

 <p>Cambridge Police Department</p>	POLICY & PROCEDURES		No. 520.1
	Subject/Title: Missing, Runaway, Abandoned, or Abducted Children		
	Issuing Authority:  Robert C. Haas Police Commissioner	Review Date: August 4, 2015	
		Issue Date: September 1, 2015	
		Effective Date: September 15, 2015	
		Rescinds: Policy #2003-6 (Aug. 11, 2003) Policy #520 (Aug. 19, 2013)	
References/ Attachments: Modeled after The National Center for Missing & Exploited Children Incorporates Revisions to M.G.L. c. 22A.		Accreditation Standards: 41.2.6	

I. PURPOSE:

The purpose of this directive is to describe how this department will respond to and handle reports or incidents involving missing, runaway, abandoned, or abducted children. The directive will specifically describe the guidelines and/or procedures to follow when an officer of this department encounters one of these incidents:

- Identify the initial information to be taken in assessing the situation;
- Responsibilities of the officers assigned to investigate a report of any of the aforementioned situations involving children;
- Describe supervisory responsibilities;
- Describe the responsibilities of investigators assigned;
- Describe the notification and alert responsibilities associated with children who have gone missing; and
- Describe the follow up responsibilities of personnel as the investigation and search for missing children progresses.

II. POLICY:¹

It shall be the responsibility of this department to:

- Respond to all reports of a missing person incident promptly and take the necessary follow up action consistent with this set of guidelines;

¹ CALEA Std. **41.2.6** – *The agency has a written directive concerning missing children, including runaway, abandonment, abducted, or other missing status, that includes the following:*

a. *A policy statement concerning missing or unidentified children;*

- Provide protection to those children who appear to be confused, lost, or disoriented until such time transferred or placed into the appropriate protective custody of a protective custody agency or reunited with responsible care providers;
- To thoroughly investigate all reports of missing children. Additionally, every child reported missing to this department will be considered **at risk** until significant information to the contrary is confirmed;
- Make use of all available investigative tools in locating persons who have been reported missing or found to be unidentified; and
- Ensure that reports of missing children are promptly recorded, assessed, and assigned for appropriate follow up investigative action.²

III. GENERAL CONSIDERATIONS AND GUIDELINES:

Reports of missing children can be among the most challenging, and emotionally charged cases a police department will ever experience. The attitude and approach by members of the department in responding to reports of missing children may very well determine whether the child is recovered promptly and safely, or remains missing for months or years, or even worse, is never recovered. Each stage of the case, therefore, from initial investigation through successful recovery, forms a critical component of a thorough response from the department.

The number of incidents involving the disappearance of children continues to climb. Because of the vulnerability of children, there is urgency in finding them as quickly as possible. When a child is discovered missing, the parents will naturally fear the worse. When officers respond to these kinds of calls, it is important to accomplish two things immediately: first, reassure the parents that everything will be done to find their child; and secondly, begin to utilize whatever resources may be available in ascertaining the circumstances surrounding the case.

When a child disappears, there is often no immediate explanation for their disappearance. What makes these situations even more complicated is that a child might go missing for any number of reasons to include: abduction, either by a parent or stranger, a runaway situation, disorientation caused by mental illness or serious cognitive issues (i.e., autism), and so on. It becomes the investigating officer's responsibility to sort through all these possibilities in order to establish the cause or reason for the disappearance.

Another situation which the police will tend to encounter every once in a while, involves those situations where we find a child who is unaware of his/her identity, confused, or not able to provide an explanation of where he/she lives or who we can contact to assist the child. These cases become even more difficult when no one realizes that these persons are missing.

² Refer to 42 USC § 5780 requiring law enforcement agencies that any a missing child report entered into the National Crime Information Center must be updated within 60 days after the original entry when available medical and dental records.

IV. DEFINITIONS:

- A. AMBER³ Alert:** A voluntary, cooperative effort involving the Massachusetts Chiefs of Police Association, Massachusetts State Police, Massachusetts Emergency Management Agency (MEMA), and local broadcasters. Radio, cable, and television stations statewide will receive a child abduction alert message and may broadcast it every thirty minutes for up to four hours to solicit the public’s assistance in recovering an abducted child and quickly apprehend the suspect. Also refer to *Policy #521 – AMBER Alert*.
- B. New Statutory Definitions:⁴** On August 7, 2012, the Governor signed S. 210 into law creating Chapter 240 of the Acts of 2012, which has considerably reformed the previously termed *Children in Need of Services* of M.G.L. Chapter 119 and other related statutes of the Massachusetts General Law, taking effect on November 5, 2012. Under Chapter 119, section 21 the following definitions will apply:
1. *Child requiring assistance:* Formerly referred to as a Child in Need of Services (CHINS) refers to a child between the ages of 6 and 18 who:
 - a. repeatedly runs away from the home of the child’s parent, legal guardian or custodian;
 - b. repeatedly fails to obey the lawful and reasonable commands of the child’s parent, legal guardian or custodian, thereby interfering with their ability to adequately care for and protect the child;
 - c. repeatedly fails to obey the lawful and reasonable regulations of the child’s school; or
 - d. is habitually truant.
 2. *Family requiring assistance:* Refers to a parent, guardian, custodian, sibling, and any relative or caretaker responsible for a child requiring assistance.
 3. *Habitually truant:* A habitually truant child is a school-aged child, not excused from attendance under the lawful and reasonable regulations of such child’s school, who willfully fails to attend school for more than eight (8) school days in a quarter.
- B. Missing Child:** For purposes of this directive, the term “missing child” refers to a person who is:
1. Younger than 18 years of age, and
 2. Whose whereabouts are unknown or his/her custodial parent, guardian, or responsible party.

³ AMBER Alert – America’s Missing: Broadcast Emergency Response Alert System.

⁴ M.G.L. c. 119, § 21

- C. **At Risk:** A missing child will be considered **at risk** when one or more of the **risk factors** identified in *subsection D of this section* are present.
- D. **Risk Factors:** The term risk factors refer to a missing child who is:
1. A child who is 13 years of age or younger. This age was designated because this age group has not established independence from parental control and do not have the survival skills necessary to protect themselves from exploitation on the streets; or
 2. Believed or determined to be experiencing one or more of the circumstances noted below:
 - a. Is out of the zone of safety for his/her age and developmental stage. The zone of safety may vary depending on the age of the child and his/her developmental stage. In the case of an infant, for example, the zone of safety will include the immediate presence of an adult custodian or the crib, stroller, or carriage in which the infant was placed. For a school-aged child the zone of safety might be the immediate neighborhood or route taken between home and school.
 - b. Has mental or behavioral disabilities. If the child is developmentally disabled or emotionally/behaviorally challenged, he/she may have difficulty communicating with others about needs, identity, or address. The disability places the child in danger of exploitation or other harm.
 - c. Is drug dependent, including prescribed medication and/or illegal substances, and the dependency is potentially life-threatening? Any drug dependency puts the missing child at risk. The diabetic or epileptic child requires regular medication or his/her condition may become critical. The abuser of illegal drugs, on the other hand, may resort to crime or become the victim of exploitation.
 - d. Has been absent from home for more than 24 hours before being reported to law enforcement as missing. While some parents may incorrectly assume 24 hours must pass before law enforcement will accept a missing-person case, a delay in reporting might also indicate the existence of neglect, abuse, or exploitation within the family.
 - e. Is in a life-threatening situation. The environment in which the child is missing may be particularly hazardous. Examples of a dangerous environment could be a busy highway for a toddler, an all-night truck stop for a teenager, or an outdoor environment in inclement weather for a child of any age.
 - f. Is in the company of others who could endanger his/her welfare. A missing child in such circumstances is in danger not only of sexual exploitation, but also of involvement in criminal activity such as break and entering, shoplifting, and robbery or other violent crimes.

- g. Is absent in a way inconsistent with established patterns of behavior and the deviation cannot be readily explained. Most children have an established and reasonably predictable routine. Significant, unexplained deviations from that routine might indicate and increase the probability of risk to the child.
- h. Is involved in a situation causing a reasonable person to conclude the child should be considered at risk. Significant risk to the child can be assumed if the investigation indicates a possible abduction, evidence of violence at the scene of abduction, or signs of sexual exploitation.

E. Lost Child: This term shall be used to refer to a child who may have simply gotten lost, regardless of their age or circumstances surrounding their being lost or disoriented. In these situations, officers are pretty certain that because of age or mental/emotional condition the child has become disoriented and unable to find his/her way back home.

F. Unidentified Persons: This term shall be used to refer to those persons who because of mental/physical defect are unable to identify themselves, and there is some question as to their ability to appropriately care for themselves.

G. National Center for Missing & Exploited Children: The National Center for Missing & Exploited Children (NCMEC) offers law enforcement powerful resources, free of charge, to help investigate cases of missing and sexually exploited children.

V. GENERAL INVESTIGATIVE GUIDELINES:⁵

A. Initial Report of a Missing Child: Generally, when the department learns of a missing child, either by someone reporting the incident through the ECC, coming into the police station to make a report, by approaching an officer while in the field, or through any other means, it will always warrant immediate action. Depending upon how the report is initially made, the ECC employee or police department employee receiving the report should attempt to obtain the following information:

1. *Preliminary Background Information:* Obtain as much information as possible relative to the circumstances on which the child went missing, and understand what are the underlying concerns or circumstances that led to the report of being made, to include, but not necessarily limited to the following:
 - a. Missing from the home under unusual circumstances, or long overdue from returning home or other location;
 - b. Not arriving at an expected destination;

⁵ CALEA Std. 41.2.6 (e) – responsibilities of call takers, first responders, supervisors and investigators; and

- c. Any unusual behaviors that suggest that the disappearance may be of concern or disconcerting;
 - d. Whether there was any prior history of the person having gone missing, and if so, where the person was eventually located; and/or
 - e. Any issues relative to endangerment (psychological, medical, cognitive disorder, suspicious circumstances, indications of self-harm, etc.).
2. *Identity of the Missing Person:* Obtain the full identity of the missing person, to include the following:
 - a. Full name, DOB, and address;
 - b. A complete description of the individual, include any distinguishing characteristic and/or mannerisms, any distinguishing scars, marks, or tattoos, etc.; and
 - c. A description of clothing, if known.
 3. *Circumstances of the Disappearance:* Determine when and where the person was last seen, to include any circumstances that support the fact that the person is missing for reasons other than simply leaving or missing under voluntary circumstances.
 4. *Determination of Risk Factors:* Determine if there are any risk factors (refer to Section IV, subsection D of this directive) that would suggest the person who is missing is in immediate danger or risk of harm, which would require a high priority response.
 - a. If it is determined **risk factors** are involved in the report of a missing child, the child will be considered **at risk**, and an expanded investigation, including the use of all appropriate resources, will immediately commence. While all missing-child incidents should be thoroughly investigated, those involving risk factors indicate a heightened likelihood of danger to the child and, therefore, require an intensive response.
 - b. If appropriate, existing interagency response protocols – including the AMBER Alert system and/or other immediate community notification methods – should be considered. While AMBER Alerts are typically for abducted children, there are other tools available such as the Endangered Missing Advisory. Preplanned strategies for responding to missing-child reports are essential for successful case resolution and should always be considered both at the initial stages of the response and investigation and during the follow up investigative stages.
 5. *Identity of the Reporting Party:* Obtain the full identity of the person making the report, the relationship of the reporting party to the missing person, and full contact information of the reporting party.
 - a. Accept the report of a missing child even if custody has not been formally established. Reporting parties shall be encouraged to obtain legal custody

as soon as possible; however, since the safety of the missing child(ren) is paramount, members of this department will open a case when it can be shown the child has been removed, without explanation of his/her usual place of residence. If custody has not been established by the Court, then the law enforcement responsibility is to ensure the child is safe only.

6. *Dispatch/Request Police Resources:* An officer is to be assigned to take the initial investigative report. If there is any additional information obtained upon receiving the initial report, additional officers should be dispatched as well, furnishing the responding officers with all relevant information. If there are extenuating circumstances, a supervisor should be notified, who in turn should be responding to the scene where the person was last seen and/or where the person may have gone.

E. Calls Received by ECC:⁶ If a call for a missing child is received by ECC, the following protocols will be observed:

1. Determine if the circumstances of the report meet the definition of a missing child as set forth in **Section III, subsection D** of this directive. By questioning the caller about the circumstances of the report, the telecommunicator can make a preliminary assessment about the level of risk to the missing child. This assessment shall also prepare the telecommunicator to promptly activate additional response protocols if needed.
2. Dispatch, in a prompt manner, an officer to the scene of the report. The officer who routinely patrols the vicinity of the report is the best suited to handle the first response since he/she should be familiar with the area and is likely to have knowledge of unusual activities, suspicious people, known offenders, and other neighborhood dynamics. The handling of certain missing-child reports, such as suspected runaways, over the phone is discouraged since accurate assessments of risk to the child cannot be made.⁷
3. In addition to dispatching the initial investigating officers, the Sector Sergeant should be notified as well. Because of the complexity of the some missing-child cases, especially those requiring the immediate mobilization of

⁶ CALEA Std. **41.2.6 (c)** – *information required for immediate notification of appropriate inter- and intra-agency coordination;*

⁷ (1) *The National Child Search Assistance Act (NCSAA, 42 U.S.C. §§ 5779 and 5780) mandates law enforcement’s immediate response to reports of missing children, no establishment or observance of waiting period before accepting a case, immediate entry of descriptive information about the missing child into the Federal Bureau of Investigation’s (FBI) National Crime Information Center (NCIC) Missing Person File, and close liaison with NCMEC in missing-child cases. (2) The Prosecutorial Remedies and Other Tools to end the Exploitation of Children Today Act of 2003 (PROTECT Act, Pub. L. No. 108-21) amended the National Child Search Assistance Act to extend same NCIC reporting responsibility and other benefits to missing young adults 18, 19, and 20 years of age. (3) The Adam Walsh Child Protection and Safety Act (Adam Walsh Act, Pub. L. No. 109-248) mandates NCIC entry must be made by law enforcement within 2 hours of receipt of a report of a missing or abducted child. This places the term “immediately” in the National Child Search Assistance Act. Current Criminal Justice Information Services guidance regarding this time limit is two hours from the moment the minimum amount of information for NCIC entry has been obtained.*

investigative resources, the dispatcher should verify that the supervisor has received the dispatch.⁸

4. Transmit the appropriate radio alerts and other notifications. A critical role for ECC staff is obtain sufficient information from the reporting party to broadcast a radio message alerting other officers, and other agencies if necessary, about the circumstances of the missing episode. Information should include the following information:
 - a. Full description of the missing child (child’s height, weight, hair and eye color, and clothing description);
 - b. The location where the child was last seen; and
 - c. Any dangers or special considerations unique to this missing child.
 - d. Most importantly, the radio alert should contain any information known about a possible abductor with special emphasis on the description of the suspect and vehicle used as well as direction of travel.
 - e. Consideration should also be given to the use of highway surveillance or “road-block plans,” including those involving surrounding agencies, to apprehend a fleeing abductor.
5. While units are responding to the scene, ECC should search agency records for related information, specifically any records such as those pertaining to the family, the place where the child was last seen, and the child’s residence. It is essential for responding officers to know if the child or the family has been the subject of previous reports that might have a bearing on this incident. Records should also be reviewed to learn if any have been reported in the area that might have investigative value in this case. Complaints of or reports about incidents such as attempted abductions, prowlers, public lewdness, loitering, and suspicious people will be of particular interest. Access should also be made to the Sex Offender Registries to determine if individuals designated as sex offenders reside, work, or might otherwise be associated with the area. All available background information is critical to responding officers and investigative personnel to help evaluate the incident and interview witnesses or possible suspects.
6. Safeguard all pertinent records. ECC staff should also ensure records of all communication related to the incident, such as phone conversations with the reporting parties and witnesses, including written notes regarding the discussion, radio broadcasts, and all subsequent notifications, are safeguarded for future investigative reference.

F. Initial Investigating Officer’s Responsibilities:⁹ It shall be the responsibility of the initial investigating officer’s to accomplish the following during the course of his/her investigation:

⁸ CALEA Std. 41.2.6 (b) – *criteria for supervisory notification;*

1. *Respond promptly to the scene:* Even if the assigned officer has been provided with the initial information such as the missing child’s description and other facts about the incident, it would be inappropriate to delay response to conduct a random search by doing things such as circling through parks, checking playgrounds, or suspicious individuals. Unless in immediate response to the missing child’s safety, these activities should be handled by other responding units.
2. *Interview the parent(s) or person who made the initial report:* The purpose of this interview is to gain an insight into the circumstances surrounding the disappearance and other information needed to conduct an initial assessment of the case. By using the *NCIC Missing Person File Report form* (see Cambridge Police Department Missing Person Report form, attached Form #518A), the investigating officer will be able to gather information more promptly to reach an accurate risk assessment. All details should be thoroughly documented for more in-depth review later by investigative personnel who can compare statements made with investigative facts.
3. *Obtain a detailed description of the missing child:* The collection of information about the missing child, including race, height, weight, hair and eye color, clothing, and other noteworthy features, should be done promptly and relayed to the supervisor and to other officers who may be assisting with the investigation. Several photographs and/or videos, if available, should be secured. Again, the use of the missing-person report form will expedite the collection of descriptive information. Photos should be the most accurate representation available of the missing child. If no photos are immediately believed to be available, several areas are commonly forgotten would include cell phones with cameras as well as photos included on social networking sites.
4. *Confirm the child is in fact missing:* The investigating officer should never assume searches conducted by distraught parents or others have been performed in a thorough manner. Another check of the scene should be made and include places where children could be trapped, asleep, or hiding. Special attention should be paid to enclosures such as refrigerators, freezers, and the interior of parked vehicles where limited breathing air may place the child at even greater risk. In the case of older children or adolescents, the investigating officer should ask if parents have checked with the child’s friends or perhaps overlooked or forgotten something the child may have said that would explain the absence. A search of the home should be conducted even if the missing child was last seen elsewhere.
5. *Verify the child’s custody status:* The investigating officer should ascertain whether a dispute over the child’s custody might have played a role in the disappearance or might constitute a risk factor. Questions regarding whether the reporting party has been contesting custody, or if the missing child

⁹ CALEA Std. 41.2.6 (e) – responsibilities of call takers, first responders, supervisors, and investigators; and

expressed a desire to live with the other parent may help an officer gain important insight and provide additional investigative leads.

6. *Identify the circumstances of the disappearance:* The investigating officer needs to ascertain whether the circumstances are such that a heightened level of response is warranted. If risk factors exist, as defined in **subsection D of Section III**, then the decision to employ additional response methods is clear. In other situations where the circumstances are not clear, the investigating officer should keep the missing child's safety in mind and act accordingly.
7. *Determine when and where the child was last seen:* This information is needed to determine factors such as abduction time frame, windows of opportunity, and verification of previously received information. Interview 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, and if the child had complained about being approached by anyone. Comparison of information gathered from the reporting party, witnesses, and other sources may prove vital to additional investigative leads.
8. *Interview the individual(s) who last had contact with the missing child:* Effective questioning of those individuals who last saw or spoke with a missing child is crucial in the case-assessment process. While seeking information about the child's appearance, demeanor, and actions, the investigating officer should be alert to any contradictions made or evasiveness demonstrated by the witness, especially if these statements cannot be readily corroborated. Thorough documentation will allow investigative personnel to later compare the statements made with the facts developed as they are uncovered.
9. *Identify the missing child's zone of safety for his/her age and developmental stage:* The investigating officer should attempt to determine how far a missing child could travel from the location where last seen before he/she would most likely be at risk of injury or exploitation. This perimeter should, under many circumstances, define the first search zone.
10. *Make an initial assessment of the type of incident:* By employing all available assessment tools (i.e., completion of the missing-person report form; interviews with the parents, other family members, and friends; statements of witnesses; and search of the scene), the investigating officer should be able to reach a preliminary determination regarding the type of case and the need for additional resources. The investigating officer must be cautious in "labeling" or classifying a missing-child case, since the classification process will impact the way in which initial information or evidence is gathered. Even if first indications suggest a "less urgent" incident, the investigating officer should consider all possibilities until the case category is clearly determined.
11. *Obtain a description of the suspected abductor(s) and other pertinent information:* The investigating officer needs to immediately record witness information, not only for general investigative use but also before witnesses

forget or speak to others who may confuse or make suggestions about what was actually observed. If the abduction scene involves a business or other public place, officers may be able to supplement witness information with video from security cameras that might provide crucial information about the suspect, vehicles, and circumstances. In the case of a suspected family abduction, the reporting party may have photos of the abductor or other valuable information.

12. *Determine the correct NCIC Missing Person File category and ensure notification is promptly transmitted:* There are five (5) categories within the Missing Person File applying to children. They are disability, endangered, involuntary, juvenile, and catastrophe. Simply because the child is younger than 18 does not require the juvenile category be used. The circumstances should govern category selection.
 - a. Persons who have a proven or mental disability (Disability – EMD);
 - b. Persons who are missing under circumstances indicating that they may be in physical danger (Endangered- EME);
 - c. Persons who are missing after a catastrophic event (Catastrophe Victim – EMV);
 - d. Persons who are missing under circumstances indicating their disappearance may not have been voluntary (Involuntary – EMI); or
 - e. Persons who are under the age of 21 and do not meet the above criteria (Juvenile – EMJ).
13. *Provide detailed descriptive information to ECC for broadcast updates:* As information becomes available regarding the missing child’s physical appearance, circumstances of the case, or description of the potential abductor, the initial investigating officer should ensure other officers and agencies are provided with up-to-date facts.¹⁰
 - a. Missing persons under the age of 21 should be entered without delay into NCIC Missing Persons File, even if a written report has not yet been completed.¹¹
14. *Identify and separately interview everyone at the scene:* The name, address, home and work phone numbers of everyone present at the scene, along with his/her relationship to the missing child, should be recorded. If possible, include them in photos and/or videos of the incident scene. By interviewing each person privately, officers may be able to uncover information instrumental in the resolution of the case.

¹⁰ CALEA Std. 41.2.6 (c) – *information required for immediate notification of appropriate inter- and intra-agency coordination;*

¹¹ M.G.L. c. 22A, § 4

15. *Conduct an immediate, thorough search of the scene:* With the assistance of additional personnel, a systematic, thorough search of the incident scene should be conducted. If appropriate, officers should obtain written permission to search houses, apartments, outbuildings, vehicles, and other property that might hold information about the child’s location. Officers are again reminded to conduct a thorough, immediate search of the child’s home and property – even if the child was last seen at another location. Evaluate the contents and appearance of the child’s room/residence. When possible officers should also search a missing child’s school locker.
 - a. In order to enter private property in search of a missing person, ordinarily a search warrant is required. However, in a true emergency situation, there is no need for a warrant to enter premises where the officer has reason to believe the missing person is located.¹²
16. *Seal/protect scene, area of child’s home, and areas of interest as potential crime scenes:* Officers must take control of the immediate area where the incident occurred and establish an appropriate perimeter to avoid destruction of vital evidence. Extend search to surrounding areas and vehicles including those that are abandoned and other places of concealment such as abandoned appliances, pools, wells, sheds, or other areas considered “attractive nuisances.” In addition to external crime scenes, the missing child’s home, and particularly his/her bedroom should be secured and protected until evidence and identification material such as hair, fingerprints, and bite marks are collected.
17. *Inquire if the child has access to the Internet, cell phone, and/or other communications device:* Before making an initial decision the child has runaway, an officer should determine if the child may have left to meet someone he/she encountered while online. Since some offenders are known to use the Internet to identify vulnerable children, what appears at first to be a runaway case, may, in fact, be a child abducted or enticed to leave by someone the child first met online. Even if a child willingly decides to leave home to join someone first met online, the child should be considered at risk. Additionally, since many children have their own cell phones/other electronic communications devices and may have them while missing, an officer should note these devices during the information-gathering process.
18. *Prepare necessary reports and complete appropriate forms:* Information gathered by the first responding officers may be instrumental in the eventual case resolution. To record this important information, officers should prepare a chronological account of their involvement and actions in the case from time of assignment to the point of dismissal. Reports should include everything, not just events seeming to have a direct bearing on the case.

¹² *Comm. v. Bates*, 28 Mass. App. Ct. 217, 548 N.E.2d 889 (1990)

G. Responsibilities of the Supervisory Officer:¹³ The supervisory officer who has been notified/assigned to oversee the investigation of missing child report is responsible for the following:

1. *Obtain a briefing and written reports from the investigating officer(s):* The supervisor should stay abreast with the developments of the investigation for the purpose of determining the scope and complexity of the case and develop an appropriate response. The briefings should be conducted away from the family, friends, or any other individuals who may be present. Doing so will allow officers to speak freely about case circumstances and pass along initial impressions and opinions that might be misconstrued by others.
2. *Determine if additional personnel and resources are needed to assist in the investigation/search:* Depending on the situation, the assigned supervisor may determine additional personnel, including specialized units (i.e., Youth/Family Services Unit, Investigations Section, Sheriff’s SafetyNet™ Search Team, etc.) should be called to the scene or otherwise assist in the investigation/search. Certain cases may also require the supervisor to activate existing interagency protocols as established by mutual-aid agreements. Confirm all required resources, equipment, and assistance necessary to conduct an efficient investigation have been requested and expedite their availability. Be available to make any decisions or determinations as circumstances develop.
 - a. Notification should be made to the Commanding Officer of the Youth/Family Services Unit, regardless of to whom the investigation is assigned.
 - b. The last known elementary or secondary school where the child was enrolled shall be notified in accordance with applicable Massachusetts’s law.¹⁴ This notification is normally arranged through the Commanding Officer of the Youth /Family Services Unit.
 - 1) Such schools are required to mark the records of missing children and report any requests for such records to the police.
 - 2) Upon finding the child, the school shall be notified in order to remove “lost child” markings.
 - c. The National Center for Missing and Exploited Children should be notified through its hotline at Phone # (800) 843-5678.
3. *Consider activation of the AMBER Alert system and/or other immediate community notifications methods:* If circumstances indicate the chances for the child’s safe recovery would be increased by immediate awareness, a supervisor should promptly activate such efforts (refer to **Policy #302 – Community Alerts & Policy #521 – AMBER Alert Activation**).

¹³ CALEA Std. 41.2.6 (e) – responsibilities of call takers, first responders, supervisors, and investigators; and

¹⁴ M.G.L. c. 22A, § 9

4. *Establish a command post:* The assigned supervisor will serve as the Incident Commander and be responsible for coordinating all responding resources, as well as request additional resources as the situation may dictate. The Incident Commander will be responsible for organizing personnel, launching and monitoring search and rescue operations, and directing investigative efforts as well as a focal point for deciding the division of investigative labor on-site, administering on-site change of command, responding to investigative inquiries, and gathering intelligence. As a general rule, the command post should be close enough to the center of activity to facilitate control and coordination, but sufficiently isolated to allow a free exchange of ideas among responders. The command post should not be at the child's residence.
5. *Organize and coordinate search efforts:* Systematic searches are a common feature of missing-child investigations. The assigned supervisor (IC) should appoint a search operation coordinator who can oversee the search effort while the supervisor remains available to manage the entire investigation.
6. *Ensure all required notifications have been made:* Because dissemination of information is an integral part of the search for a missing child, the supervisor should ensure all officers, other departments and agencies, and all investigative networks are supplied with accurate details. Prepare a flier/bulletin with the child/abductor's photo and description. Distribute in appropriate geographic regions.¹⁵
7. *Establish a liaison with the victim family:* Families of a missing child will experience extreme stress. The assigned supervisor should establish a liaison with the victim family who can explain what investigative actions are being employed and what they can do to assist in the search. In addition the liaison can help the family work with the media (usually through the Director of Communications & Media Relations or the Duty Chief).
8. *Confirm all agency policies and procedures are observed:* In addition to providing the innovative direction required during a missing-child investigation, the assigned supervisor must also ensure adherence to procedures of the department. This includes ensuring that all reports are completed and reviewed.
9. *Notification to the Shift Commander:* The assigned supervisor is responsible for keeping the Shift Commander apprised on the status of the investigation and any search operations that eminent from the investigation.
10. *Notification to the Youth/Family Services Unit:* The assigned supervisor should consider notifying the Youth/Family Services Unit, whose members often have knowledge about the child and can provide additional assistance during the course of the initial investigation.

¹⁵ CALEA Std. 41.2.6 (c) – information required for immediate notification of appropriate inter- and intra-agency coordination;

11. *Manage media relations:* Many missing-child investigations, especially those involving large-scale search efforts are likely to draw media presence in a way to complement rather than conflict with the investigation. In these situations, the assigned supervisor should adhere to the procedures outlined within ***Policy #300 – Media Guidelines & Public Information***.
 - a. A decision to use the media shall be made after approval by the Police Commissioner (or his/her designee) or the Duty Chief, and in consultation with the family of the missing child.
 - b. Considerations should be made for “at risk” missing children.

H. Responsibilities of Assigned Investigators:¹⁶ It shall be the responsibility of the investigators to conduct the follow-up investigation to accomplish objectives while conducting the investigation into a missing child:

1. *Obtain a briefing from agency personnel at the scene:* This briefing should be conducted prior to interviews with family members of the missing child or witnesses who may have been identified during the initial stage of the investigation. Its objective is to assist the investigator in formulating an effective interview strategy.
2. *Verify the accuracy of all descriptive information:* The verification process should include all details developed during the preliminary investigation. During the interview process the investigator should be alert to facts or statements in conflict with those gathered by the initial investigating officer.
3. *Initiate a neighborhood investigation:* A thorough canvass of the neighborhood should be conducted without delay. The objective is to identify and interview all people within the abduction zone who may be able to provide information related to the incident. According to a key child-homicide study, unknowing witnesses are those who see some aspect of a crime but at the time do not realize they are witnessing part of a crime or potential abduction. It was found there were unknowing witnesses in 32.9% of those cases studied. This indicates a neighborhood or area canvass would be of great importance in generating investigative leads.¹⁷
4. *Obtain a brief history of recent family dynamics:* Information about family dynamics, obtained from family members, neighbors, teachers, classmates, employers, coworkers, friends, and witnesses can offer valuable insights into what may have happened to the missing child and where he/she may be found. Records of family contact maintained by law enforcement agencies, social

¹⁶ CALEA Std. **41.2.6 (e)** – *responsibilities of call takers, first responders, supervisors, and investigators; and*

¹⁷ Katherine M. Brown, Robert D. Keppel, Marvin E. Skeen, and Joseph G. Weis. *Investigative Case Management for Missing Children Homicides: Report II*. Olympia, Washington: Office of the Attorney General, State of Washington, and U.S. Department of Justice’s Office of Juvenile Justice and Delinquency Prevention, May 2006, NCJ 218936, page 44.

service departments, schools, and other organizations should also be obtained and evaluated.

5. *Explore the basis for any conflicting information:* When preliminary investigative steps have been taken, investigators should “compare notes” with the initial investigating officer, other investigators, and other agency personnel to identify and work through conflicting information. This collaborative evaluation will provide investigative staff with a solid foundation upon which to structure future case directions. Correct and investigate the reasons for any conflicting information.
6. *Complete all remaining key investigative and coordination steps:* Key investigative steps include, when applicable, collecting articles of the child’s clothing for scent-tracking purposes; reviewing and evaluating all available information and evidence collected; securing the child’s last medical and dental records; contacting landfill management and requesting delay or segregation of garbage and dumping containers from key investigative areas; developing and executing an investigative plan; conducting a criminal history background check on all principal suspects, witnesses, and participants in the investigation; establishing a phone hotline for receipt of tips and leads; and considering establishment of an e-mail address or other methods of electronically receiving leads. Key coordination steps include ensuring details of the case have been reported to NCMEC and preparing and updating bulletins for local law enforcement agencies, the Massachusetts Missing Persons Clearinghouse, FBI, and other appropriate agencies.
 - a. The Massachusetts Missing Persons Clearinghouse should be notified at the Commonwealth Fusion Center, 124 Acton Street, Maynard, MA 01754 – Phone # (978) 451-3700 or FAX # (978) 451-3707.
 - b. National Center for Missing and Exploited Children hotline – Phone # (800) 843-5678.
7. *Implement effective case management:* An information management system is an essential part of the overall investigative process. Depending on the resources available, it is best to utilize a computerized system to record, index, cross-reference, and retrieve the facts amassed during an investigation. Often the Crime Analysis Unit can be useful in providing these analytical capabilities.
8. *Evaluate the need for additional resources and specialized services:* The complexity of many missing child incidents may necessitate the use of resources and services both from within the agency and other organizations as well. Investigators should be aware of the input obtainable from resources such as the FBI; NCIC; Massachusetts Missing Persons Clearinghouse; and NCMEC – in particular Team Adam, which is a rapid-response team of experienced, retired law enforcement investigators.

9. *Update descriptive information:* If it appears the case will not be promptly resolved, investigators should ensure the descriptive record, especially the information entered into the NCIC Missing Person File, is updated to include dental characteristics, scars, marks, tattoos, and fingerprints along with additional articles of clothing, jewelry, or unique possessions.
 - a. The investigator should get request authorization for the release of medical and dental records (see attached 520C - *Authorization for Release of Medical and Dental Records* form).¹⁸
 - b. The investigator may request additional materials for investigative purposes, as may be deemed to be appropriate:
 - 1) Photographs of the victims for distribution to patrol officers, the media, and other organizations supporting the search or investigation;
 - 2) A DNA kit or a toothbrush, brush, or other source of for DNA testing; and
 - 3) A copy of the missing person's fingerprints, if available.
10. *Monitor media relations:* While information gained through effective media relations is often of significant value in a missing child case, investigators should review all notices prior to release to ensure investigative objectives are not unintentionally compromised.
11. *Contact with the reporting party:* It will be the responsibility of the assigned investigator to maintain contact with the family members and/or the reporting party during the course of the investigation. A follow-up report shall be filed within ten (10) days of the filing of the missing person report, with additional reports on the status of the investigation filed at least every month for as long as the case remains open.

I. Return of a Missing Child: When an officer is assigned to confirm the report of a missing child who has returned home, the officer will be responsible for accomplishing the following:

1. *Verify the located child is, in fact, the reported missing child:* The assigned officer will personally verify all returns. The benefits of this practice include assessing the child's safety, gaining intelligence about possible offenders, and helping to prevent future episodes.
2. *Secure intervention services, if appropriate:* During the verification process, the officer should be alert for indications additional services may be needed before the child can be safely reunited with his/her family. These services may include mental and/or physical health examinations and arrangements for family counseling. All reports are to be forwarded to the Youth/Family Services Unit for evaluative purposes and appropriate follow up.

¹⁸ M.G.L. c. 22A, § 6

3. Arrange the return of the child to his/her legal guardian or appropriate children's shelter in the case of a runaway or missing child from within the department jurisdiction who has been located and who is not wanted on a warrant or other law violation.
4. Place the child in custody and transport him/her to the appropriate facility for admission in the case of a runaway from another jurisdiction or from out-of-state who has been located and for whom a warrant exists or for whom an NCIC missing person "hit" is verified.
5. *Complete the appropriate reports and notify ECC to cancel all outstanding notifications:* Along with cancellation of the NCIC Missing Person File entry and other notifications regarding the case, a supplemental report should be completed describing the child's activities while missing and circumstances of the recovery/return.

VI. SPECIFIC INVESTIGATIVE GUIDELINES:

- A. Voluntarily Missing (Runaway) Juvenile:** Whenever an officer is assigned to investigate a reported runaway juvenile, the investigating officer should take into consideration the following:
1. As soon as practical to do so, the supervisor overseeing the investigation should advise the Commanding Officer of the Youth/Family Services Unit of the situation.
 - a. If personnel from the Youth/Family Services Unit are available they should respond to assist with the investigation.
 - b. Even if the child is reunited with the family within a short period of time, a copy of the police report should be forwarded to the Youth/Family Services Unit for follow up action.
 2. The investigating officer is to fully investigate the circumstances that led to up to the child running away. A voluntary missing case investigation focuses on the family, friends, school, and lifestyle of the missing youth.
 3. Survival resources that the youth may have should be considered.
 4. In determining whether a child is voluntarily missing, officers should consider whether the child took any items to which he/she has a particular sentimental attachment.
 5. Usually with the assistance of the Youth/Family Services Unit, the officer should encourage the responsible adult (parent(s), legal guardian, or custodian of a child having custody) to secure an "Application for Assistance" in any case involving a runaway, particularly if the child cannot be located in a reasonable amount of time.

- a. Under the recent legislative changes, a police officer may no longer apply for what was formerly known as a CHINS petition.
 - b. A parent, legal guardian, or custodian having custody of the child may initiate an application for assistance when the child repeatedly runs away from home.
6. Any indication of neglect or abuse in the family should be considered, and upon recovery of the missing juvenile, appropriate follow-up action shall be taken by the investigating officer where appropriate, including filing a neglect and abuse report with the Department of Family and Children Services¹⁹

B. Parental Kidnapping: Custody and kidnapping are one of the most complicated aspects of the law, and presents some very unique challenges for the police. When investigating a report of possible parental kidnapping, the investigating officer will take following factors into consideration:

1. A non-custodial parental kidnapping case requires a thorough investigation, as the abducting parent is in violation of the law, and the juvenile abducted by a parent may be in serious danger.²⁰ The investigation focuses on the abductor parent, his/her friends and relatives, and on the needs of the juvenile for public care.
2. In any case when an abducted child may be “in serious danger of bodily harm or death,” a photograph must be obtained.²¹
3. A thorough check of bank records, employment, labor unions, credit bureaus, and any other governmental agencies should be made in an attempt to locate the abductor.
 - a. Child Support Enforcement, Massachusetts Department of Revenue:
Phone # (800) 332-2733.
 - b. Federal Parent Locator Service: Phone # (202) 260-7855 or FAX # (202) 401-5647.
4. If friends or relatives are thought to be in contact with the abductor through the mail, the postal inspector’s office may be asked to place a “cover” on the individual’s mail.
5. When sufficient supporting data is provided, criminal charges should be filed against the abductor parent and an arrest warrant obtained.
 - a. The District’s Attorney’s Office should be notified in noncustodial parental kidnapping cases to expedite court procedures.

¹⁹ M.G.L. c. 119, § 51A

²⁰ M.G.L. c. 265, § 26A

²¹ M.G.L. c. 22A, § 6 (a) – Chapter 489 of the Acts of 2014

b. In certain cases, the District Attorney’s Office may seek a Federal Unlawful Flight to Avoid Prosecution Warrant through the United States Attorney’s Office.

6. Determine whether it is appropriate to activate the AMBER Alert System – refer to *Policy #521 – AMBER Alert System*.
7. Determine whether mobile phone tracking or cyber tracking technology should be used in attempting to locate the non-custodial parent.

C. Stranger Abduction of a Juvenile: Suspected stranger abductions cases require that the juvenile be considered in extreme danger and, therefore, every available resource of the department will be utilized to find the juvenile and ensure his/her safety. The following procedures will be adhered in these type of cases:

1. As soon as it is determined that a juvenile may have been abducted or enticed to meet a stranger, the investigating officer will immediately notify his/her supervisory officer.
2. In any case when an abducted child may be “in serious danger of bodily harm or death,” a photograph must be obtained.²²
3. The supervisory officer overseeing this investigation will immediately do the following:
 - a. Promptly respond to the scene, if not already there.
 - b. Notify the Shift Commander, who in turn will notify the Duty Chief.
 - c. Immediately obtain as much information as possible for the immediate deployment of additional police resources, to include other law enforcement agencies.
 - d. Determine whether the situation warrants an AMBER Alert – refer to *Policy #521 – AMBER Alert System*.
 - e. Establish Incident Command, establishing the command post in a location other than the parents’ home.
 - f. An officer should be assigned to remain with the parents for the purposes of keeping them informed on the progress of the investigation and solicit additional information as the need arises.
4. The District Attorney’s Office and the State Police Missing Persons Unit should be notified in all stranger abduction cases. The FBI should also be informed of the abduction.

D. Juveniles Missing for Unknown Reasons: Unknown missing cases should be investigated using all of the techniques discussed in the other three categories. A child who is missing due to unknown cause should be assumed to be in extreme

²² M.G.L. c. 22A, § 6 (a) – Chapter 489 of the Acts of 2014

danger until facts emerge that indicates otherwise. An immediate investigation shall be conducted and is required by law in the case of a missing child. There shall be no waiting period established before taking action. If any unusual circumstances are present, a command post should be set up and an extensive search and investigation conducted.

E. Child Abandonment: In cases where a child has been reported to be, or appear to be abandoned, and an officer has reason to believe that the child is abandoned, then the following procedures will apply:

1. If the child is an infant and has been left at a public safety facility and meets the criteria set forth within the SAFE Haven law, then the procedures outlined within *Policy #522 – Voluntary Abandonment of Infants: SAFE Haven* will be followed; otherwise
2. Provide for the safekeeping and protection of the child, until other resources become available, notifying the supervisor of the status of the investigation;
3. Make arrangements to notify the Commanding Officer of the Youth/Family Services Unit for assistance with the care and protection of the child, and to assist with the investigation;
4. Provide for immediate medical assistance, as may be needed;
5. Interview the child in an attempt to determine, provided that the child is not traumatized or unresponsive:
 - a. The identity of the child;
 - b. The identify of the child’s caretaker(s);
 - c. Relatives in the immediate area; and
 - d. Circumstances that led up to the child being abandoned.
6. Notify the Department of Children and Families (formerly known as DSS) in order to transfer custody of the child.
7. Conduct a thorough and comprehensive investigation to:
 - a. Locate the parent, guardian, or caretaker;
 - b. Determine the circumstances of the abandonment; and
 - c. Identify any potential criminal violations that might be involved.

F. Unidentified Person: When an officer is assigned to a report of an unidentified person, whether living or deceased, who appears to be a child, it will be the responsibility of that officer to:

1. *Obtain a complete description:* Generally, the investigating officer who has been assigned to follow up on the report of an unidentified person will complete the *NCIC Unidentified Person File Report* (refer to NCIC

Unidentified Person Data Collection Entry Guide and Report form) using the NCIC Unidentified Person Worksheet and data-collection guide. This information should be gathered in cooperation with the medical examiner. In the event of an unidentified person who is deceased, notification will be immediately made to the District Attorney's Office CPAC Unit.

2. *Enter the unidentified child's description into the NCIC Unidentified Person File:* This file is compared daily with the contents of the NCIC Missing Person File. Entries with common characteristics are flagged and both agencies are informed. Agencies should expect to receive this information/response overnight.
3. *Use all available resources to aid in identification of the child:* NCMEC's Forensic Services Unit; NamUs (National Missing and Unidentified Persons System); missing children clearinghouses; and other professionals, such as medical examiners, may be of assistance in the identification.
4. *Cancel all notifications after identification is confirmed.*

VII. ROUTING OF REPORTS & FOLLOW UP:

- A. Completion of the Incident Report:** Whenever a child is reported as missing, runaway, abandoned, or abducted, the assigned officer will be responsible for completing an incident report, which documents all the pertinent information relative to the circumstances under which the child went missing and any special conditions or safety concerns associated with the disappearance, persons who may have been involved in the investigation process, any investigative leads, and the investigative actions taken by members of the department.
1. Any officer who is associated with the investigation, and whose investigative efforts are not captured in the initial report, or the officer who obtained additional information independent of the initial investigating officer, should complete a supplemental report.
 2. All reports completed by officers involved in the investigation are to be reviewed by a supervisor prior to the reports being submitted. The supervisor should be checking for the thoroughness of the investigation, completeness of the report, determine whether any other investigation action should be taken, and ensure that the missing child is entered into the NCIC Missing Person Database.
 3. If it is determined that a missing child is to be entered into the Missing Person files, the law requires that the entries be made within 2 hours of the receipt of the report, and requires the missing person records to contain, if available, the following information:²³

²³ M.G.L. c. 22A, § 2 – Chapter 489 of the Acts of 2014

- a. The missing child's identifying marks;
- b. Prosthetics or surgical implants;
- c. A photograph;
- d. A description of the missing child's clothing;
- e. Items that might be with the missing child;
- f. Reasons why the reporting person believes that the child is missing;
- g. Circumstances that indicate the disappearance was involuntary;
- h. Circumstances that indicate the missing child may be at risk or injury or death;
- i. The means of transportation of the missing child;
- j. The missing child's fingerprints; and
- k. The missing child's blood type.

B. Follow-up Investigative Action: Any investigation that is not resolved at the time of the initial investigation should be assigned to an investigator (either from the Youth/Family Services Unit or the Investigative Section) as soon as practical to do so. An open case should not be left in a pending status while a child is missing.

1. Missing person records must be updated within 60 days to include all additional data obtained on the missing individual, to include medical and dental records, if available.²⁴

C. Documentation Workflow: Once it has been determined that a reported missing person qualifies for entry into the CJIS Missing Person Database, arrangements to have the missing person information entered into CJIS Missing Person database should be done as soon as practical to do so. It is equally important that the documents are forwarded to the proper locations throughout all phases of the investigation. The following document routing has been developed to ensure both criteria are met.

1. *Intake* – When a call for service is received regarding a missing person the following steps will be taken:
 - a. A report will be taken by the assigned officer or by the police station personnel, depending upon the circumstances on how the report is received.

²⁴ M.G.L. c. 22A, § 2 – Chapter 489 of the Acts of 2014

- b. If the Reporting Person is incapable of speaking with an officer in person due to their location, an officer may complete a Missing Person Report based on a telephone conversation with the Reporting Person.
- c. The officer completes a QED report and immediately brings the Missing Person Report to the police station.
- d. Report is to be presented to the Shift Commander for review as to completeness and accuracy before being signed off by the Shift Commander.
 - 1) If there are special circumstances surrounding the missing person (tender age juvenile or elder with Alzheimer's) special protocols trigger.
- e. The Front Desk Clerk will fax the Missing Person Report to ECC.
- f. The Front Desk Clerk will place the original Missing Person Report in a designated file for forwarding to the Records Mgmt. Unit.
- g. Immediately upon receipt, ECC personnel will be responsible for entering the missing person information into the CJIS Missing Person database.
- h. ECC personnel will retain the faxed copy and attaches any CJIS documentation to it. This will constitute the official department record of the Missing Person Report.
- i. ECC personnel will fax a copy of the Missing Person Report (which will include data entry information) to the Records Mgmt. Unit and to the Investigation Section. In addition, ECC personnel will send an email, with a scanned copy of the Missing Person Report, to the Records Mgmt. Unit, Investigation Section and Crime Analysis Unit.
- j. Records personnel will keep the original Missing Person Report in their files. Any subsequent copies of this report received by the Records Mgmt. Unit via a fax from ECC will be attached to the original document.
- k. Upon receipt, an Investigations supervisor should review the Missing Person Report and assign the case to:
 - 1) An Investigation Section detective if the missing person is an adult.
 - 2) A Youth/Family Services Unit supervisor if the missing person is a juvenile.
- l. The Investigation Supervisor will ensure that the copy of the Missing Person Report is scanned into the QED Report as an attachment.
- m. The detective begins a case.
- n. Throughout the investigation there may be a need for the detective to obtain additional information regarding the missing person. This may include DNA information, dental records or other pertinent information. When a detective does obtain this information they are to:

- 1) Print a copy of the form P518A Missing Person Report from the QED Report.
- 2) Enter all information obtained on the document.
- 3) Fax the updated form P518A Missing Person Report to ECC.
- o. Once the updated form 518A Missing Person Report is received by ECC personnel they are to:
 - 1) Enter the information into the CJIS Missing Person database.
 - 2) Fax a copy of the updated report to the Records Mgmt. Unit.
 - 3) Attach the updated report to their report on file.
2. *Closure (discovery of missing person):* There are three common methods by which the Cambridge Police Department will become aware that a missing person has been discovered:
 - a. The missing person is found on the street.
 - 1) The officer assigned to this type of situation will contact the Front Desk Clerk and convey all pertinent information regarding the discovery/return.
 - i. The Front Desk Clerk will print the scanned copy of the Missing Person Report and complete the discovery/return section on the form.
 - 2) The Front Desk Clerk will complete a supplemental report detailing this information.
 - 3) The Front Desk Clerk will notify the reporting person of the discovery/return and note this on the Missing Person Report.
 - 4) The Front Desk Clerk will fax the completed Missing Person Report with discovery/return information completed to ECC.
 - 5) Upon receipt of the return information, ECC personnel will be responsible for canceling the record from the CJIS Missing Person database.
 - 6) ECC personnel will retain the completed Missing Person Report as part of the ECC file.
 - 7) ECC personnel will fax a copy of the Missing Person Report (which will include data entry information) to the Records Mgmt. Unit and to the Investigations Section. In addition, ECC personnel will send an email, with a scanned copy of the Missing Person Report, to the Records Unit, Investigation Section and Crime Analysis Unit.
 - 8) Records Mgmt. Unit personnel will attach the discovery/return fax copy with the original Missing Person Report.

- 9) The Investigations supervisor will ensure that the detective assigned the case will make the appropriate entries into his/her case notes.
 - 10) The Investigation supervisor will ensure that the discovery/return copy of the report is scanned and attached to the QED Report.
- b. If the missing person is reported found during the case investigation by the detective:
- 1) The detective will confirm that the Reporting Person is aware of the discovery;
 - 2) The detective will print the attachment of the QED Missing Person Report
 - 3) The detective will complete the form with all of the discovery/return information.
 - 4) The detective will fax the completed recovery/return copy of the Missing Person Report to ECC.
 - 5) The detective will make all appropriate entries into their case file and/or complete a supplemental report.
 - 6) Upon receipt of the return, ECC personnel will be responsible for cancelling the record from the CJIS Missing Person database.
 - 7) ECC personnel will retain the completed Missing Person Report for their file.
 - 8) ECC personnel will fax a copy of the Missing Person Report (which will include data entry information) to the Records Unit and to the Investigation Section. In addition, ECC personnel will send an email, with a scanned copy of the Missing Person Report, to the Records Unit, Investigation Section and Crime Analysis Unit.
 - 9) Records Mgmt. Unit personnel will attach the discovery/return fax copy with the original Missing Person Report.
- c. Another law Enforcement sends a “locate”/administrative message through the CJIS terminal.
- 1) ECC personnel will retrieve their copy of the Missing Person Report. They will complete the form with all of the discovery/return information.
 - 2) ECC personnel will cancel the record from CJIS.
 - 3) ECC personnel will fax a copy of the completed Missing Person Report to the Front Desk Clerk.
 - 4) Upon receipt of the Missing Person Report, the Front Desk Clerk will complete a supplemental report detailing this information.

- 5) The Front Desk Clerk will notify the reporting person of the discovery/return and note this on the Missing Person Report.
 - 6) The Front Desk Clerk will fax the completed Missing Person Report with discovery/return information completed to ECC.
 - 7) ECC personnel will retain the completed Missing Person Report for the ECC file.
 - 8) ECC personnel will fax a copy of the Missing Person Report (which will include data entry information) to the Records Mgmt. Unit and to the Investigations Section. In addition, ECC personnel will send an email, with a scanned copy of the Missing Person Report, to the Records Mgmt. Unit, Investigation Section and Crime Analysis Unit.
 - 9) Records Mgmt. Unit personnel will attach the discovery/return fax copy with the original Missing Person Report.
 - 10) The Investigations supervisor will ensure that the detective assigned to the case will make the appropriate entries into his/her case notes.
 - 11) The Investigation supervisor will ensure that the discovery/return copy of the report is scanned and attached to the QED Report.
3. *Records Retention:* The retention requirements for records involving missing persons are as follows:
- a. All records must be retained for two years after the year the Missing Person is returned.
 - b. Records cannot be discarded for any open cases.