.
<b>Stranger Abduction</b>	Child or adult who is taken or abducted against their will by an unknown person or a known person who is not a family member. To be entered in MPS with Mandatory Type Code "S" per CJIS Manual Section 7.13.13. If under the age of 18, this information will be forwarded to the FBI's Child Abduction and Serial Killer Unit and the National Center for Missing and Exploited Children.	A 10-year old girl is reported missing when she fails to come home from school and a neighbor reports seeing her being physically forced into a van by an unknown man.

Report Type	Description	Example
<b>Suspicious Circumstances</b>	<p>Child or adult who is reported missing, and the circumstances give rise to believe that: foul play may be involved, the person is a danger to self or others (due to mental, physical, or emotional condition), or the disappearance is out of character for the individual and no known reasons can be determined. To be entered in MPS with Mandatory Type Code "X" per CJIS Manual Section 7.13.13.</p> <p>If under the age of 18, this information will be forwarded to the FBI's Child Abduction and Serial Killer Unit and the National Center for Missing and Exploited Children.</p>	<p>A woman who is 8 months pregnant and lives with her parents is reported missing when she does not return home from a shopping trip and is last seen getting into a vehicle and leaving the parking lot with two men.</p>
<b>Unknown</b>	<p>Child or adult who is reported missing, but there are insufficient facts to determine the circumstances. To be entered in MPS with Mandatory Type Code "U" per CJIS Manual Section 7.13.13.</p>	<p>A man is reported missing after he failed to return home in a reasonable amount of time after taking the family dog out for a walk.</p>
<b>Voluntary Missing Adult</b>	<p>Adult who is reported missing, but who has left of their own free will. To be entered in MPS with Mandatory Type Code "A" per CJIS Manual Section 7.13.13.</p>	<p>A woman who is otherwise very dependable is reported missing by her employer after the woman failed to report to work for three consecutive days and did not answer her phone. It is later determined that the woman moved out of her apartment on her own without telling anyone or leaving a forwarding address.</p>

*\*Currently listed under the Department of Justice's Criminal Justice Information System (CJIS) Missing Persons System (MPS)*

**Section 2 Definitions Related to Missing Persons**

It is recommended that these definitions be reviewed prior to reading the guidelines and curriculum for a clearer understanding of this topic.

Term	Definition
<b>AMBER Alert</b>	Defined as America's Missing: Broadcast Emergency Response Alert, which is a nationally recognized program used by law enforcement to help find children under the most serious life-threatening conditions. This is a rapid notification to the public, which utilizes all available technology during the most critical period after a child/missing person has been abducted. The AMBER Alert is limited to specific criteria – See 4-42 <a href="#">AMBER Alert Procedures</a> .
<b>Blue Alert</b>	A Blue Alert is activated when a violent attack on a law enforcement officer has occurred, and a search for the suspect is active. Blue Alerts provide immediate information to the public to prevent further harm and aid in the swift apprehension of the suspect. <a href="#">Blue Alert</a>
<b>Dental / Skeletal X-rays / and Medical Records</b>	All X-rays, dental charts, treatment notes, records, models, and photographs which are in the possession of a dentist, physician, surgeon, or medical facility per <a href="#">Penal Code Section 14212</a> .
<b>DNA</b>	Deoxyribonucleic acid (DNA) is used to identify an individual's patterned chemical structure of genetic information by analyzing a biological specimen such as blood, tissue, or hair. It is commonly used to prove/disprove an individual's commission of a crime. It is often used to determine the paternity of a child.
<b>DNA Data Base</b>	The Department of Justice is responsible for the DNA data base for all cases involving the report of an unidentified deceased person or a high-risk missing person. See <a href="#">PC §14250</a> for further definitions and details.
<b>Endangered Missing Advisory (EMA)</b>	An EMA can be issued in cases where the statutory criteria for an AMBER Alert are not met; however, an agency has reasons to believe the person is at risk or endangered and assistance in distributing information to help locate the individual(s) is desired.
<b>Evidence a Missing Person is "At Risk"</b>	"At Risk" per <a href="#">PC §14215(b)</a> includes, but is not limited to, the person missing being the victim of a crime or foul play, in need of medical attention, has no pattern of running away or disappearing, the victim of parent/family abduction, or mentally impaired, including cognitively impaired or developmentally disabled.
<b>File Control Number (FCN)</b>	The FCN is a computer-generated number automatically assigned by the Criminal Justice Information System (CJIS) to each accepted record. Usually noted on the reporting agency's missing person report.



Term	Definition
<b>Missing Person</b>	Any person who is reported missing to a law enforcement agency until the person is located or determined to be a voluntarily missing adult. It also includes any child who is missing voluntarily or involuntarily, or under circumstances not conforming to his/her ordinary habits or behavior and who may need assistance per <a href="#">PC §14215</a> .
<b>Missing Persons System (MPS)</b>	The MPS is an automated database maintained by the California Department of Justice (DOJ).
<b>NCIC and CLETS</b>	National Crime Information Center. Nationwide, on-line computer telecommunications system that is maintained by the FBI. Accessible via California Law Enforcement Telecommunications System (CLETS).
<b>National Crime Information Center Information Number (NIC Number)</b>	The <a href="#">NIC</a> Number is a computer-generated number automatically assigned by NCIC to each accepted record. Usually noted on the reporting agency's Missing Person report.
<b>Reporting Myth</b>	It is an incorrect assumption that 24 hours or any other time frame must pass before a law enforcement agency will accept a missing person report.
<b>Silver Alert</b>	A Silver Alert is a quick response alert system, similar to the concept of an AMBER Alert, designed to issue and coordinate public alerts following the determination that a party 65 years of age, or older, developmentally disabled, or cognitively impaired, is missing under certain specified requirements.
<b>Technology-Based Notification Systems</b>	A previous computer system known as TRAK (Technology to Recover Abducted Kids) or <a href="#">Critical Reach</a> , has been replaced by a new law enforcement alert software system called APBnet. This system is used to create flyers depicting the person's photo and other related identification. Multiple copies can then be made and distributed to assist in locating a missing person or a wanted criminal suspect. Such systems are distributed at a nominal charge to law enforcement agencies by the Critical Reach Foundation. The National Center for Missing & Exploited Children ( <a href="#">NCMEC</a> ) also offers the Lost Child Alert Technology Resource ( <a href="#">LOCATER</a> ), which is also available to law enforcement at no cost.
<b>UPS</b>	Unidentified Persons System, an automated database maintained by the Department of Justice (DOJ).

## Section 3 Missing Persons Categories – Quick Reference Chart

Term	Definition
<b>Abduction committed during the commission of a crime</b>	Missing person is abducted while another criminal act was taking place. Upon entry into MPS, consider using optional Category Code “A” per CJIS Manual Section 7.5.1.
<b>At Risk</b>	See above for definition. Upon entry into MPS, consider using optional Category Code “R” per CJIS Manual Section 7.5.1.
<b>Sexual Exploitation Suspected</b>	Missing persons may be commercially sexually exploited. Upon entry into MPS, consider using optional Category Code “S” per CJIS Manual Section 7.5.1.
<b>Prior Missing</b>	Missing person who has been reported as missing previously. Upon entry into MPS, consider using optional Category Code “P” per CJIS Manual Section 7.5.1.
<b>Urgent Cases</b>	If marked and child is under 18 years of age, the FBI’s Child Abduction and Serial Killer Unit and NCMEC will be notified. Upon entry into MPS, consider using optional Category Code “N” per CJIS Manual Section 7.5.1.
<b>Amber Alert</b>	A partnership between law enforcement (the government), the media, and the public to distribute information for the singular purpose of safely locating a missing child under the age of 18, who is developmentally disabled or cognitively impaired, and is in imminent danger of serious bodily injury or death.
<b>Blue Alert</b>	See above for definition.
<b>Silver Alert</b>	A quick response alert system, like the concept of an AMBER Alert, designed to issue and coordinate public alerts following the determination that a party 65 years of age, or older, developmentally disabled, or cognitively impaired, is missing under certain specified requirements.

# Guidelines for Handling Missing Persons Investigations

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These guidelines are divided into six sections:

- |  |  |
|--|--|
| <a href="#">1 Acceptance of Initial Call</a>             | <a href="#">4 Follow-up Investigation</a>                                    |
| <a href="#">2 Officer's Initial Contact at the Scene</a> | <a href="#">5 Closure of Missing Person Investigation</a>                    |
| <a href="#">3 Reporting Responsibilities</a>             | <a href="#">6 Missing and Unidentified Persons Reporting Reference Chart</a> |

## Section 1 Acceptance of Initial Call

### Guideline 1.1 Determination of missing person case and sensitivity to the reporting party

- A. Officers, dispatchers, or other designated personnel who take the initial call, by phone, in person, or by electronic media, should determine if the call is a missing person case according to the definition of a missing person – see 1-1 [Missing Person Report Types/Categories](#).
- B. Reporting parties and families of missing persons often experience feelings of helplessness and anxiety. Dispatchers, officers, or other designated personnel dealing with these persons should be sensitive to those feelings and respond appropriately.

### Guideline 1.2 Confirmation of responsibility for acceptance of report, priority in handling, and agency notification.

- A. It is the duty of all law enforcement agencies to immediately assist any person who is attempting to make a report of a missing person or runaway, per [Penal Code Section 14211\(a\)](#). A report shall be accepted regardless of jurisdiction, per [PC §14211\(a\)](#).
- B. If the California Highway Patrol (CHP) is contacted, including by phone, by someone wishing to make a report of a missing person, the CHP may take the report. After taking the report, the CHP shall immediately advise the reporting party of the name and phone number of the police or sheriff's department having jurisdiction over the residence of the missing person and the place where the missing person was last seen, per [PC §14211\(b\)](#).

- C. In cases, where the initial missing person report is taken by a department other than that of the city or county of residence of the missing person, the department taking the report shall, without delay, notify and forward a copy of the report to the police or sheriff's department(s) having jurisdiction of the resident address of the missing person and of the place the missing person was last seen, per [PC §14211\(g\)](#).

When dealing with missing person jurisdictional issues, it is not uncommon for multiple agencies to be involved in the same case. It is essential that agencies work closely together in order to enhance, and not impede, the investigation of the case.

Dispatchers, officers, or other designated personnel shall give priority to the handling of missing persons cases, including runaways, over reports relating to crimes involving property, per [PC §14211\(a\)](#).

1. The intent of this guideline is to ensure that missing person cases are given appropriate priority over property-related cases.
2. Special attention should be given to reports of missing children or for persons with physical or mental limitations. These persons are at greater risk of harm.
3. A common myth that 24 hours (or any other time frame) must pass before law enforcement will accept a missing person report is incorrect. A delay in reporting may indicate the existence of neglect or abuse within the family.

## Section 2 Officer's Initial Contact at the Scene

### Guideline 2.1 Officer's initial contact: making an assessment at the scene.

- A. Officers or other designated personnel should interview, with sensitivity, the reporting party and any witnesses to determine:
1. That this is a missing person case.
  2. If the person may be at risk – or existence of any suspicious circumstances.
  3. If there is any potential crime scene area and/or potential witnesses.
- B. Officers should utilize the Department of Justice [Standard Missing Person Reporting Form](#) (see 4-60) for the initial contact with the reporting party, per [PC §13519.07\(d\)](#).
- C. Many times, parents or guardians are anxious to assist law enforcement in the initial phase of the investigation and they will want to provide additional documents to assist in the location of their loved one. Besides obtaining a photograph of the missing person, additional items such as fingerprint cards



obtained through community fair projects, medical or dental records, items containing DNA samples of the missing person, or other related documents may be offered voluntarily by the family. It is recommended that responding officers accept these items and properly document their collection in their reports. They should also inform the follow-up investigators that these items have been collected.

**Guideline 2.2 Making a further assessment to determine what reasonable steps should be taken to locate the missing person.**

- A. Officers should utilize their departmental checklist or the [Child Abduction First Responder/Risk of Danger Checklist](#) (see 4-61) provided by the Department of Justice, which includes guidelines and resources available in the early hours of a missing person investigation, per [PC §13519.07\(b\)](#).
- B. Based upon the law, circumstances of each case, and departmental policy, appropriate actions minimally include:
  1. Obtaining description of missing person.
  2. Broadcast of a “Be on the LookOut” (BOLO) bulletin within its jurisdiction if the person is under 21-years of age, or there is evidence that the missing person is at risk. The BOLO should be broadcast without delay, per [PC §14211\(d\)](#).
- C. Determine if the missing person fits the mandatory criteria for an [AMBER Alert](#). The criteria are:
  1. There is a confirmed abduction, or the child has been taken by anyone, including, but not limited to, a custodial parent or guardian.
  2. The child is 17-years of age or younger, or the individual has a proven mental or physical disability.
  3. The person is in imminent danger of serious bodily injury or death.
  4. Information is available that, if disseminated to the general public, could assist in the safe recovery of the victim such as:
    - a. Description of child, **or**
    - b. Description of suspect, **or**
    - c. Description of the suspect vehicle.
  5. If above criteria are met, and there is no extenuating investigative need that dictates otherwise, the [Emergency Alert System \(EAS\)](#) should be activated.

- D. If the missing person does not fit the required criteria, officers should continue to determine which of the many other tools available would be the most appropriate for transmitting information and photographs to other officers, the media, and the public.
- E. Consider calling a supervisor and/or investigator to the crime scene.
- F. Thoroughly search the immediate and surrounding area in a logical and systematic manner:
  - 1. Process any potential crime scene for evidence.
  - 2. Identify and interview potential witnesses.
  - 3. Consider using a standardized search checklist, which should include the last known location of the missing person and any likely locations where the person may have gone.
  - 4. Consider using additional resources to assist in the search:
    - a. Federal Bureau of Investigation (FBI).
    - b. California Governor's Office of Emergency Services (Cal OES).
    - c. Department of Justice (DOJ).
    - d. California Highway Patrol (CHP) Statewide AMBER Coordinator.
    - e. APBnet Law Enforcement System.
    - f. National Center for Missing and Exploited Children ([NCMEC](#)).
- G. Consider notifying other agencies for assistance in locating the missing person in their related jurisdictions.
  - 1. The agency where the missing person was last seen may initiate the investigation.
  - 2. It is essential that agencies work together to enhance the success of the investigation.
- H. Request voluntary assistance from the family or reporting party in obtaining initial items of evidence belonging to the missing person such as:
  - 1. Recent photograph(s) of victim.
    - a. Try to also obtain an additional photograph depicting the victim smiling with their teeth showing (beneficial for assisting in dental comparison and identification).
  - 2. Personal clothing, bedding, personal hygiene items, etc., that may contain DNA with evidentiary value.

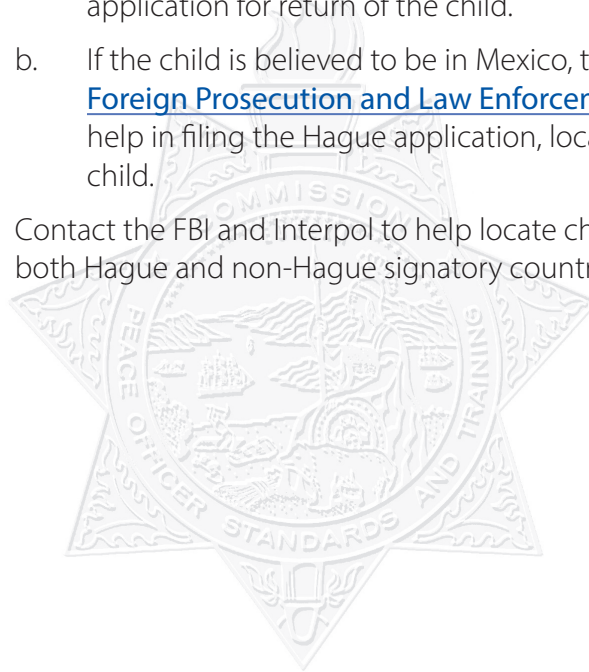
3. Any personal items that contain the missing person's scent (for search dogs):
  - a. Suggested items include hat, comb/brush, sock, under garments, etc., that were recently worn by the missing person and not handled by anyone else.
  - b. Items taken from a family laundry hamper, containing a mix of family member's clothing, will not be beneficial.
  - c. Such "scent articles" should be placed in a clean paper bag using a clean glove or a clean stick.
4. Personal electronic devices (cell phones, or cell phone number for tracking purposes, computers, and any online resources such as: screen names, email sources, websites they may frequent, etc.).
5. Personal social media accounts can yield valuable information and can produce leads on possible locations and associated parties.
- I. Obtain a list of persons known by the missing person e.g., friends, co-workers, acquaintances, associates, etc.
- J. Obtain a list of locations frequented by the missing person.

**Guideline 2.3** **If the missing person fits the mandatory criteria for an [AMBER Alert](#), determine whether the abductor is believed to be a parent or guardian. At the same time, contact the California Highway Patrol to initiate the AMBER Alert activation process.**

- A. If the abductor is believed to be a parent, guardian, or other family member, officers should consider the following in addition to the actions taken in Guideline 2.2:
  1. Whether the abducted child has a medical condition which the abducting parent is either unaware of or unable to properly treat.
  2. Whether there is a danger to the abducted child of either physical or sexual abuse.
  3. Whether there has been a threat of harm to the child or a threat to take the child out of the jurisdiction.
  4. Whether the abducting parent has a history of mental illness or any type of substance abuse problem.
  5. Whether the abducting parent is known to be armed while in possession of the child.
  6. Whether the abducting parent does not have a verifiable current address.
  7. Whether the abducting parent has any out-of-state or international connections.

- B. Officers should determine whether a custody order is available:
1. If a parent provides a copy of a custody order, officers should verify that it is the most current valid order. Officers should contact the issuing court and/or the local district attorney's office for help in verifying an order.
  2. Some factors to consider in verifying a custody order.
    - a. Signed by judge and filed in jurisdiction. Check for file stamp and, if possible, call jurisdiction to confirm that it is the latest order, and not just an application for an order.
    - b. What type of custody or visitation rights are granted by the order?
    - c. Check for proof of service demonstrating that abducting parent has knowledge of the order.
    - d. Determine whether there are restraining orders and/or restrictions on the parties from leaving California.
- C. If the reporting parent has a custody order and is asking that it be enforced:
1. Officers should enforce a custody order only if it has been verified.
  2. Out-of-state orders must be registered under the Uniform Child Custody Jurisdiction and Enforcement Act (UCCJEA).
  3. If a parent has a foreign custody order, consider whether the foreign country is a signatory to the Hague Convention.
  4. [PC §279.6](#) authorizes an officer to take a child into protective custody if any of the following situations are present:
    - a. It reasonably appears to the officer that the person with the child is likely to conceal the child, flee the jurisdiction with the child, or otherwise evade the authority of the court.
    - b. There is no lawful custodian available to take custody of the child.
    - c. There are conflicting custody orders or conflicting claims to custody and the parties cannot agree which party should take custody of the child.
    - d. The child is an abducted child.
  5. If a child is taken into protective custody, it shall be the responsibility of the officer to:
    - a. Release the child to a lawful custodian unless it reasonably appears that the release would cause the child to be endangered, abducted, or removed from the jurisdiction.
    - b. Obtain an emergency protective order pursuant to the Family Code

- ordering placement of the child with an interim custodian who agrees in writing to accept interim custody.
  - c. Release the child to the social services agency responsible for arranging shelter or foster care
  - d. Return the child as ordered by a court of competent jurisdiction.
- D. When the location of a parentally abducted child is in another country:
1. Consider whether the country is a signatory to the Hague Convention on the Civil Aspects of International Child Abduction.
    - a. If the child is believed to be in a country that is a signatory to the Hague, contact the U.S. State Department for help in filing an application for return of the child.
    - b. If the child is believed to be in Mexico, the Attorney General's [Foreign Prosecution and Law Enforcement Program](#) (FPLEP) can help in filing the Hague application, locating, and recovering the child.
  2. Contact the FBI and Interpol to help locate children and abductors in both Hague and non-Hague signatory countries.





**Section 3 Reporting Responsibilities****Guideline 3.1 Missing person reports must be entered into the Department of Justice's Missing Persons System (MPS) within two (2) hours.**

- A. Information regarding missing persons under the age of 21, or where there is evidence that the missing person is "at risk," shall be entered in the DOJ Missing Persons System (MPS) within two hours by the agency taking the report per [PC §14211\(e\)](#).
- B. The agency taking the initial report should make the MPS entry.
- C. Special note: This two-hour reporting requirement in the Penal Code became effective January 1, 2012. It is consistent with existing Federal Law, Crime Control Act of 1990, which was amended by Suzanne's Law in April 30, 2003.

**Guideline 3.2 When a missing person report is taken, the agency shall promptly notify and send a copy of the report to the department that has jurisdiction over the missing person's resident address and to the agency where the missing person was last seen, per PC §14211(g).**

- A. Officers, dispatchers, or other designated personnel who take a missing person report on a person who resides outside their department's jurisdiction shall, without delay, notify and forward a copy of that report, when completed, to the police or sheriff's department having jurisdiction over the missing person's residence address and where the missing person was last seen.
- B. It may also be appropriate to notify the agency having jurisdiction of the missing person's intended destination.
- C. Agencies should define, through their department policies, the words "without delay" with a specific time frame that conveys urgency with the understanding that a child/adult may potentially be in danger.

**Guideline 3.3 The agency taking the missing person report shall submit the report to the Attorney General's Office, Department of Justice, per PC §14211(e).**

- A. The report shall be submitted through the California Law Enforcement Telecommunications System (CLETS) into the on-line Missing Persons System (MPS).
- B. The CLETS entry will automatically generate a unique file control number.
- C. When a missing person is entered into the CJIS/MPS system, the record is automatically sent to NCIC and entered the NCIC Missing Person File, creating a NIC Number for the case.

**Guideline 3.4 Agency personnel shall provide the reporting party with Department of Justice Form #BCIA 4048 authorizing the release of dental or skeletal X-rays or both, and photograph(s), including instructions on when to obtain these and submit them to the agency, per [PC §14212\(a\)](#).**

- A. Officers, dispatchers, or other designated personnel shall give the reporting party, in person or by mail, a Department of Justice form (BCIA 4048, two-sided form for missing adult or missing juvenile). This form, when completed by a reporting party or a family member or guardian, authorizes the release of dental/medical records, and/or dental and skeletal X-rays, and the release of a recent photograph if the missing person is under 18-years of age.
  1. The form's instructions state that if the person is still missing 30 days after the report is made, that the form is to be signed by a family member or next of kin and taken to the appropriate medical authority. The family member or next of kin shall obtain the dental/medical and or skeletal X-rays (includes all such records, including models and photographs) which are in the possession of a dentist, physician, surgeon, or medical facility, and within ten days submit them to the agency with jurisdiction over the investigation.
  2. Dentists, physicians, surgeons, and medical facilities must release the X-rays to the person presenting the request
    - a. Request copies of dental/treatment history charts. Experience has shown that dental charts can be very helpful, along with X-rays, to establish the positive identification of an unidentified deceased person.
- B. For any missing person, the agency may immediately obtain dental/skeletal X-rays, medical records, and treatment notes using a "Written Declaration" per PC §14212(a) – [Declaration of Authority For Seizure of Dental and Medical Records \(English\)](#) and [Declaration of Authority For Seizure of Dental and Medical Records \(Spanish\)](#).
  1. In such cases, the agency may immediately confer with the coroner or medical examiner and submit the agency's report, dental/skeletal/ medical records, and treatment notes to the Attorney General's Office within 24 hours.

**Guideline 3.5 Within ten (10) days of a child's disappearance, the agency responsible for investigation of the missing child shall inform the child's school that he/she is missing. The notice shall be in writing and, if available, include a photograph per California [Education Code 49068.6\(a\)](#). Law enforcement agencies may establish a process to inform local schools about abducted children per California [EC 49068.6\(c\)](#).**

**Note to investigator:**

*No standard statewide form is currently mandated, but a detailed form is essential. See sample form – [School Notification Missing Child](#). It is recommended that your agency form be printed on brightly colored paper.*

*An agency representative should meet with school officials to notify them of the missing student, and to review the form (that will be attached to the student's file). The agency representative will explain to school officials the importance of any future documentation, and the agency's responsibilities, if a person calls to request transfer of the missing student's files to another school district.*

- A. Such inquiries are common among parental disputes that have resulted in a child abduction by a parent.
- B. If school personnel are unfamiliar with how to handle such an inquiry, they may lose a valuable investigative lead that could facilitate the return of an abducted child to the rightful (court ordered) parent/guardian.

**Section 4 Follow-Up Investigation**

[PC §14211](#) requires the agency taking the initial missing person's report notify "without delay" and send copies of the report to the department that has jurisdiction over the missing person's resident address and to the agency where the missing person was last seen.

It is recommended that the initial investigation should be handled by the agency of jurisdiction where the missing person was last seen. This includes entry of the missing person into the Department of Justice's MPS (Missing Persons System) and coordinating a bilateral investigation with the agency of the missing person's residence. Once this agency has exhausted all investigative leads, the case should be transferred to the agency that has jurisdiction over the missing person's residence. This would include making the proper computer notation with the Department of Justice as to the agency responsible for the investigation. Any future leads should be routed to the agency with jurisdiction based on the missing person's residence. It is imperative that all agencies involved in the missing person investigation work closely together, enhancing the probability of locating the missing person.

**Guideline 4.1 Initiate follow-up contacts within 30 days.**

- A. Officers or other designated personnel should consider re-contacting the reporting party within 30 days of the initial report to determine if any additional information may have become available via the reporting party.
- B. Other agencies involved in this case should also be contacted to determine if any additional information is available.

**Guideline 4.2 Obtain the photograph, dental/skeletal X-rays, treatment notes, and medical records by "written declaration" when a person is still missing after 30 days, per [PC §14212\(b\)](#).**

- A. When any person has not been found within 30 days, and no family or next of kin can be located, a written declaration shall be executed. The declaration should state that an active investigation, seeking the location of the missing person, is being conducted and that dental records (dental charts and dental X-rays) and any available skeletal X-rays, are necessary to proceed with the investigation, per PC §14212(e).
- B. The written declaration, signed by a peace officer, is enough authority for the appropriate medical authority to release the requested medical records.

**Guideline 4.3 Law enforcement agencies shall advise family or relatives of a missing person of their right to provide a voluntary sample for DNA testing, per [PC §14250\(c\)\(2\)](#)**

- A. After a report has been made of a person missing under high-risk circumstances, the responsible investigating law enforcement agency shall inform the parents or other appropriate relatives (no longer than 30 days after the initial report) that they may give a voluntary sample for DNA testing or may collect a DNA sample from a personal article belonging to the missing person.
- B. A coroner shall collect samples for DNA testing from the remains of all unidentified persons and shall send those samples to the Department of Justice for DNA testing and inclusion in the DNA data bank, per [PC §14250\(c\)\(1\)](#)
- C. Contact the California Department of Justice Missing Persons DNA Program 510-620-3300 or [DNAmissingpersons@doj.ca.gov](mailto:DNAmissingpersons@doj.ca.gov), to obtain FREE DNA kits for the family members and/or to obtain items from the missing person.

**Guideline 4.4 Confer with the Coroner or Medical Examiner and submit a Missing Person Report and the dental charts, treatment notes, and original (preferred) dental X-rays, skeletal X-rays, or both, and photographs to the Attorney General's Office, Department of Justice when any missing person has not been found within 30 days, per [PC §14212\(g\)](#).**

- A. If the missing person has not been found within 30 days, the officer or other designated personnel within the agency initiating or conducting the investigation may confer with the coroner or medical examiner for comparison to unidentified deceased persons. The coroner or medical examiner is required to cooperate with law enforcement in these efforts.
- B. After conferring with the coroner or medical examiner, the investigating officer or other designated personnel may submit a missing person report to DOJ, with dental or skeletal X-rays, or both, treatment notes, and photograph if the missing person is under 18-years of age.
  - 1. The advisory committee suggests that both dental records (X-rays and dental charts) and skeletal X-rays be submitted.

- C. The officer or other designated personnel should send a copy of the release form with the photograph(s) to DOJ – See 4-58 [BCIA 4048 – Missing Juvenile](#).
- D. Local reporting agencies shall attempt to obtain the most recent photograph available for persons under 18-years of age and forward the photograph to DOJ, per PC §14210(d).
- E. Recent enactment of state and federal statutes, most particularly Health Insurance Portability and Accountability Act (HIPAA) should not be a hindrance when it comes to the coroner or medical examiner acquiring health records in the performance of their duties – See Management of the Long-Term Missing Person Case

## Section 5 Closure of Missing Person Investigation

### Guideline 5.1 **When a missing person is found, the agency must report this to the Attorney General's Office, Department of Justice and shall report it to the other agencies as appropriate, per [PC §14213](#).**

- A. When any person reported missing is found, the officer, dispatcher, or other designated personnel shall immediately report that information to DOJ.
- B. The reporting party and other involved agencies shall be notified in accordance with local policy. This includes a reported missing juvenile's school.
- C. Any automated systems entries shall be canceled.
- D. Information regarding any found, unidentified persons, alive or deceased, should be entered into the Criminal Justice Information System/Unidentified Persons System (CJIS/UPS).
- E. When any person is found, the report of finding shall be made within 24 hours, per PC §14213(b).
- F. The locating agency shall also report to the law enforcement agency that took the initial report, per PC §14213(b).
- G. When any missing person is found alive or dead, in less than 24 hours, and is suspected to have been abducted, the law enforcement agency shall submit a report to DOJ, per PC §14213(c).
- H. In the event that a missing person is found before being reported missing to DOJ, a missing person report entry (followed by a cancellation) must still be made into CJIS/MPS systems and shall still be submitted to DOJ, per PC §14213(c).



**Guideline 5.2 Considerations for closure of missing person investigation.**

- A. Careful consideration should be made concerning clearing a missing person investigation.
- B. Obvious closure is appropriate when the missing person is confirmed returned or evidence has matched an unidentified person or body (complete body).
- C. Inability to move forward in the investigation should not be a reason for closing a case:
  - 1. By closing a case in such a manner, all evidence may be lost for the future identification of a deceased person.
  - 2. An unidentified body may be discovered several years later, after the missing person report had been filed and prematurely closed.
  - 3. In such a case, there may be no relevant evidence that may assist in identifying the body, further hindering a death investigation.
- D. When the reported missing person is under the age of eighteen:
  - 1. The missing child should remain classified under their actual age as when originally reported missing, regardless of their current age.
  - 2. The missing child report should not be cancelled and re-entered simply because the child has reached adulthood.
  - 3. The missing child report should not be removed or cancelled from the Criminal Justice Information System/Missing Persons System (CJIS/MPS) due to emancipation or reaching adulthood.
  - 4. Missing juvenile report(s) should not be removed or cancelled due to the discovery of any warrant (civil or criminal) that had been issued for the missing person. The warrant may result from theft of the missing person's identity. In prior years, the NCIC system only allowed for one entry, however this system has been updated and now allows for multiple entries per reported subject.



**Section 6 Missing and Unidentified Persons Reporting Reference Chart**

All local police and sheriffs' departments shall accept any report of a missing person (MP) without delay, per Penal Code (PC) § 14211(a). Additional requirements/guidelines are below. As you read the chart from left to right, report types are listed by age group, and note the applicable code section: PC, Education Code (EC), or federal statute (U.S.C.).

Required Action MP Age	"Be On the Look-Out" Bulletin	Initial Entry into the DOJ Missing Person System (MPS)	Copy of MP Report Forwarded to Appropriate Jurisdiction	Obtain Dental and/or Skeletal X-Rays and Treatment Notes	Initial Coroner Check	MP Report with Photograph and X-rays Submitted to DOJ <sup>1</sup>	Written Notice Submitted to School	DNA-Advise Family of Right to Submit Sample <sup>2</sup>	Validate and Update MPS Record
<b>At Risk<sup>3</sup> (Any Age)</b>	Without Delay PC § 14211(d)	Within 2 Hours PC § 14211(e)	Within 24 Hours PC § 14211(g)	At 30 days PC § 14212(d)	Recommended Within 30 days PC § 14212(g)	Recommended Within 30 days PC § 14212(g)	If a child, within 10 Days EC § 49068.6	Within 30 Days PC § 14250(c)(2)	Within 60 days NCIC Guidelines
<b>Ages 0 to 15</b>	Without Delay PC § 14211(d)	Within 2 Hours PC § 14211(e)	Within 24 Hours PC § 14211(g)	Within 60 Days PC § 14211(f)	Recommended Within 30 days PC § 14212(g)	Recommended Within 30 days PC § 14212(g)	Within 10 Days EC § 49068.6	Recommended After 30 days	Within 60 days NCIC Guidelines
<b>Ages 16 to 17</b>	Without Delay PC § 14211(d)	Within 2 Hours PC § 14211(e)	Within 24 Hours PC § 14211(g)	Within 60 Days PC § 14211(f)	Recommended Within 30 days PC § 14212(g)	Recommended Within 30 days PC § 14212(g)	Within 10 Days EC § 49068.6	Recommended After 30 days	Within 60 days NCIC Guidelines
<b>Ages 18 to 20</b>	Without Delay PC § 14211(d)	Within 2 Hours PC § 14211(e)	Within 24 Hours PC § 14211(g)	Within 60 Days PC § 14211(f)	Recommended Within 30 days PC § 14212(g)	Recommended Within 30 days PC § 14212(g)	Not Applicable	Recommended After 30 days	Within 60 days NCIC Guidelines
<b>Ages 21 and over</b>	Law Enforcement Discretion	Without Unreasonable Delay	Within 24 Hours PC § 14211(g)	Within 60 Days PC § 14211(f)	Recommended Within 30 days PC § 14212(g)	Recommended Within 30 days PC § 14212(g)	Not Applicable	Recommended After 30 days	Within 60 days NCIC Guidelines

<sup>1</sup> Per Health & Safety Code § 102870, the DOJ shall act as a repository for dental examination records of missing and unidentified person and will compare the records for the purposes of identification.

<sup>2</sup> Per PC § 14250(a)(4), for the purpose of DNA collection, a high-risk missing person is anyone missing as a result of a stranger abduction, suspicious circumstances, unknown circumstances, there is reason to assume the person is in danger or deceased, and that the person has been missing for more than 30 days or less in the discretion of the investigating agency.

<sup>3</sup> Per PC § 14215(b), "at risk" means there is evidence of, or there are indications of, any of the following: (1) is a victim of a crime or foul play, (2) is in need of medical attention, (3) has no pattern of running away or disappearing, (4) may be the victim of a parental abduction, or (5) is mentally impaired, including cognitively impaired or developmentally disabled.

## Missing Person Investigations

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### Section 1 Legal Reference

[Penal Code Section 13519.1](#), effective January 1, 1988, required the POST Commission to implement a course of instruction for law enforcement officers and dispatchers in handling missing person and runaway cases by July 1, 1988. The course of basic training for law enforcement officers and law enforcement dispatchers was required to incorporate instruction in their programs on the topic of missing person and runaway cases by January 1, 1989. All law enforcement officers and law enforcement dispatchers who have received their basic training before January 1, 1989, were required to participate in supplementary training on missing person and runaway cases, as prescribed and certified by the POST Commission. The training of all said officers was to be completed by no later than January 1, 1991. Since that time, the topic of missing person and runaway cases remains in the core curriculum of basic training for law enforcement officers and dispatchers. The POST Commission is also required to provide training to peace officers to efficiently handle, on the local level, the tracing of missing persons and victims of violent crimes. Local law enforcement agencies are encouraged to include such training as part of their Advanced Officer and Dispatcher Update training programs.

### Section 2 Background

This curriculum was developed and revised with the input of several advisory committees over the years. The curriculum is based upon POST guidelines for handling missing person and runaway cases, which was developed with the input of the advisory committees as well. The curriculum was approved by the POST Commission and became effective January 1, 1989. The curriculum was updated in 1998, 2000, 2006, 2011 and 2020. Curriculum and Guideline revisions were based on related Legislative Bills that amended and created new Penal Code sections, related to the topic of Missing Persons and Runaway cases, and input from the subject matter resources.

### Section 3 Certification Information

The following curriculum is applicable in its entirety to the Basic Course. Designated portions of the training are applicable to in-service officers who have received their basic training before January 1, 1989. This supplementary training for in-service officers may be included as part of advanced officer

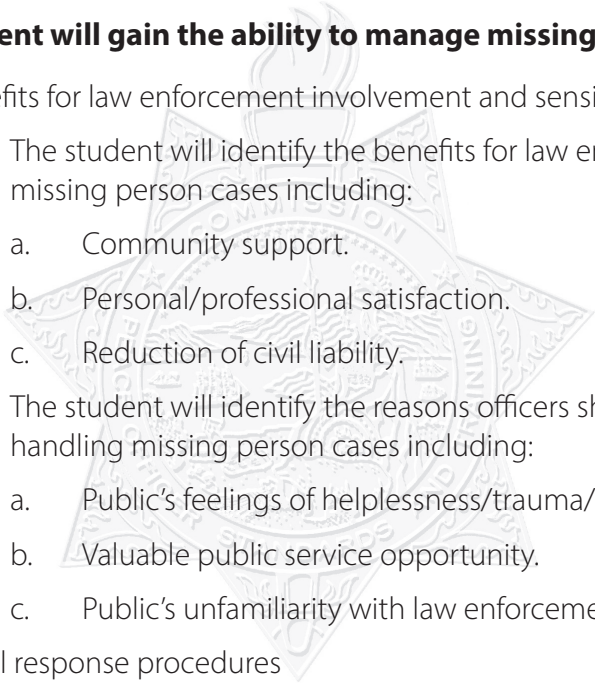
courses or as part of a technical course. Basic and supplementary training for dispatchers includes a minimum two-hour overview of all topics, with emphasis on those aspects performed by dispatchers. To assist presenters and instructors, the POST Training Specifications for the Regular Basic Course and Basic Dispatcher Course are available upon request to provide more detailed information on this curriculum.

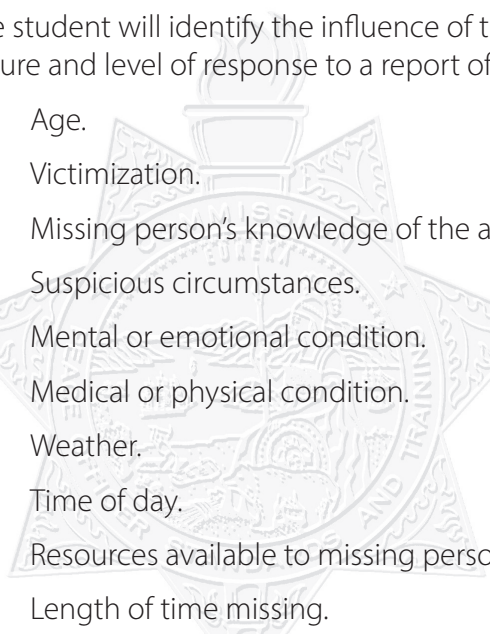
#### Section 4 Training Topics

For in-service officers completing basic training prior to January 1, 1989, supplementary training consists of a minimum of two hours with emphasis on these topics:

Total: Minimum of 4 hours training

#### Learning Goal: The student will gain the ability to manage missing person cases.

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- A. Benefits for law enforcement involvement and sensitivity
    - 1. The student will identify the benefits for law enforcement involvement in missing person cases including:
      - a. Community support.
      - b. Personal/professional satisfaction.
      - c. Reduction of civil liability.
    - 2. The student will identify the reasons officers should exhibit sensitivity in handling missing person cases including:
      - a. Public's feelings of helplessness/trauma/fear/anger.
      - b. Valuable public service opportunity.
      - c. Public's unfamiliarity with law enforcement procedures.
  - B. Initial response procedures
    - 1. The student will identify procedures required for the initial investigation and response to missing person cases including:
      - a. Verification that this is a missing person case.
      - b. Determine type of missing person case.
      - c. Determine existence of suspicious circumstances/risk factors.
      - d. Identify and isolate any potential crime scene area.
      - e. Obtain description of victim and possible suspect(s).
      - f. Identify potential witnesses.
      - g. Obtain recent photograph of victim.

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- h. Determine steps to be taken to locate victim.
  - i. Call a supervisor or investigator if appropriate.
  - j. Notification of other agencies.
  - k. Complete a comprehensive report using the standardized Missing Persons Reporting Form and review the Missing Person Checklist to ensure all appropriate steps are taken and available resources are utilized.
2. The student will identify the reasons for making a thorough search of the missing person's home, vehicles, and yard at the onset of the investigation.
3. The student will identify the influence of the following conditions on the nature and level of response to a report of a missing person:
- a. Age.
  - b. Victimization.
  - c. Missing person's knowledge of the area.
  - d. Suspicious circumstances.
  - e. Mental or emotional condition.
  - f. Medical or physical condition.
  - g. Weather.
  - h. Time of day.
  - i. Resources available to missing person.
  - j. Length of time missing.
  - k. Custody status.
- C. Locating missing persons
1. The student will identify the means for locating missing persons, including:
- a. Making a local Be on the Lookout (BOLO) broadcast.
  - b. Initiating an AMBER Alert, Endangered Missing Advisory, or Silver Alert based on qualifying criteria.
  - c. Searching the area.
  - d. Determining the existence of court orders regarding custody matters.
  - e. Utilizing additional resources.

- D. Legal requirements for initial response and follow-up:
1. The student will identify the legal and departmental requirements for the initial handling of missing person cases including:
    - a. Accepting the report regardless of jurisdiction per [PC §14211\(a\)](#).
    - b. Priority of response per PC §14211(a).
    - c. That a BOLO broadcast be made, without delay, if the missing person is under 21 years of age, or there is evidence that the person is “at risk” per PC §14211(d).
    - d. That a report be submitted to the Attorney General’s Office, Department of Justice, within two (2) hours, if the person reported missing is under 21-years of age, or if there is evidence that the person is “at risk” per [PC §14211\(e\)](#).
    - e. The requirement of the “immediate” reporting of a missing child under 21 years of age to the National Crime Information Center ([NCIC](#)) per the Code of Federal Regulations (CFR), Title 42, Chapter 72, Subchapter IV – Missing Children, Sections [5779](#) and [5780](#).
    - f. Issuance of DOJ authorization to release form, regarding obtaining dental and/or skeletal X-rays of the reported missing person and the authorization to use a recent photograph of the missing person, under age 18 per [PC §14212\(a\)](#).
    - g. It is the law enforcement agency’s duty to immediately assist any person who is attempting to make a report of a missing person or runaway per [PC §14214\(a\)](#).
  2. The student will identify the legal requirements for the handling of follow-up investigations dealing with missing person cases including:
    - a. In the case of a missing child, the law enforcement agency shall notify that child’s school in writing of the child’s disappearance within 10 days per [California Educational Code §49068.6](#).
    - b. Peace officer’s right to obtain school records pertaining to a missing child’s identity, location, and limitations on the use of those records per [EC §49076.5](#).
    - c. Obtaining photograph, dental, or skeletal records per [PC §14211](#) and [PC §14212](#).
    - d. Conferring with coroner or medical examiner per [PC §14212\(g\)](#).
    - e. Notification to other agencies when the reported missing person is located per [PC §14213\(a\), \(b\), and \(c\)](#).

- f. The obtaining of voluntary DNA samples from parents or family members and/or collection of personal articles belonging to the missing person that may contain that person's DNA per [PC §14250\(c\)\(2\)](#)
- g. Limitations on use of DNA and penalties for violation per [PC §14250\(c\)\(7\)](#)
- h. Cancellation of automated system entries when person is located per [PC §14213](#)





# Missing Persons References and Investigative Resources

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## Section 1 Department of Justice Missing Person Reporting Criteria

The standard DOJ Missing Persons Reporting Form collects all the mandatory information for entering a record into MPS and NCIC. However, many law enforcement agencies have developed their own forms. Any missing person's report form must use the current DOJ reporting criteria to assure accuracy when the missing person is entered into the DOJ's Missing Persons System (MPS). The following items must be incorporated into the reporting form:

- ▶ Reporting agency
- ▶ Originating Agency Identifier (ORI)
- ▶ Case number
- ▶ Date of report
- ▶ Reporting party
- ▶ Investigator's name
- ▶ Agency phone number
- ▶ Report type (runaway, suspicious circumstances, parental abduction, etc.)
- ▶ Category ("at risk", prior missing, sexual exploitation suspected, etc.)
- ▶ Location last seen
- ▶ File Control Number (FCN)
- ▶ National Crime Information Center (NCIC) number
- ▶ Missing person's name
- ▶ Alias names
- ▶ Sex, race, height, weight, hair color/length, eye color
- ▶ Date of birth or age
- ▶ Date of last contact
- ▶ Dental chart/X-rays
- ▶ Dentist's name/phone number

- ▶ Visible dental work (braces, etc.)
- ▶ Photograph/age in photograph
- ▶ Photograph/X-ray waiver of release – signed
- ▶ Medical conditions
- ▶ Scars/marks/tattoos/description
- ▶ Clothing description
- ▶ Jewelry description
- ▶ Glasses/contacts
- ▶ Known associates
- ▶ Social Security number
- ▶ Driver's license number
- ▶ Vehicle information (owner, make, model, color, style, year, VIN, license plate number)
- ▶ Boat information (registration, state, year, hull number, color and make)
- ▶ Miscellaneous information/narrative
- ▶ Suspect information

## Section 2 AMBER Alert Procedures

In July 2002, legislation was enacted to help provide a coordinated and rapid response to instances of child abduction in California. When a child is abducted, timely notification to law enforcement and the public is one of the most essential components of the recovery process. The following information is an overview of the California Child Safety AMBER Network, and the various resources available to law enforcement agencies in the event of a child abduction incident.

### 2.1 Background

History has shown the importance of a cooperative effort among law enforcement agencies, media outlets, and the public in responding to child abduction incidents. This is especially important when you consider a study by the United States, Department of Justice, which found that 74 percent of children who were abducted, and later found murdered, were killed within three hours of being taken. In the event of a child abduction incident, this troubling statistic highlights the need for the immediate dissemination of pertinent information to law enforcement agencies, media outlets, and the public.

In response to this need, a statewide child abduction notification system was implemented in August 2002. This system, the California Child Safety AMBER Network, is partially modeled after the original AMBER Alert Program developed in 1996 following the abduction and murder of 9-year old Amber Hagerman in Arlington, Texas. Although it is modeled after the plan developed in Texas, California's new plan utilizes several additional resources to aid in the dissemination of child abduction information throughout the state.

The California plan, which addresses elements required as a result of the passage of Assembly Bill (AB) 415, (Sept. 13, 2002,) requires law enforcement agencies to request activation of the Emergency Alert System (EAS) in response to a report of a child abduction incident that meets specific criteria. This will ensure that law enforcement agencies in California provide immediate notifications to other agencies, media outlets, and the public to assist in the recovery of children in the most serious child abduction cases.

## 2.2 AMBER Alert System

The activation of the EAS, also referred to as an AMBER Alert, can pre-empt radio and television broadcasts and provide information to the public regarding a child abduction incident. To capture the attention of the public, the emergency messages are preceded and concluded with alert tones. In accordance with AB 415, the investigating law enforcement agency in a child abduction case is required to request EAS activation in the appropriate local area when specified alert criteria (see below) have been met.

Although there are a few counties in the state that have established local Child Abduction Regional Emergency (CARE) Alert programs along with regional EAS activation protocol, the California Highway Patrol (CHP) is the AMBER alert statewide coordinator and stands ready to assist with statewide or multiregional activations.

## 2.3 AMBER Alert Criteria

As established in Government Code (GC) Section 8594, law enforcement agencies are required, absent extenuating investigative needs, to request activation of the EAS in the appropriate local area for incidents that meet all the following criteria:

- A. Confirmation that an abduction has occurred, or the child has been taken (e.g., witness verification, alternative explanations for a child's absence eliminated, etc.)
- B. The victim is 17 years of age or younger or has a proven mental or physical disability.
- C. The victim is in imminent danger of serious bodily injury or death.
- D. There is information available that, if disseminated to the public, could assist in the safe recovery of the victim.

The investigating agency will determine if an incident meets the AMBER Alert criteria with the assistance of the California Highway Patrol, Emergency Notification and Tactical Alert Center.

In accordance with Government Code Section 8594, law enforcement agencies shall only request EAS activation in a child abduction incident when all the criteria listed above have been met. The EAS is not intended to be used for abductions resulting from custody disputes that are not reasonably believed to pose an immediate threat to the life or physical health of a child.

## 2.4 California Highway Patrol Assistance

It is not the intent of the CHP to interfere in any way with jurisdictional responsibility in a child abduction investigation. Instead, the CHP stands ready to aid local investigating agencies when requested.

On August 18, 2002, the CHP's Emergency Notification and Tactical Alert Center (ENTAC) was established. ENTAC serves as a centralized point-of-contact to aid investigating agencies as needed. ENTAC operates 24-hours a day, seven days per week, and can assist all California law enforcement agencies with the initiation and investigation of all levels of AMBER Alerts or an Endangered Missing Advisory (if the AMBER Alert criteria has not been established). When requested, ENTAC can also aid an investigating agency with the timely dissemination of child abduction information utilizing other resources. Contact with ENTAC is restricted to law enforcement agencies only- 916-843-4199.

When contacting ENTAC to request activation of the EAS, the investigating law enforcement agency will be asked to verify that all the alert criteria have been met. In addition, the investigating agency will be asked to provide relevant information (e.g., agency contact, suspect, and victim information) for EAS message composition and the utilization of many other investigatory tools.

In most instances, the local investigating law enforcement agency will be responsible for requesting assistance with the dissemination of child abduction information. However, should the CHP become aware of a child abduction incident prior to a formal notification or request for assistance, the investigating agency may be contacted by a CHP representative to help.

## 2.5 Activation procedures

- A. When activating an AMBER Alert, the investigating agency shall refer to their specific abduction policies and procedures.
- B. In the event of a confirmed child abduction the following procedures should be followed:
  1. Radio transmission of a Be on the Look Out (BOLO) broadcast - the officer will immediately initiate an appropriate area wide and regional wide broadcast when applicable. Refer to your local procedures.
  2. The missing child shall be immediately entered into National Crime Information Center (NCIC) system as an abducted child. The child's name and other critical elements will be included in the NCIC entry. Once the EAS has been activated, law enforcement agencies should update their NCIC entry by clicking the "K" code which adds "AMBER Alert" to the victim's name. By doing this, law enforcement agencies will recognize that the individual is a victim of an active AMBER Alert.
- C. Contact the CHP's Emergency Notification and Tactical Alert Center (ENTAC) for assistance

activating an AMBER Alert at (916) 843-4199. ENTAC can activate the EAS alert regionally or statewide.

- D. The California Highway Patrol ENTAC Center is the primary agency that oversees the activations of freeway Changeable Message Signs (CMS), EAS alerts, and Wireless Emergency Alerts (WEAs). Contact the CHP-ENTAC immediately for activation of these services. If the specifics of the investigation necessitate an expansion of the AMBER Alert, the CHP can initiate a larger scale EAS activation, as well as expand the use of other tools throughout California and in neighboring states.
- E. The handling law enforcement agency will prepare an initial press release that includes all available information. The press release should be immediately forwarded to their media services. The press release will include
1. The child's identity, age, and description.
  2. Suspect's identity, age, and description.
  3. Vehicle description.
  4. Location of incident, direction of travel, potential destinations.
  5. A media liaison or press information officer, and a telephone number for the media to call for additional information and/or updates.
  6. A telephone number for the public to call with leads/information. Refer to mutual aid information contained herein.
  7. A photo or digital image of the missing person.
- F. The reporting agency should consider transmitting the information over their local and regional radio communications systems, i.e., transit systems, local area hospitals, public works, fire/EMS, animal control, lifeguards, ham radio associations, etc.
- G. Child abduction poster and flyers.

Agencies should have the ability to disseminate abduction information via the image-based Critical Reach System (formally TRAK). The CHP-ENTAC will, upon being contacted, create an AMBER Alert, EMA, or Silver Alert flyer. CHP-ENTAC will publish the information on the CHP Alerts twitter page, @CHPALerts.

1. International border issues

Notifications to the FBI should be made if there are indicators that the child may be transported out of state or the country. If the child has been transported **across the Mexican border**, the CHP Border Division Mexico Liaison Unit, San Diego Sheriff's Department or the San Diego Police Department's Mexico Liaison Units should be



contacted. If the child is being transported across the Canadian border, the Royal Canadian Mounted Police National AMBER Alert Center can be contacted.

2. Cancellation of an AMBER Alert
  - ▶ **The reporting agency shall contact ENTAC immediately upon locating the abducted or missing child; an immediate cancellation of the Alert shall be made.**
  - ▶ **For any further reference or training on the California AMBER Alert program, contact: California Highway Patrol Emergency Notification and Tactical Alert Center (ENTAC) 916 843-4199.**

## 2.6 Additional Resources

In addition to assisting with statewide or multi-regional AMBER Alerts, the CHP is prepared to assist local law enforcement agencies with the use of other resources to disseminate information and assist with the recovery of an abducted child. The following are general overviews of other resources that may be used to disseminate child abduction information:

### A. Changeable Message Signs (CMS) / Highway Advisory Radio (HAR)

Operated by the California Department of Transportation (Caltrans), electronic Changeable Message Signs (CMS) are a highly visible means of disseminating real-time traffic safety and congestion information to the public as they utilize the highway transportation system. Currently, there are over 500 fixed CMS locations throughout the state.

As a component of the California Child Safety AMBER Network alert system, CMS can be used to transmit information to the motoring public regarding a child abduction case. To prevent overuse of the system, CMS will only be activated for an incident that meets all the AMBER Alert criteria. However, even for qualifying incidents, activation of CMS will be considered on a case-by-case basis taking into consideration motorist safety, local traffic conditions, and visibility.

For incidents that warrant activation of CMS, the investigating law enforcement agency will be consulted regarding the duration and geographical area of activation. For example, for an abduction occurring in Los Angeles in which it is believed that the suspect is still in the area, CMS may only be activated in the Los Angeles region. However, in the same incident, if there was information to suggest that the suspect was traveling to Sacramento, CMS and HAR may be requested along the freeway segments between Los Angeles and Sacramento.

The CHP and Caltrans jointly operate Transportation Management Centers (TMC) throughout the state. When use of CMS is requested for a qualifying child abduction incident, **CHP's ENTAC will contact the appropriate TMC to coordinate CMS activation** within a specific region. Prior to CMS activation, the CHP will work with Caltrans and the investigating law enforcement agency to develop a concise message considering the character limitations associated with CMS. Under normal circumstances, CMS will not



be activated unless there is a suspect vehicle license plate and/or a unique description available.

B. CHP Internet Sites

Upon receipt of child abduction information, the CHP can also post continually updated information and photographs on the CHP home page (chp.ca.gov) and on the CHP Alerts Twitter page (@CHPAlerts).

C. California State Lottery

In 2010, the California State Lottery and the California Highway Patrol formed a partnership in order to disseminate AMBER Alert information to a larger population. During an AMBER Alert activation, the California State Lottery has the capability of displaying the information on more than 38,000 electronic message boards throughout the state (anywhere lottery tickets are sold).

D. Twitter

Due to the influx of people using social media sites to receive real time news and information, the CHP developed a strategic partnership with Twitter. @CHPAlerts.

## 2.7 Cases Not Meeting AMBER Alert Criteria

The AMBER Alert should be activated only in those child abduction cases meeting the mandatory AMBER Alert criteria. AMBER Alerts should not be used for cases involving:

- ▶ Runaways/International Acts
- ▶ Where no abduction is confirmed or occurred
- ▶ Missing children in which there is no evidence of foul play or the child is not in **imminent** danger of serious bodily harm or death
- ▶ Custody disputes where the child's life or physical health is not reasonably believed to be in **imminent** danger

It is important to remember that an AMBER Alert is effective only if activated when appropriate. If AMBER Alerts are misused or employed in cases that do not meet the GC criteria, the program's credibility and integrity can be diminished. For cases that do not meet these criteria, agencies should continue to exercise discretion in determining which of the many following available resources would be the most appropriate for transmitting information to other law enforcement agencies, the media, and the public.

## 2.8 Endangered Missing Advisory (EMA)

An EMA can be issued in cases where the statutory criteria for an AMBER Alert are not met; however, an agency has reasons to believe the person is at risk or endangered and assistance in

distributing information to help locate the individual(s) is desired. Although not all inclusive, the following are examples where an EMA, versus an AMBER Alert, may be appropriate:

- ▶ A custodial parent takes their child and, due to specific circumstances, the investigating agency deems the child to be at-risk/endangered.
- ▶ A juvenile is reported missing and there is no indication or confirmation that an abduction occurred.
- ▶ A person with a known medical condition, such as dementia, is reported missing.

An EMA involves many of the same alerting/notification measures utilized during an AMBER Alert, except for there is no activation of the EAS. An EMA generally consists of an Emergency Digital Information Service (EDIS) message, Critical Reach flyer Wireless Emergency Alert, Twitter post, Be-On-the-LookOut broadcasts, U.S./Mexico border notification (if appropriate), and notification to the National Center of Missing and Exploited Children. Additional notification systems can be used during an EMA; however, they are used on a case-by-case basis. Further questions regarding EMAs can be directed to ENTAC.

## 2.9 Silver Alert

A Silver Alert is a quick response alert system, similar to an EMA, but designed specifically for elderly or cognitively impaired persons who are reported missing under the following circumstances:

- ▶ The missing person is 65 years of age or older, developmentally disabled, or cognitively impaired.
- ▶ The investigating law enforcement agency has utilized all available local resources.
- ▶ The law enforcement agency determines that the person has gone missing under unexplained or suspicious circumstances.
- ▶ The law enforcement agency believes that the person is in danger because of age, health, mental or physical disability, environment or weather conditions, that the person is in the company of a potentially dangerous person, or that there are other factors indicating that the person may be in peril.
- ▶ There is information available that, if disseminated to the public, could assist in the safe recovery of the missing person.

The Silver Alert involves the same alert notifications as an EMA to include the optional WEA. There is still no activation of an EAS as used for AMBER Alerts. A Silver Alert typically consists of a digital flyer posted to Twitter, a Be-On-the-Lookout broadcast in the requested area(s), and a CLETS broadcast to allied law enforcement agencies. Although CMS is available, and can be utilized for missing persons known to be traveling via vehicle on California highways, it is

limited to targeted geographic regions where the missing person is confirmed to be traveling and should only be utilized for missing persons who have not been missing for an extended period of time.

### Section 3 Management of the Long-Term Missing Person Case

Although majority of missing person cases will resolve by the return or location of the subject, a small but significant percentage will not be recovered within the first 30 days. Such cases are considered to have entered the long-term phase and will require long-term management. It is critical that if the missing person has not been located or returned after 30 days that the investigator ensure that the foundation of the missing person case has been properly laid by the collection and submission of identifier records into the appropriate searchable databases.

There are four primary means to identify any person who is either unwilling (because they are actively hiding from law enforcement) or unable (due to mental confusion, unconsciousness, or death) to identify themselves; 1) fingerprints, 2) dental records, 3) body X-rays/medical records and 4) DNA. It is a common misunderstanding that if the worst-case scenario has played out, and a missing person has been found dead somewhere, that it will be the task of the Coroner/Medical Examiner to complete the identification. Although it is true that the Coroner/Medical Examiner investigating an unidentified deceased person (or law enforcement investigating an unidentified living person) will have identifiers from the unidentified person, these cannot be used unless the missing person investigator has obtained the corresponding identifier for comparison to the remains.

#### 3.1 The Critical Identifiers Which Should be Obtained by the Missing Person Investigator

##### A. Fingerprints Must Be Entered in AFIS and NGI

A missing person's fingerprints may be "on file" somewhere, but unless they have been registered into the state Automated Fingerprint Identification System (AFIS) and the national Next Generation Identification (NGI) System. Fingerprints must be registered (not just run) in the automated systems so that they will match against the unidentified person's fingerprints when they are entered into these same systems.

Sources for missing person's fingerprints:

- ▶ Arrests
- ▶ Employment
- ▶ Military Service
- ▶ CA Driver's License or ID (right thumb)
- ▶ Child safety programs

In the case of a critically missing child (at risk/endangered), consider lifting prints from the scene. Even latent-quality prints are better than none.

Fingerprints can be submitted to the agency's local Identification Section, such as CAL-ID, for registration into AFIS.

It is recommended that the CAL-ID section provide the NCIC fingerprint coding for update to the NCIC record ("FPC"). This way the fingerprint classification would be available for comparison to unidentified person fingerprint codes.

#### B. Dental Records

Dental records are perishable. Dental providers in California are not required to hold these records. If a missing person has not returned within 30 days, the dental records (to include treatment records, charting, X-rays and photos) should be ordered and forwarded **preferably in digital format** to:

California Department of Justice  
Missing/Unidentified Persons Unit  
P.O. Box 160968  
Sacramento, CA 95816-0968

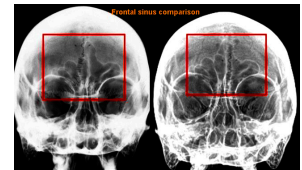
Phone 916-210-3119,

Fax 916-731-3617

Email: [missing.persons@doj.ca.gov](mailto:missing.persons@doj.ca.gov).

#### C. Skeletal X-Rays

A frequently overlooked forensic tool, skeletal X-rays, particularly of the head, are often available even when dental records cannot be found. This is particularly true of elderly persons who may no longer have teeth or have not been to the dentist in years. But they may have complained of back, neck and head pain, and had skeletal X-rays taken for diagnostic purposes. A comparison may be made of such structures as the frontal sinus which are typically quite distinctive. Medical records may also be helpful and might include serial numbers useful in tracing implants.



Securing these X-rays and records follows the same procedure as dental records. It is strongly recommended that these be obtained digitally, and transmitted to [DOJ-MUPS](#), as well as uploaded as JPG images to [NamUs](#).

#### D. DNA

DNA is the newest and potentially the strongest forensic identification method. Paradoxically, the DNA of a deceased missing person may "live on" in the unidentified remains as well as the blood relatives. Both direct DNA samples and reference samples should be submitted for profiling.

## 1. Direct DNA Sample Sources

Direct DNA samples may be obtained from items left behind by the missing person:

- ▶ Toothbrushes
- ▶ Hairbrushes
- ▶ Shaving razors
- ▶ Saliva-sealed envelopes
- ▶ Baby teeth
- ▶ Finger and toenail clippings
- ▶ Clothing (hats, shirts, undergarments, etc.)
- ▶ Biological samples retained at hospitals (biopsies, etc.)

## 2. Reference DNA Sample Sources

Samples obtained from blood kin, obtained as buccal swabs:

- ▶ Both biological parents, and...
- ▶ One biological parent and multiple siblings, or...
- ▶ All siblings, or...
- ▶ All offspring (and the non-missing parent, for an exclusion profile)
- ▶ Other more distantly related relatives.

All direct and reference samples should be collected in the free kits provided by:

California Department of Justice  
Missing Persons DNA Program  
1001 W. Cutting Blvd., Suite 110  
Richmond, CA 94804-2028

**Attn: Jan Bashinki DNA Lab**

Phone: 510 620-3300;

Email: [DNAmismissingpersons@doj.ca.gov](mailto:DNAmismissingpersons@doj.ca.gov).

Once these identifiers have been obtained and submitted, and the NCIC and NamUs records updated, the foundation of the long-term missing person case will have been laid.

**E. Periodic Re-Contact with Family/Reporting Party**

It is advisable to maintain contact with the reporting party and/or family. All too often a missing person returns, and yet law enforcement is either not notified of the return, or the



usual mechanism for verifying the return and clearing the case from the agency records and NCIC is not performed. Many active long-term cases in California's missing person system are not missing, but the cases linger in NCIC; contact has been lost with the family and the case is never cleared. Periodic re-contact with the reporting party and/or other family member should be initiated by phone, email, or postal mail services, to request updates, offer additional advice, and to clear the case should the missing person return.

#### F. Entry of Missing and Unidentified Person Fingerprints into IAFIS US DOJ CJIS

The investigator should obtain latent prints and submit these to the state Automated Fingerprint Identification System (AFIS), either through the local fingerprint identification unit, or through the State Missing Persons Clearinghouse (800 222-3463). The request should be submitted in writing and should specifically ask that the fingerprints be registered with the state AFIS and forwarded to FBI for submission into NGI. The investigator must use the term "Fingerprint Stop" in the request. This phrase flags the record so that if there are any matches with the missing person's fingerprint record, processing will be halted and referred to a fingerprint examiner. The examiner will then compare the matching records. If the match is positive, the examiner will contact the submitting investigator.

1. NGI (CJIS)
  - ▶ Customer Service Group – ask to speak with an analyst – 304-625-5590 or email [spc@leo.gov](mailto:spc@leo.gov)
  - ▶ North Central: Dixie Hornick – 304-625-2737 - [dhornick@leo.gov](mailto:dhornick@leo.gov)
  - ▶ Northeast: Buffy Bonafie – 304-625-2752 - [bbonafie@leo.gov](mailto:bbonafie@leo.gov)
  - ▶ Southern: Travis Olson – 304-625-2978 - [tolson@leo.gov](mailto:tolson@leo.gov)
2. Electronic Submissions
  - ▶ Each state has a CJIS WAN connection.
  - ▶ Local users submit fingerprints to the state AFIS.
  - ▶ State forwards fingerprints to the FBI.
  - ▶ Submissions must follow the ANSI/NIST format and must be EFTS compliant.
  - ▶ Configuration is required – Contact your regional representative for information.
3. Facsimile – Urgent Requests

Special Processing Center – 304-625-5587

  - ▶ Local and state databases should be searched first.
  - ▶ Based on written request from investigating agency.



- ▶ NCIC entry required.
- ▶ Notification to investigating agency.
- ▶ Follow up every 6 months.

#### Section 4 California Governor's Office of Emergency Services – Law Branch Resources

Law Enforcement agencies can activate the California Law Enforcement Mutual Aid System (LEMA), the Search and Rescue System and various resources and equipment necessary to conduct missing person investigations. Activation of this system, through its steps as outlined in the [Law Enforcement Mutual Aid Plan](#), enables agencies to receive support from their operational area (county), surrounding operational areas within their mutual aid region, and other regions, as well as State and Federal resources.

**To activate the system within a city, the jurisdictional city law enforcement agency contacts their county operational area coordinator – local Sheriff's Department, who acts as the Operational Area Law Enforcement Mutual Aid Coordinator. The coordinator may then provide the assistance, if available from within the operational area, or activate the regional or statewide system by contacting the California Office of Emergency Services - California State Warning Center, 24-hour service, at 916-845-8911, and requesting the Law Enforcement Branch Duty Officer.**

Resources available under this system include:

- ▶ Consultant search management teams to assist agencies in conducting missing person searches
- ▶ Consultant search management specialists with expertise in missing person searches – wilderness or urban search
- ▶ Consultant search management specialists with expertise in predator abduction incidents
- ▶ Search and Rescue (SAR) teams and personnel
- ▶ Search dogs: "non-scent specific" dogs for area searches to locate any persons in an area, "scent specific" dogs for trailing/tracking only the missing subject's scent, as well as cadaver and water (submerged victim) search dogs
- ▶ Search or communications platform aircraft through the California National Guard, Civil Air Patrol, other state agencies, or local government
- ▶ Communications frequencies: statewide mutual aid
- ▶ Communications equipment: mobile communications trucks and hand-held radios (VHF/UHF)
- ▶ Communications repeaters, portable and vehicle-based along with interoperability

- ▶ Satellite communications trailers: voice and data connectivity
- ▶ DOJ's Child Abduction Checklist for First Responders: refer to their [website](#) for additional resources

## Section 5 Federal Bureau of Investigation (FBI) Resources

Overview of jurisdictional and investigative responsibilities:

### A. FBI investigative classifications

The FBI has four different classifications used to differentiate the nature of the kidnapping investigation.

#### 1. Kidnapping for ransom or financial gain

The FBI, historically and today, responds to ransom or financial gain kidnappings. A kidnapping will usually involve the FBI either as the lead agency or as an assisting agency. There is no need, benefit, or legal obligation to wait in notifying or requesting assistance from the FBI. Ideally, notification and/or request for assistance should be made as soon as possible. Any requests for assistance which can be predicted, or arise, should be acted upon as soon as possible. The less catch-up there is, the better the efficiency and effect of the assistance. This applies to all assisting agencies.

#### 2. Removal (abduction) of child out of the United States by parent

In 1993, Congress passed the International Parental Kidnapping Act (IPKA), which can be found in [United States Code, Title 18, Chapter 55, Section 1204](#). In general, this legislation makes it a Federal violation for the offending parent to remove the victim child from the United States, in violation of court ordered custody. This statute works in addition to The Hague Convention Treaty, which holds the signatory countries to an obligatory legal process, aimed at assuring the victim child's welfare, and setting out remedies for the custody issues.

#### 3. Child Abductions

The abduction or mysterious disappearance of a juvenile under the age of 18 falls under this classification. The FBI, while under the directorship of Louis Freeh, expended much time and effort to train agents, and develop entities within the FBI, to address and prioritize these crimes as the risk of harm or death to the victim is great.

#### 4. Subjects who flee to avoid prosecution

Subjects who flee from prosecution utilizing interstate commerce may have federal complaints, and arrest warrants, issued for them under [United States Code, Title 18, Chapter 49, Section 1073](#). These cases are known as Unlawful Flight to Avoid

Prosecution (UFAP) matters. If a subject, who has a locally issued arrest warrant, flees across state lines, including leaving the country, the agency with jurisdiction can request assistance from the FBI (the requesting agency should indicate a promise to pay for the subject's extradition and the intent to prosecute). In these instances, the FBI will author a complaint for violation of Federal law and obtain a federally authorized arrest warrant. Upon the capture and extradition of the subject by the requesting agency, the Federal Court will usually dismiss the UFAP prosecution. This can be used for parental kidnappings when the court issues an arrest warrant for the offending parent. In cases where the subject has fled interstate, the FBI can be requested to assist in the search for the offending parent, under the Federal violation of UFAP. It should be kept in mind that the requirements for the UFAP request, and Federal jurisdiction over international parental kidnappings, are basically the same, with the exception that the international search will require assistance from both the United States Department of Justice, and the United States Department of State.

B. FBI Resources

1. The FBI has developed a very comprehensive resource packet entitled "Child Abduction Response Plan – An Investigative Guide" which is available to all agencies free of charge. The packet, which was developed by the FBI's Behavioral Analysis Unit (BAU) after extensive research, includes a spiral-bound book and a CD with forms and templates for a variety of suggested investigative canvasses. The material is also available electronically. Call your local FBI Office and request to speak with a Crimes Against Children or BAU Coordinator in order to receive copies of the packet.
2. The FBI's Child Abduction Rapid Deployment (CARD) Team was created in 2005 to facilitate an immediate response to the abduction or mysterious disappearance of a child. The team consists of approximately 80 specially trained FBI Special Agents and Intelligence Personnel located throughout the US. The team's mission is to assist the investigating agency with additional manpower, resources and expertise as quickly as possible. The requesting agency maintains control of the investigation. The child does not have to be missing for 24 hours nor thought to have been taken interstate for the CARD Team to provide assistance.
3. The CARD Team is equipped to deploy immediately upon learning of a missing child; therefore, it is requested the FBI be contacted as soon as possible after such an event. A CARD deployment will typically consist of about five agents, two Intel Analysts, and two agents from the Behavioral Analysis Unit. To request a CARD deployment, contact your local FBI office as soon as possible following an abduction or report of a missing child. The field office will then contact FBI HQ and begin the process. There is no cost to the requesting agency related to the deployment of the CARD Team.

4. The FBI has a wide range of technical and investigative resources available to law enforcement agencies. Availability of these services is through the agent responsible for the case and are provided free of charge. Some of the resources available through the FBI include:
    - ▶ Pen register trap and trace
    - ▶ Title III wiretaps
    - ▶ Cellular telephone tracking
    - ▶ Pole cameras
    - ▶ Evidence Response Team/Computer Analysis Response Team
    - ▶ Behavioral Analysis Unit
    - ▶ Violent Criminal Apprehension Program (VICAP)
    - ▶ NCIC off-line searches
  5. The FBI has 63 Legal Attaché offices—commonly known as “LEGATs”—and more than two dozen smaller sub-offices in key cities around the globe, providing coverage for more than 180 countries, territories, and islands. Each office is established through mutual agreement with the host country and is situated in the U.S. Embassy or Consulate in that nation.
  6. The local FBI field office has agents who are trained and dedicated to investigating child exploitation matters, including child abductions and missing child cases. Investigative assistance, along with major case management, is available.
  7. The FBI has agents in, or within reach of any place in the United States. Leads that are issued by your local FBI field office to other FBI field offices can be the most expeditious way to cover leads such as interviews of family members or possible subjects out of state.
  8. The FBI maintains information on previous FBI cases and subjects. Beside the access to NCIC and NLETS, the FBI may have additional information from other Federal sources which may be helpful to your investigation.
- C. Recommendations for developing a working relationship with the FBI
- The field offices of the FBI are determined by the United States Judicial Districts. Each FBI field office is administered by a Special Agent in Charge (SAC), with at least two Assistant Special Agents in Charge (ASAC). Larger offices such as New York, Los Angeles, and Washington DC Field Offices are led by an Assistant Director in Charge (ADIC), and supported by SAC's, ASAC's, and Supervisory Special Agents (SSA's).
1. The head of each FBI field office is autonomous but must follow directives of the FBI Director. The field offices in California are located in San Diego, Los Angeles,

San Francisco, and Sacramento. Each field office has smaller satellite offices, known as Resident Agencies (RA), that cover remote areas within the field office's area of responsibility.

2. Each field office can put different priorities on federal violations, but not outside the priorities as directed by FBI Headquarters. A child abduction is considered a top priority by FBI HQ and should be treated as an exigent matter by each field office. The response a field office gives to your request for assistance is usually based on that particular office's current case load and available resources. However, if you feel the response was not acceptable, you may want to consider taking the request up the chain.
3. It is recommended that law enforcement investigators or representatives develop or strengthen strong working relationships with their local FBI agents. When it comes time for you to call upon the resources of the FBI, it is best that you are able to start on a first name basis with someone you have previously worked with to get the "ball rolling" on your request for assistance.
4. In the event of a missing child investigation in which FBI assistance has been requested, consider pairing up agents with your agency's detectives or officers. Each brings a different perspective and has different resources, which makes a great investigative balance. Additionally, pairing the agencies creates stronger working relationships that will be beneficial for future cases.

#### **Federal Bureau of Investigation (FBI) contact information:**

FBI Headquarters	Washington, DC	(202) 324-3000
California Divisional Offices	San Francisco	(415) 553-7400
	Sacramento	(916) 481-9110
	Los Angeles	(310) 477-6565
	San Diego	(858) 565-1255

### **Section 6 Department of Justice (DOJ) Resources**

The Missing and Unidentified Persons Unit ([MUPS](#)) assists Law Enforcement Agencies (LEA) in locating missing persons and identifying unknown living and deceased persons. MUPS maintains the Missing Persons System (MPS) and the Unidentified Persons System (UPS) available through CLETS.

MUPS is responsible for the following four components:

Physical identification:

- ▶ Compares physical characteristics of a missing person to those of an unidentified person.



- ▶ Inquiries into a variety of governmental and private databases for information that may result in the location of a missing person.
- ▶ Assists LEA with questions regarding transactions and updates to MPS and UPS.
- ▶ Identification through medical records/implants/x-rays.

Dental identification:

- ▶ Charting and classifying dental charts and X-rays of MP submitted by law enforcement agencies.
- ▶ Compares dental records of missing persons to X-rays of unidentified persons submitted from coroners.

Missing Children Clearinghouse:

- ▶ Maintains an international, 24-hour toll free telephone hotline (800 222-FIND) to receive and relay information to law enforcement agencies regarding missing children.
- ▶ Publishes and distributes a monthly missing children poster and [Quarterly Bulletin](#) featuring missing children and dependent adults throughout California.
- ▶ Provides free-of-charge fingerprint cards to agencies for the voluntary fingerprinting of children.
- ▶ Maintains the [Attorney General's Missing Person website](#) with photographs of missing persons.
- ▶ Nationwide networking of all clearinghouses to aid in locating children taken out of or brought into California.

Training:

- ▶ Provides POST-certified training on Missing & Unidentified Persons Investigations.
- ▶ Provides MUPS related training for local agencies, seminars, trainings, and conferences upon request.

To request any of the above services, contact the MUPS unit at:  
916-210-3119 or [missing.persons@doj.ca.gov](mailto:missing.persons@doj.ca.gov)

## Section 7 Missing Persons DNA Program

The Missing Persons DNA Program uses DNA analysis and data matching to determine the identity of missing and unidentified persons. The Missing Persons DNA Program stores DNA profiles in two different searchable databases: 1) DNA profiles from both the biological relatives of reported missing persons and self-reference samples from the missing persons (e.g. toothbrush, baby teeth, or clothing), and 2) DNA profiles developed from samples from unidentified persons. The county coroner or medical examiner's office submits most unidentified deceased person samples. Most living unidentified persons' samples are submitted by the law enforcement agency (e.g.



Alzheimer patient, coma victim, or a person who cannot identify themselves). Identification will be made if the DNA profile of the sample from the unidentified person “matches” a DNA profile in the reference file. While the relatives of missing person DNA index is only searched against the unidentified person index, the unidentified persons-index is searched against itself, as well as the missing persons index, the, the relatives of missing persons index, and the CAL-DNA Data Bank.

### 7.1 Requirements regarding the Missing Persons DNA Program

- A. For missing person sample submission, the case needs to be active.
1. [Penal Code 14250 \(a\)\(4\)](#) “For the purpose of this database, “high-risk missing person” means a person missing as a result of a stranger abduction, a person missing under suspicious circumstances, a person missing under unknown circumstances, or where there is reason to assume that the person is in danger, or deceased, and that person has been missing more than 30 days, or less than 30 days in the discretion of the investigating agency.”
  2. The family must be notified of their voluntary right to submit DNA.
    - a. [PC §14250\(C\)\(2\)](#) “After a report has been made of a person missing under high-risk circumstances, the responsible investigating law enforcement agency shall inform the parents or other appropriate relatives that they may give a voluntary sample for DNA testing or may collect a DNA sample from a personal article belonging to the missing person if available. The samples shall be taken by the appropriate law enforcement agency in a manner prescribed by the Department of Justice. The responsible investigating law enforcement agency shall wait no longer than 30 days after a report has been made to inform the parents or other relatives of their right to give a sample.”
- B. DNA Sample Collection
1. The Missing Persons DNA Program has FREE DNA collection kits for the family DNA sample and missing person reference items. Please see the attached submission form. The DNA samples should be collected from both biological parents. If both parents are not available, use the reference chart below to determine the order for collecting samples from other biological family members. In all possible circumstances, the Missing Persons DNA Program needs more than one family reference sample. If no family members referenced on the chart below are available, contact the Missing Persons DNA Program at (916) 227-5997 for additional donor information.
  2. Reference items from the missing person include but are not limited to:
    - a. Baby book items
      1. Baby teeth

- 2. Umbilical cords
- b. Dental care Items
  - 1. Toothbrush
  - 2. Orthodontic retainers
  - 3. Dentures
- c. Personal items (unwashed)
  - 1. Undergarments
  - 2. Sports/gym clothing
  - 3. Baseball Caps
  - 4. Shoes
  - 5. Jewelry
  - 6. Cell phones
- d. Hygiene items
  - 1. Razor
  - 2. Hairbrush
  - 3. Deodorant
  - 4. Lip balm or lipstick



**7.2 DNA Sample Collection Reference Chart**

Priority	Female Missing Person (FMP)	Male Missing Person (MMP)
1	Both biological parents	Both biological parents
2	One parent and MP's siblings	One parent and MP's siblings
3	Children and spouse	Children, spouse, and MP's siblings
4	Children	Children, spouse, and any relative, MP's mother's side
5	One parent or MP's siblings	One parent and/or children and MP's siblings
6	Relative on MP's mother's side	Relative on MP's mother's side
7	NA	Any relative on MP's father's side

Note: All California missing persons cases must be active and/or "high risk" for the Missing Persons DNA Program to process the DNA. All samples are to be sent in the pre-addressed kits to the California Department of Justice Missing Persons DNA Program. For FREE Missing Persons DNA Specimen Collection Kits, contact:

Missing Persons DNA Program  
 510-620-3300  
[dnamissingpersons@doj.ca.gov](mailto:dnamissingpersons@doj.ca.gov)

Biological Samples collected for the purpose of DNA identification are destroyed “after a positive identification with the deceased’s remains is made and a report is issued” unless a law enforcement agency determines the identified person’s death has occurred by criminal means, the government entity is required to retain the material, or other statutory condition for retention applies. (See Pen. Code, § 14250, subd. (c) (6).

**Section 8 Department of Justice (DOJ) Related Reporting Forms**

**8.1 Authorization to Release Dental/Skeletal X-Rays and Photographs of Missing Juvenile**

The form is titled "AUTHORIZATION TO RELEASE DENTAL/SKELETAL X-RAYS/TREATMENT NOTES/PHOTOGRAPH OF MISSING JUVENILE" and is provided by the State of California Department of Justice. It includes fields for the name of the missing juvenile, the reporting agency and case number, and the reporting party. A section titled "AUTHORIZATION" contains a consent statement from a family member or law enforcement official. The form also includes contact information for the dentist or medical facility, including name, address, city, state, zip, and telephone number. There are also fields for the signature of a family member or law enforcement official, their name, relationship to the juvenile, and contact information.

Get File

8.2 Authorization to Release Dental/Skeletal X-Rays and Photographs of Missing Adult

STATE OF CALIFORNIA  
DEPARTMENT OF JUSTICE  
AUTHORIZATION TO RELEASE  
DENTAL/SKELETAL X-RAYS AND  
TREATMENT NOTES OF MISSING ADULT

NAME OF MISSING ADULT \_\_\_\_\_  
REPORTING AGENCY AND CASE NUMBER \_\_\_\_\_ REPORTING PARTY \_\_\_\_\_

Under California Penal Code Section 14212, the family or next-of-kin of any person reported missing and has not been located within thirty (30) days may authorize the release of the dental or skeletal X-rays, or both, and treatment notes of the person reported missing. This release form shall be taken to the dentist, physician and surgeon, or medical facility of the missing person to obtain the release of the dental or skeletal X-rays and treatment notes. The dental or skeletal X-rays, or both, and treatment notes shall be released to the person presenting this request. The person to whom the records are released shall, within ten (10) days, bring these records to the police or sheriff's department or other law enforcement agency having jurisdiction over the investigation.

If your missing adult is found, please notify the law enforcement agency **immediately**.

**AUTHORIZATION**

I am a family member, next-of-kin, or law enforcement official investigating the disappearance of the above-named missing adult and I hereby authorize the release of all dental or skeletal X-rays and treatment notes to assist law enforcement agencies in locating the above-named missing adult. I also consent to the release of the above-named missing adult's photograph, physical description, and circumstances surrounding the disappearance. This information may be used by the Department of Justice for inclusion in missing person bulletins and posters which will be distributed throughout California to law enforcement agencies, state buildings, appropriate roadside rest areas, and other parties determined appropriate by the Department of Justice to assist in locating the missing person, including the Attorney General's Website at <https://oag.ca.gov/>.

NAME OF DENTIST \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ TELEPHONE NUMBER \_\_\_\_\_

NAME OF PHYSICIAN, SURGEON OR MEDICAL FACILITY \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ TELEPHONE NUMBER \_\_\_\_\_

SIGNATURE OF FAMILY MEMBER OR LAW ENFORCEMENT OFFICIAL \_\_\_\_\_  
PRINTED NAME OF FAMILY MEMBER OR LAW ENFORCEMENT OFFICIAL \_\_\_\_\_  
RELATIONSHIP TO MISSING ADULT \_\_\_\_\_ DATE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ TELEPHONE NUMBER \_\_\_\_\_

Get File

8.3 School Notification of Missing Child - 2 Page Form

**EMERGENCY SCHOOL NOTIFICATION  
MISSING OR ABDUCTED CHILD ALERT**

Date of notification \_\_\_\_\_  
This is a notice to the school administration of (School Name) \_\_\_\_\_  
Name of missing / abducted child: \_\_\_\_\_  
Sex \_\_\_\_\_ Race \_\_\_\_\_ Date of Birth \_\_\_\_\_

If this student is located, or if anyone calls asking for information, or requests the transfer of school records, immediate law enforcement notification is required.  
Do not release any information or records until told to do so by law enforcement. Do not tell the requesting party of this notification, law enforcement will instruct you what to do. Immediately contact:

The employee assigned the case is \_\_\_\_\_ Serial No. \_\_\_\_\_  
The phone number to contact the investigator is: \_\_\_\_\_  
The report number on this case is \_\_\_\_\_ Date of missing / abduction \_\_\_\_\_

- If the employee is not available, ask for any Detective Supervisor.
- In you are unable to make personal contact with the assigned employee in this matter, immediately contact the Detective Watch Commander or the Patrol Watch Commander and reference this notification sheet. The phone numbers are:  
Detective Watch Commander \_\_\_\_\_  
Patrol Watch Commander \_\_\_\_\_
- If the child is found during off-hours, or no one answers the phone number listed above, call 911 and provide the information above.

**Photograph**  
Attached to this form may or may not be a photograph of the missing child. Additionally, take into consideration the child's age when the photograph was taken. Many times the actual school yearbook photograph may be more current.  
 Photograph not provided by reporting party.

See back page for additional information / instructions  
Page 2 of 2

Pursuant to California Educational Code 49068.6 (a), which was added January 2001, the code requires all law enforcement agencies to notify the child's school of attendance, in writing, when a child is reported missing / abducted. The code requires the school to place the notification letter in the front of the student's school / attendance record.

This notification form has two purposes:

- In many cases, young children in elementary school fall victim to parental abduction, or other related serious victimization / kidnapping. When this occurs, many times the abductor will have to request the previous school records in order to enroll the child into a new school. By having this form in the front of the child school / attendance record, the school would be made aware of the situation and cause law enforcement authorities to be notified immediately, potentially aiding in the recovery of the child.
- The second purpose of this form involves cases where a child runs away and returns to school, not notifying his or her parent.

**EDUCATION CODE SECTION 49062-49069.5**

49068.5. EC Upon the initial enrollment of a pupil in a public or private elementary school; or whenever an elementary school pupil (a) transfers from one school district to another, (b) transfers to an elementary school within the same district, (c) transfers from one private elementary school to another, (d) transfers from a private elementary school to a public elementary school, or (e) transfers from a public elementary school to a private elementary school, the principal of the school that the child enters or to which he or she transfers **is urged to check to see if the child resembles a child listed as missing by the bulletins provided by the Department of Justice pursuant to Section 14201 of the Penal Code.**

49068.6(a) EC Any law enforcement agency responsible for the investigation of a missing child shall inform the school district, other local educational agency, or private school, in which the child is enrolled, that the child is missing. The notice shall be in writing, shall include a photograph of the child if a photograph is available, and shall be given within 10 days of the child's disappearance.

**49068.6(b) EC Every school notified pursuant to this section shall place a notice that the child has been reported missing on the front of each missing child's school record. For public schools this shall be in addition to the posting requirements set forth in Section 38139.**

49068.6(c) EC Local law enforcement agencies may establish a process for informing local schools about abducted children pursuant to this section.

**49068.6(d) EC If a school receives a record inquiry or request from any person or entity for a missing child about whom the school has been notified pursuant to this section, the school shall immediately notify the law enforcement authorities who informed the school of the missing child's status.**

Page 2 of 2

Get File

8.4 Missing Person Report

STATE OF CALIFORNIA  
CJD 1008  
(Rev. 02/2019)

DEPARTMENT OF JUSTICE  
PAGE 1 of 3

**MISSING PERSON REPORT**  
Pursuant to Penal Code §13519.07(d)

[Print Form](#) [Save Form](#) [Clear Form](#)

<input type="checkbox"/> Adult <input type="checkbox"/> Child	Date and Time of Report	Date and Time of Last Contact	Report Number
Report Type: <input type="checkbox"/> Homeless <input type="checkbox"/> Voluntary Missing <input type="checkbox"/> Family <input type="checkbox"/> Elderly <input type="checkbox"/> Missing <input type="checkbox"/> Suspicious <input type="checkbox"/> Unusual Case <input type="checkbox"/> Silver Alert <input type="checkbox"/> Other	<input type="checkbox"/> Dependent <input type="checkbox"/> Financially Dependent <input type="checkbox"/> Unemployed <input type="checkbox"/> Unknown <input type="checkbox"/> Stranger <input type="checkbox"/> Suspicious <input type="checkbox"/> Other	<input type="checkbox"/> Substantiated <input type="checkbox"/> Unsubstantiated <input type="checkbox"/> Colateral <input type="checkbox"/> Endangered Missing <input type="checkbox"/> Other	
Name (Last, First, Middle) DOB: / /	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Race: <input type="checkbox"/> A - Other Asian <input type="checkbox"/> B - Black <input type="checkbox"/> C - Chinese <input type="checkbox"/> D - Cambodian <input type="checkbox"/> F - Filipino <input type="checkbox"/> G - Guamanian <input type="checkbox"/> H - Hawaiian <input type="checkbox"/> I - Hispanic/Latino <input type="checkbox"/> J - Japanese <input type="checkbox"/> K - Unknown <input type="checkbox"/> L - Asian Indian <input type="checkbox"/> M - Korean <input type="checkbox"/> N - Laotian <input type="checkbox"/> O - Other <input type="checkbox"/> P - Pacific Islander <input type="checkbox"/> S - Samoan <input type="checkbox"/> U - Hawaiian <input type="checkbox"/> V - Vietnamese <input type="checkbox"/> W - White <input type="checkbox"/> X - Unknown <input type="checkbox"/> Y - Asian Indian	
Address (City, State, Zip Code)	Residence Phone Number	Business Phone Number	Other's Location ID Number
State	State	State	State
Cell Phone Number	Local Reference Number	CF Number	Social Security Number
State	State	State	State
Email Address	Probation/Parole/Social Worker Name & Phone		
State	State		
Alcohol, Drug, Mental Health, or Medical Conditions	Jewelry		
Last Known Location/Activity (Description or Address, City, State, Zip Code)	Possible Destination (Description or Address, City, State, Zip Code)		
Known Associates and Lifestyle			
Key-Available Dentist: <input type="checkbox"/> Yes <input type="checkbox"/> No Physician: <input type="checkbox"/> Yes <input type="checkbox"/> No Mental Health: <input type="checkbox"/> Yes <input type="checkbox"/> No Other: <input type="checkbox"/> Yes <input type="checkbox"/> No	Visible Dental Work: <input type="checkbox"/> Yes <input type="checkbox"/> No Tattoos: <input type="checkbox"/> Yes <input type="checkbox"/> No Scars/Markings: <input type="checkbox"/> Yes <input type="checkbox"/> No Moles: <input type="checkbox"/> Yes <input type="checkbox"/> No Other: <input type="checkbox"/> Yes <input type="checkbox"/> No	Medical Provider Name, Address, Phone Number	Dentist Name, Address, Phone Number
Registered Owner: <input type="checkbox"/> Missing Person <input type="checkbox"/> Inquest <input type="checkbox"/> Other	Category: <input type="checkbox"/> Motor <input type="checkbox"/> Boat <input type="checkbox"/> Other	Make: <input type="checkbox"/> Other	Model: <input type="checkbox"/> Other
License Number: <input type="checkbox"/> Missing Person <input type="checkbox"/> Inquest <input type="checkbox"/> Other	State/Province/Country	Reg. Year	Operator: <input type="checkbox"/> Missing Person <input type="checkbox"/> Inquest <input type="checkbox"/> Other
Damage to Boat: <input type="checkbox"/> Yes <input type="checkbox"/> No	State/Province/Country	Reg. Expiration	Reg. Expiration
Name (Last, First, Middle)	Relationship to Missing	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	DOB: / /
Address (City, State, Zip Code)	Phone Number	E-Mail Address	
State	State	State	
Name (Last, First, Middle)	Relationship to Missing	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	DOB: / /
Address (City, State, Zip Code)	Phone Number	E-Mail Address	
State	State	State	
FCN Number:	NIC Number:	M	

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8.5 NCMEC Investigative Checklist for First Responders - 4 Page Form

### INVESTIGATIVE CHECKLIST FOR FIRST RESPONDERS

This checklist is meant to provide a framework of recommended actions, considerations, and activities to perform competent, productive, and thorough missing/abducted children investigations with the goal of better assisting families, victims, and the community.

#### FIRST RESPONDER

- Activate body camera or vehicle mounted camera, if circumstances and policy allow.
- Interview parent(s)/guardian(s)/person who made the initial report.
- Confirm the child is in fact missing.
- Identify the circumstances of the missing episode.
- Determine when, where, and by whom the missing child was last seen.
- Interview the individuals who last had contact with the child.
- Identify the child's zone of safety for his or her age and developmental stage. Determine if the case involves a child with special needs. If so, see Investigative Checklist for Law Enforcement When Responding to Missing Children With Special Needs.
- Make an initial assessment, based on the available information, of the type of incident whether nonfamily abductions; family abductions; runaway or lost; injured, otherwise missing, or a child with special needs.
- Children on the autism spectrum are at high risk. Immediately call for additional responders, search nearby bodies of water, and notify a supervisor.
- Obtain a detailed description of the missing child, abductor, and any vehicles used.
- Secure recent photos/videos of the missing child/abductor.
- Evaluate whether the circumstances meet AMBER Alert criteria and/or other immediate community notification protocol if not already activated. Discuss plan activation with supervisor.
- Advise the left-behind parent, in suspected family abduction, to call NCMEC and if any chance the child may be taken outside the United States, the parent should also contact the U.S. Department of State's Office of Children's Issues to report a potential kidnapping. Do not presume the child is safe.
- Determine the need for external, rapid deployment support, such as:
  - FBI's Child Abduction Rapid Deployment (CARD) team
  - Local or regional Child Abduction Response Teams (CARTs)
  - NCMEC's Team Adam
- Relay detailed descriptive information to communications unit for broadcast updates.
- Determine need for additional personnel including investigative and supervisory staff.
- Brief and update all additional responding personnel.
- Obtain and note consent to search home or building where incident took place even if the premises have been previously searched by family members or others.
- Conduct an immediate, thorough search of the missing child's home even if the child was reported missing from a different location.
- Inquire if the child has access to the internet and evaluate its potential role. Do not overlook activity on social media accounts or other online apps and platforms.

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### INVESTIGATIVE CHECKLIST FOR FIRST RESPONDERS

- Identify and separately interview everyone at the scene. Make sure their interview and identifying information is properly recorded. To aid in this process, if possible, take pictures or record video images of everyone present. Vehicle mounted or body cameras may be helpful with this task.
  - Note name, address, home/business phone numbers of each person.
  - Determine each person's relationship to the missing child.
  - Note information each person may have about the circumstances surrounding the missing episode.
  - Determine when/where each person last saw the child.
  - Ask each one, "What do you think happened to the child?"
- Seal/protect scene and area of the child's home, including the child's personal articles such as hairbrush, diary, photos, and items with the child's fingerprints/footprints/teeth impressions. Determine if any of the child's personal items are missing. If possible, photograph/take videos of these areas.
- Evaluate the contents and appearance of the child's room/residence.
- Ascertain if the child has a cellphone or other electronic communication device and obtain the most recent records of their use.
- Extend search to surrounding areas and vehicles, including those abandoned, and other places of concealment such as abandoned appliances, pools, wells, sheds, or other areas considered to be "attractive nuisances."
- Treat areas of interest as potential crime scenes including all areas where the child may have been or was going to be located.
- Determine if surveillance or security cameras in the vicinity may have captured relevant information.
- Review sex offender registries to determine if registered individuals' livelihood in the area or might otherwise be associated with the case. Call NCMEC at 1-800-THE-LOST® (1-800-843-5678) to request assistance with this step.
- Obtain names/addresses/phone numbers of the child's friends/associates and other relatives and friends of the family.
- Determine if any suspicious activity or people were seen in the area.
- Determine if any people were seen who seemed unusual, strange, or out-of-place.
- Continue to keep communications unit apprised of all appropriate developing information for broadcast updates.
- Interview other family members, friends/associates of the child, and friends of the family to determine:
  - when each last saw the child.
  - what they think happened to the child.
  - if the child had complained about being approached by anyone.
  - child's social networking accounts and usernames.
  - if the child utilizes chat apps on their cellphone.
  - if the child has mentioned meeting anyone online.
- Ensure information regarding the missing child is entered into the National Crime Information Center's (NCIC) Missing Person File no more than two hours after receipt of the report and any information about a suspected abductor is entered into the NCIC Wanted Person File. Ensure the entry includes a Child Abduction (CA) flag if appropriate.
- Prepare missing child poster/flier with the child/abductor's photo and descriptive information. Distribute in appropriate geographic regions. Call NCMEC at 1-800-THE-LOST® (1-800-843-5678) for assistance with this step.
- Prepare reports/make all required notifications.

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### INVESTIGATIVE CHECKLIST FOR FIRST RESPONDERS

#### SUPERVISORY OFFICER

- Obtain briefing and written reports from the first responding officer and other personnel at the scene. Call and report the case to the National Center for Missing & Exploited Children (NCMEC).
- Decide if circumstances meet the protocol in place for activation of an AMBER Alert and/or other immediate community notification systems, if not already activated.
- Determine if additional personnel are needed to assist in the investigation.
- Establish a command post away from the child's residence.
- Review responding officer recommendations for additional resources. Consider further support from:
  - State/Territorial Police
  - Missing Child Clearinghouse
  - Federal Bureau of Investigation (FBI)
  - Specialized Units
  - Victim-Witness Services
  - United States Marshals Service (USMS)
- Confirm all the required resources, equipment, and assistance necessary to conduct an efficient investigation have been requested and expedite their availability.
- Ensure coordination/cooperation among all law enforcement personnel involved in the investigation and search effort.
- Verify all required notifications are made.
- Ensure all agency policies and procedures are in compliance.
- Be available to make any decisions or determinations as they develop.
- Use media including print, radio, television, and the internet/social media to assist in the search throughout the duration of the case.
- Collaborate with your agency's communications team (PIO/PAO) to disseminate information appropriately to the public. Designate a representative to coordinate public communications if your agency does not have one.

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### INVESTIGATIVE CHECKLIST FOR FIRST RESPONDERS

#### INVESTIGATIVE OFFICER

- Obtain briefing from the first responding officer and other on-scene personnel.
- Verify the accuracy of all descriptive information and other details developed during the preliminary investigation.
- Initiate a neighborhood canvass using a standardized questionnaire.
- Obtain a brief, recent history of family dynamics.
- Determine if social services or child protective services have been or are currently involved with the family.
- Correct and investigate the reasons for conflicting information offered by witnesses and other individuals.
- Provide relevant items and materials secured from the scene(s) to specialized units and external support agencies as need to aid in searches.
- Review and evaluate all available information and evidence collected.
- Secure the child's latest medical and dental records and items suitable for DNA collection.
- Contact landfill management and request they delay or at least segregate garbage and dumping containers from key investigative areas in cases where it is suspected there may be imminent danger to the missing child.
- Develop and execute an investigative plan.
- Conduct a criminal history background check on all principal suspects, witnesses, and participants in the investigation.
- Determine what additional resources and specialized services are required.
- Ensure details of the case have been reported to NCMEC. If the child is missing from placement, NCMEC is to be notified within 24 hours. The investigating agency, child welfare agency, and NCMEC are to maintain close liaison for the exchange of information and technical assistance.
- Prepare and update bulletins for local law enforcement agencies, missing child clearinghouse, FBI, and other appropriate agencies.
- Establish a phone hotline for receipt of tips and leads. Consider establishing an email address and other methods of electronically receiving leads as well.
- Establish a leads management system to prioritize leads and help ensure each one is reviewed and followed-up. Request support with this from NCMEC if needed.

This checklist is adapted from and to be used as a supplement to Missing and Abducted Children: A Law Enforcement Guide to Case Investigation and Program Management. The guide contains additional recommended checklists and resources and may be downloaded free of charge at MissingKids.org/resources/pdffiles. To request a free copy or assistance for specific cases, call NCMEC at 1-800-THE-LOST® (1-800-843-5678). Treatment was supported by Grant No. 2017-01-0001-01 awarded by the Office of Justice Programs and the Quality Prevention, Crime and Justice Programs, U.S. Department of Justice. The information provided in this document may not remain current or accurate, so recipients should use this document only as a starting point for their own independent research and analysis. If legal advice or other expert assistance is required, the services of a competent professional should be sought. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect those of the Department of Justice. Copyright © 2004-2020 National Center for Missing & Exploited Children. All rights reserved. National Center for Missing & Exploited Children and are registered trademarks of the National Center for Missing & Exploited Children. The AMBER Alert logo is a registered trademark of the U.S. Department of Justice. NCMEC Case #88.

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8.6 Child Abduction First Responder/Risk of Danger Checklist - 2 Page Form

**CHILD ABDUCTION FIRST RESPONDING OFFICER CHECKLIST**

**RESPOND**

RESPOND to ANY disappearance of a child as an Abduction Case until further information is developed. CHILD ABDUCTION BY A FAMILY MEMBER must be treated as an urgent missing child investigation. ALWAYS consider the child endangered until proven otherwise.

WITHOUT DELAY BROADCAST SUPPLEMENTAL INFORMATION TO: All police communication channels, other patrol officers, other law enforcement agencies, and consider AMBER ALERT.

**GATHER DATA RELEVANT TO THE INITIAL RESPONSE: Interview reporting party & witnesses**

Ensure child is missing  
 Description of child  
 Circumstances of disappearance  
 Description of alleged perpetrator (if known)  
 Description of vehicle  
 Initial determination of abduction type  
 Risk assessment (see risk assessment checklist)

**YOU MUST IMMEDIATELY**

Establish and secure the crime scene  
 Additional personnel and supervision

**NOTIFY**

Additional personnel and supervision  
 Highway Patrol

**ENTER INFORMATION INTO**  
The Department of Justice Missing Person System (MSPONSOR)

**GATHER ADDITIONAL INVESTIGATIVE DATA**

Photograph & other identifying data  
 Re: child (and abductor/suspect, if known)  
 Detailed family history  
 Locations of other family members  
 School, health and other info re: child  
 Possible destinations

**PRIOR TO LEAVING THE SCENE ADVISE FAMILY**

How to access ICHIRI witness services  
 Can offer DNA if child is missing 30 days

**IF APPROPRIATE, NOTIFY THE:**

District Attorney's Family Child Abduction Unit  
 Local office of the FBI  
 Media  
 Amber Alert  
 National Center for Missing & Exploited Children  
 Missing children nonprofit organizations

**CONTACTS AND RESOURCES**

DOJ Missing & Unidentified Persons Unit (816) 227-3290  
 DOJ Missing Children Hotline (800) 222-FIND (3463)  
 California Highway Patrol or nearest CHP Communications (800) TELL-CHP Center (833-5247)  
 FBI: Los Angeles (310) 996-6000  
 Sacramento (916) 481-6110  
 San Diego (619) 596-1255  
 San Francisco (415) 955-7400  
 National Center for Missing & Exploited Children (800) 843-5678  
 Missing Children Organizations:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 District Attorney's Child Abduction Unit  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Sponsored by:  
 The California Child Abduction Task Force  
 and  
 The California Emergency Management Agency  
 Victim Services Branch, Child's Safety Section  
 (916) 224-7129

This checklist is a suggested guide, but is not all-inclusive. Local jurisdictions may have procedures with varying requirements.

**CHILD ABDUCTION & RISK OF DANGER TO CHILD ASSESSMENT CHECKLIST**

ALWAYS consider the child endangered until proven otherwise.

**ABDUCTOR-SUSPECT INFORMATION**

Prior threats to abduct child  
 Prior abductions and/or prior concealments  
 Has strong family ties in other states or countries  
 Unwed parents  
 Criminal history  
 Has a weapon/access to a weapon  
 Has/is threatening suicide  
 Child taken without any personal items  
 Recently been fired from employment  
 Recently quit employment  
 Made verbal threats to harm custodian/child  
 Major deviation from normal behavior pattern  
 Prior incidence of violence  
 History of Domestic Violence/Child Abuse  
 Chronic alcoholism/drug use  
 Currently Under the Influence  
 Mental illness  
 Registered sex offender  
 History of Stalking  
 History of violent criminal acts  
 Custody battle/recent divorce or separation  
 Potential of international abduction  
 Has passport & support system outside U.S.  
 Child has current passport  
 Signs of pre-abduction plans to leave the U.S.  
 Cumulative recent "stressors" and/or loss of "control" over personal life or other individuals

**MOTHER ABDUCTOR-SUSPECT INFORMATION**  
(Additional factors common to female custodian/abductor)

Allegations of child abuse by male custodian/father  
 Allegations are supported by mother's family  
 Child under age six  
 Recent court hearing/decision regarding custody

**CHILD(REN) INFORMATION**

Is within at-risk age group  
 Is preschool age or younger  
 Knows own address and telephone number  
 Knows how to dial 911  
 No or limited English-speaking ability  
 Acute Serious Health Concern  
 Chronic Serious Health Concern  
 Requires Medication  
 Developmentally Delayed  
 Physical Disability  
 Child is Drug Dependent  
 Potential violence or sexual abuse of victim

**CULTURAL CONSIDERATIONS**

Potential "Honor Killing"  
 Potential unwilling victim of "Marriage Abduction"  
 Child seen as rightful property of abducting party  
 Potential maiming such as, female circumcision  
 Mixed culture marriage relationship  
 Parents are members of a religious cult, militia, or other extremist group

This checklist is intended as a guide and may not be all-inclusive. Local jurisdictions may have varying requirements. Sponsored by the California Child Abduction Task Force and The California Emergency Management Agency, Child's Safety Section (916) 224-7129.

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8.7 Sample Child Abduction/Missing Child Report Worksheet - 2 Page Form

**SAMPLE CHILD ABDUCTION/MISSING CHILD REPORT WORKSHEET**

WITHOUT DELAY BROADCAST ALL POINTS BULLETIN to all Police Communication Channels, Other Patrol Officers, Other Law Enforcement Agencies

**Child's Name** \_\_\_\_\_ **DESCRIPTION OF CHILD** \_\_\_\_\_ **Time of Broadcast** \_\_\_\_\_  
 Nickname(s) \_\_\_\_\_ Gender \_\_\_\_\_ Race/Ethnicity \_\_\_\_\_ Citizenship \_\_\_\_\_  
 Female  Male

**Age** \_\_\_\_\_ **Date of Birth** \_\_\_\_\_ **Hair Color** \_\_\_\_\_ **Eye Color** \_\_\_\_\_ **Height/Weight** \_\_\_\_\_ **Languages Spoken at Home** \_\_\_\_\_ **Disabilities** \_\_\_\_\_

**Clothing at Time of Disappearance:** \_\_\_\_\_  
**Distinguishing Features or Marks:** \_\_\_\_\_  
**Medical Conditions:** \_\_\_\_\_

**CIRCUMSTANCES OF DISAPPEARANCE**

Last Seen By (Witness)	Relationship	At Location	At/Around Time	With (child alone or with others)

**Reason the child is perceived as missing:** \_\_\_\_\_

**DESCRIPTION OF ALLEGED PERPETRATOR IF KNOWN**

Name	Aliases/Monikers	Gender	Race/Ethnicity	Citizenship
		<input type="checkbox"/> Female <input type="checkbox"/> Male		

**Age** \_\_\_\_\_ **Date of Birth** \_\_\_\_\_ **Hair Color** \_\_\_\_\_ **Eye Color** \_\_\_\_\_ **Height/Weight** \_\_\_\_\_ **Languages Spoken** \_\_\_\_\_

**Disabilities/Medical Conditions:** \_\_\_\_\_

Vehicle Description (make, model, year, color, etc.)	License/State	Occupation	Criminal Record	Relationship to Child

**Notes:** \_\_\_\_\_

**Clothing at Time of Abduction:** \_\_\_\_\_ **Other Observations/Distinguishing Marks/Tattoos:** \_\_\_\_\_

**Residential Address:** \_\_\_\_\_ **Work Address:** \_\_\_\_\_

**Potential Destinations:** \_\_\_\_\_  
**Potential Routes of Escape:** \_\_\_\_\_

**Type of Abduction:**  Non-family  Family  International Risk  Removal from the United States

**RISK ASSESSMENT** (degree of risk that child may be injured, killed or removed from the United States) Complete risk assessment, then determine concerns: \_\_\_\_\_

**RELEVANT INFORMATION**

**Child Victim's Residential Address:** \_\_\_\_\_ **Family Status:** \_\_\_\_\_ **Legal Caretaker/Custodial Situation:** \_\_\_\_\_  
 Intact Two-Parent  Divorce/Separation  
 Singleparent  Out-of-Home Placement  
 Other

**Telephone:** \_\_\_\_\_

**School/Day Care:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Grade, Teacher, Telephone #:** \_\_\_\_\_

**Individuals Living in Child's Household:**

Relationship to Child	Current Location	Contact Information

**INTERNATIONAL RISK (Complete only if indicated)**

Current Passport	Current Foreign Passport
Country of Origin: _____ Passport # _____ Abductor: <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> unknown <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> unknown <input type="checkbox"/> Dual Citizen Child: <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> unknown <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> unknown <input type="checkbox"/> Dual Citizen	Passport # _____ Country: _____ Country: _____ Country: _____ <input type="checkbox"/> Dual Citizen

**Out-of-Country Relatives/Friends:** \_\_\_\_\_ **Relationship to Abductor/Child:** \_\_\_\_\_ **Country:** \_\_\_\_\_ **Contact Information (address, telephone, etc.):** \_\_\_\_\_

**BROADCAST UPDATED ALL POINTS BULLETIN** to all Police Communication Channels, Other Patrol Officers, Other Law Enforcement Agencies

**NOTIFY APPROPRIATE AGENCIES**

- Enter information into computerized systems
- Enter on the DOJ Missing Person System will automatically generate National Crime Information Center (NCIC)
- Notify the media and:
  - Department of Justice Missing & Unidentified Persons Unit  California Highway Patrol  Local FBI  AMBER ALERT  National Center for Missing & Exploited Children  District Attorney Child Abduction Unit

**OBTAIN ADDITIONAL EVIDENCE/INFORMATION TO ASSIST IN SEARCH** (Record photograph of child, footprints, items, how far from home and where the child is accustomed to going on his or her own, etc.)

**DEPARTMENT OF JUSTICE MISSING & UNIDENTIFIED PERSONS UNIT (816) 227-3290**

**Federal Bureau of Investigation** (310) 996-6000  
 Los Angeles (310) 996-6000  
 Sacramento (916) 481-6110  
 San Diego (619) 596-1255  
 San Francisco (415) 553-7400

**Missing Children Organizations:** \_\_\_\_\_ ( ) \_\_\_\_\_ ( ) \_\_\_\_\_ ( ) \_\_\_\_\_ ( )

This document is a sample and may not be all-inclusive. Documentation requirements of local jurisdictions may vary. Sponsored by The California Child Abduction Task Force and The California Emergency Management Agency, Child's Safety Section (916) 224-7129.

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8.8 Critical Reach Sample Flyer

Missing/Endangered Child

Date: 4/20/2006
Case #: 06-456
Author ID: J.J.L.

---

Last Name: Jenkins  
 First Name: Alison  
 Nickname: Ali  
 Age: 9  
 Gender: Female  
 Height: 4'3"  
 Weight: 85  
 Eyes: Blue  
 Hair: Blonde  
 Complexion: Fair  
 Race: Caucasian



---

Alison was last seen in Rayburn Park in River City at 3:30 PM on April 20th while walking home from school.

Alison was wearing a blue jeans overall with a bright yellow short-sleeved shirt. She was wearing red tennis shoes and her hair was in a ponytail.

A possible suspect seen in the area is a white male, 6'0" and 175 lbs, wearing blue jeans and a white tee shirt.

The suspect may be driving a blue Ford Taurus, estimated 1995 model.

Any information on Alison, the suspect, or the vehicle should be reported to this department immediately.

**River City Police Department**  
**650/665-6655**

See [www.criticalreach.org](http://www.criticalreach.org) for more information on Critical Reach alerts.

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8.9 Declaration of Authority for Seizure of Dental/Medical Records

Use this form to obtain dental/medical records. Select "Get File", then place your agency letterhead on the document.

Your Agency ID Here

Declaration of Authority for Seizure of Dental / Medical Records

Missing Person's Name \_\_\_\_\_

Agency Case Number \_\_\_\_\_

I hereby declare that the above mentioned person has been reported missing and that no family or next of kin exist or can be located.

There is presently an active investigation being conducted seeking the location of a missing person, and Dental / Medical X-rays, related charts and records are necessary for the exclusive purpose of furthering the investigation.

These records are hereby requested to be produced by:

Physician's name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Phone \_\_\_\_\_

This form, signed by a peace officer, is sufficient authority for the dental / medical doctor to release the missing person's records pursuant to the express provisions of Section 14206 of the California Penal Code.

Name of Officer \_\_\_\_\_ Title/Rank \_\_\_\_\_

Division \_\_\_\_\_ Phone \_\_\_\_\_

Signature of Duty Sworn Peace Officer \_\_\_\_\_
Date \_\_\_\_\_

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**Section 9 Additional Resources: Agencies and Organizations****9.1 National Center for Missing and Exploited Children (NCMEC)**

NCMEC was established in 1984 as a private, nonprofit, and tax-exempt organization to provide services nationwide for families and professionals to prevent the abduction, endangerment, and sexual exploitation of children. NCMEC is an excellent resource to assist local law enforcement agencies with missing child (up through the age of 20 years) and child sexual exploitation cases.

NCMEC offers:

- A. Technical assistance to law enforcement agencies in the prevention, investigation, prosecution, and treatment of cases involving missing and exploited children, at no cost to the agency.
- B. A national clearinghouse of information on missing children.
- C. Networking with other nonprofit providers and state clearinghouses regarding missing/abducted children cases.
- D. A 24-hour public CyberTipline used to report Internet-related child sexual exploitation at [www.CyberTipline.org](http://www.CyberTipline.org) or 1-800-THE-LOST.
- E. Training for law enforcement, public safety communications, and child-serving professionals on missing and sexually exploited children through NCMEC CONNECT online learning and in-person training delivered in Alexandria, VA and host sites around the country.
- F. Access to NCMEC's Lost Child Alert Technology Resource (LOCATER) system, at no cost:
  1. Using the secure LOCATER website, agencies can easily create missing person posters and instantly transmit them electronically to other agencies, the media, and the public via the internet.
  2. Both sending and receiving agencies can print high quality posters for distribution at briefings, roll-calls, incident command posts, and within the community.
- G. Model policy and procedures templates for law enforcement agencies and emergency communications centers:
  1. [Law Enforcement Policy and Procedures for Reports of Missing and Abducted Children](#)
  2. Free publications and checklists available on the NCMEC website relating to missing/abducted children.

- H. “Team Adam” named after Adam Walsh, the abducted and murdered six-year-old son of John and Reve Walsh. Team Adam is an on-site resource and support system that aids local law enforcement agencies and immediate access to NCMEC resources, at no cost:
1. NCMEC has a team of 135 experienced consultants around the country who respond on-site to aid and resources to law enforcement agencies during critical missing child investigations.
  2. The consultants advise, assist, and offer NCMEC’s extensive resources, which include but are not limited to:
    - a. On-Site technical assistance to law enforcement.
    - b. Strategies and recommendations regarding critical missing child cases.
    - c. Search management and access to search related assistance such as K-9’s (Scent/HRD), the Air Force Rescue Coordination Center (AFRCC), Ground Penetrating Radar, mapping capabilities and other search and rescue related resources.
    - d. Landfill search assessments.
    - e. Direct access to Federal partners including the FBI, HSI, USMS, Army CID, NCIS, Postal Inspectors, Secret Service, State Department and others.
    - f. Case Reviews and facilitating biometrics collection on long-term missing child cases.
    - g. Child safety education and outreach including presentations and exhibits at conferences and missing persons events, and training to Child Abduction Response Teams.
    - h. Sex offender tracking.
    - i. Family Advocacy Services.
    - j. Database searches.
    - k. Vetting of leads, and the organization and digitization of case files.
    - l. Poster distribution and Age Progression images.
    - m. Access to forensic testing through partnerships with nongovernment organizations.
    - n. Disaster response through partnership with FEMA to include the National Emergency Child Locator Center (NECLC) and Unaccompanied Minors Registry.
    - o. Media assistance.
  3. “Code Adam” training and resources designed to help businesses, parks, government buildings and other establishments ensure they have safety protocols

in place to respond quickly and effectively to situations involving a missing child.

<http://codeadam.missingkids.org>

NCMEC contact information

**National Office** National Center for Missing & Exploited Children  
333 John Carlyle Street, Suite 125  
Alexandria, VA 22314  
800-843-5678

Web: [www.missingkids.com](http://www.missingkids.com)

## 9.2 National Center for Missing Adults (NCMA)

The national Center for Missing Adults is a division of Nation's Missing Children Organization, Inc. (NMCO) and is a tax-exempt non-profit organization working in cooperation with the U.S. DOJ's Bureau of Justice Assistance, Office of Justice Program.

NCMA was formally established in October 2000 and operates as the national clearinghouse for missing adults, providing services and coordination between various government agencies, law enforcement, media, and the families of missing adults. NCMA also maintains a national database of missing adults determined to be "endangered" or otherwise at risk.

NCMA contact information

Address 2432 West Peoria Avenue  
Suite 1286  
Phoenix, AZ 85029

Hotline 800-690-3463

Hours Monday-Friday 7 a.m. - 4 p.m. Mtn time

Web [www.missingadults.org](http://www.missingadults.org)

## 9.3 Alzheimer's Association "Safe Return" Program

This is a nationwide identification registry program designed to assist law enforcement agencies with information to quickly identify and return those individuals who have wandered off. It offers the following:

- A. The ability for families to register, in advance, loved ones who have the disease and are at risk of "wandering away."
- B. Offers a 24-hour hotline service.
- C. Provides names, photographs, identifying characteristics, and emergency contact information.



- D. Offers a [Law Enforcement Officer's Pocket Response Guide](#) that describes the best ways to recognize, communicate with, and respond to a person with Alzheimer's.

Alzheimer's Association "Safe Return" Program contact information

California 800-660-1993

National 800-272-3900

Return Hotline 800-572-1122

Web [www.alz.org](http://www.alz.org)

#### 9.4 APBnet Law Enforcement Alert System

The APBnet Alert System is a state-of-the-art tool that enables law enforcement to send photo alerts, within minutes, to the exact recipients who need them most. Over 1,400 law enforcement agencies are currently using this software application. Authorities share secure, real-time alerts with each other — the recipient is actively notified when the alert is received for fast response. The shared address book of alert recipients enables authorities to transmit alerts to precise sets of public recipients (e.g., schools, hospitals, businesses, media, transportation centers, etc.)

APBnet is a proven, flexible, and easy-to-use tool valuable for officers on the full range of criminal and community safety cases. APBnet uniquely connects Federal, State, County and Municipal agencies so information and images can be shared across jurisdictional lines faster than criminals. APBnet puts a face to the dangers officers face daily and uniquely enables jurisdictions to work together effectively.

Now APBnet includes PhotoSearch, allowing officers to search the database of 650,000+ bulletins to find likely matches for a source photo.

Established by nonprofit Critical Reach, APBnet has been developed by and for law enforcement. This law enforcement asset is supported exclusively by very modest annual support fees paid by agencies using it, making it available to all law enforcement agencies nationwide at very nominal cost.

##### 1. APBnet Alert System contact information:

Web <http://www.apbnet.net/>

Email [info@APBnet.net](mailto:info@APBnet.net)

Phone 950-558-8081



9.5 Additional Organizations

The following agencies may be of assistance to you and your agency in your missing person investigation. This list is not all-inclusive and there are many other agencies, too many to list, that may be of value to you. ***The California Department of Justice (DOJ) Missing and Unidentified Persons Unit in Sacramento (916) 210-3090 can be an excellent reference to identify other valuable resources.***

Agency	Description	Contact Information
<b>U.S. Department of State, Office of Passport Services</b>	<ul style="list-style-type: none"> <li>▶ Authority to revoke passports of citizens who are subject to federal warrants.</li> <li>▶ Suspects become undocumented aliens and may be deported back to the United States..</li> </ul>	Passport Records Requests (202) 485-6550  Passport Restrictive Actions and Information (202) 485-6400
<b>US Postal Service</b>	<ul style="list-style-type: none"> <li>▶ Access to databases of the names of all individuals within the nation who filed Change of Address forms.</li> <li>▶ Will provide law enforcement agencies with return address and postmark information on mail destined for a specific address.</li> </ul>	(877) 876-2455  US Postal Service Postal Inspection Service Washington, DC
<b>Federal Parent Locator Service (FPLS)</b>	<ul style="list-style-type: none"> <li>▶ The Federal Parent Locator Service (FPLS) is comprised of two major databases; the National Directory of New Hires (NDNH) and the Federal Case Registry (FCR). The primary purpose of the FPLS is to assist state child support agencies in enforcing support orders across state lines. Fifty-four states, territories, and federal agencies report data to these databases.</li> <li>▶ The FPLS interfaces with the following federal agencies to obtain location information:                             <ul style="list-style-type: none"> <li>• Social Security Administration.</li> <li>• Department of Veterans Affairs.</li> <li>• Federal Bureau of Investigation.</li> <li>• Department of Defense.</li> <li>• Internal Revenue Service.</li> <li>• National Security Agency.</li> </ul> </li> </ul>	(510) 267-3800 San Francisco  (562) 624-3800 Los Angeles  (619) 744-4600 San Diego

Agency	Description	Contact Information
<b>Office of Child Support Enforcement (OCSE)</b>	<ul style="list-style-type: none"> <li>▶ OCSE is the federal government agency that oversees the national child support program.</li> </ul>	<p>Dept. Of Child Support Services            PO Box 419064, Mail Station - 100            Rancho Cordova, California 95741-9064            Customer Service:            1 (866) 249-0773</p> <p>For international cases, contact California at <a href="mailto:dcssigs@dcss.ca.gov">dcssigs@dcss.ca.gov</a> or (888) 851-6314.</p> <p>Yurok Tribe            Yurok Child Support Services            PO Box 45            Eureka, California 95502            Office: (707) 444-0433            Fax: (707) 269-0645</p>
<b>US Office of Personnel Management Retirement Services</b>	<ul style="list-style-type: none"> <li>▶ Address information about retired members of Armed Forces or retired federal civil service employees.</li> <li>▶ Addresses where retiree's federal pension payments are mailed;</li> </ul>	<p>Website: <a href="https://www.opm.gov/retirement-services/contact-retirement/">https://www.opm.gov/retirement-services/contact-retirement/</a></p> <p>Email: <a href="mailto:retire@opm.gov">retire@opm.gov</a>            Telephone: (888) 767-6738</p>

### 9.6 Organizations and Resources: Quick Reference Chart

The following chart is a condensed collection of the Web addresses for the organizations and resources cited throughout this document.

Agency/Organization/Resource	Acronym	Web Address
California Department of Justice Missing Persons Section	MUPS	<a href="https://oag.ca.gov/missing">https://oag.ca.gov/missing</a>
Emergency Alert System	EAS	<a href="https://www.caloes.ca.gov/cal-oes-divisions/warning-center/california-state-warning-plan/emergency-alert-system">https://www.caloes.ca.gov/cal-oes-divisions/warning-center/california-state-warning-plan/emergency-alert-system</a>
California State Warning Center	CSWC	<a href="https://www.caloes.ca.gov/cal-oes-divisions/warning-center">https://www.caloes.ca.gov/cal-oes-divisions/warning-center</a>
Federal Bureau of Investigation	FBI	<a href="http://www.fbi.gov/">www.fbi.gov/</a>
International Criminal Police Organization	INTERPOL	<a href="http://www.interpol.int/">http://www.interpol.int/</a>
National Center for Missing & Exploited Children	NCMEC	<a href="http://www.missingkids.com">http://www.missingkids.com</a>
National Crime Information Center	NCIC	<a href="http://www.fas.org/irp/agency/doj/fbi/is/ncic.htm">www.fas.org/irp/agency/doj/fbi/is/ncic.htm</a>
U.S. Department of State - International Parental Child Abduction	—	<a href="https://travel.state.gov/content/travel/en/International-Parental-Child-Abduction.html">https://travel.state.gov/content/travel/en/International-Parental-Child-Abduction.html</a>
Wireless AMBER Alerts (national)	—	<a href="https://amberalert.ojp.gov/resources/wireless-emergency-alert">https://amberalert.ojp.gov/resources/wireless-emergency-alert</a>