

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 09/28/2017	Supersedes Policy Dated: 03/29/2016	Rescinds:	SOG Number:
Accreditation Index: 41.2.5, 41.2.6, 81.2.4 ¹			402.4
Part Title: Operations		Chapter Title: Criminal Investigations	
Chief of Police:			

Missing Persons

I Policy

The Springfield Police Department will investigate all missing persons, adult and juvenile, in a prompt and expedient manner. All efforts will be made to utilize the resources and technology available to locate missing persons and at-risk missing persons.² (CALEA 41.2.6(a))

II Definitions

At-Risk Person – Any missing person considered to be physically or mentally handicapped or presents a threat to themselves or others. This would include persons who have been diagnosed with mental disorders; are suicidal; or afflicted with Alzheimer’s, diabetes, coronary heart disease, or other debilitating disorder. ³

Media Alert – Steps taken by the PAO or designee to contact local media in order to get live media assistance, which will allow the public to assist in locating missing at-risk individual(s).

Missing Person – Any person, child or adult, whose whereabouts are unknown and whose absence is unexplained or suspicious.

Missouri State Highway Patrol (MSHP) Missing Person Alert/Advisory – A series of alerts or advisories (AMBER Alert, Endangered SILVER Advisory, and Endangered

1 CALEA standard 81.2.4 added to Accreditation Index & 5th Edition reference removed, per PCO 17-035.

2 Policy Statement reworded for clarification, per Policy Change Order 17-035.

3 Definition of *at-risk person* revised, minor wording and punctuation corrections, per PCO 17-035.

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Person Advisory) managed and disseminated by the MSHP to the public, law enforcement, and other entities in order to assist in locating a missing person.

AMBER Alert – A statewide system to aid in the identification and location of an abducted child who is less than eighteen years of age and reasonably believed to be the victim of the crime of kidnapping. The intent of the Missouri AMBER Alert is to generate a timely alert to a large number of people and to recruit the eyes and ears of these citizens to facilitate the safe return of abducted children.

Endangered SILVER Advisory – A voluntary partnership between law enforcement and local broadcasters to rapidly disseminate information about a missing and endangered adult who is 60 years of age or older and believed to be suffering from dementia or other cognitive impairment.

Endangered Person Advisory – A statewide voluntary partnership between law enforcement and local broadcasters to rapidly disseminate information about a missing and endangered person who does not fall under the AMBER Alert qualifications.

III Procedure

1 MISSING PERSON POLICE RESPONSE

- 1.1 The Uniform Operations Bureau and/or Telecom Unit are responsible for taking missing person's reports and conducting a preliminary investigation. (CALEA 41.2.6(e))
- 1.2 In cases that are recent or in progress, the responsible squad supervisor will evaluate the facts of the incident to determine the need for further police dispatch of information. If the need exists, the supervisor will ensure that dispatch continues to broadcast information on the case. (CALEA 41.2.6(e) and 81.2.4(a))
- 1.3 A Missing Person Incident Report and Missing Person Authorization Form ([SPD Form # 01-SP-0378](#)) shall be completed on all missing persons.
- 1.4 At minimum, the following information will be obtained from the reporting person as quickly as possible: ⁴ (CALEA 41.2.5(a) and 41.2.6(c))
 - 1.4.1 Physical description of the missing person;
 - 1.4.2 Date, time, and location last seen;
 - 1.4.3 Circumstances surrounding the disappearance, especially any unusual circumstances that might indicate the person was abducted or otherwise in risk of harm;
 - 1.4.4 Names, addresses, and phone numbers of friends, relatives and others who might have knowledge of the whereabouts of the missing person;

⁴ Section 1.4 revised, minor reorganization and rewording, per Policy Change Order 17-035.

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- 1.4.5 Any information about where the missing person may have gone or places the missing person frequents;
- 1.4.6 Any at-risk conditions that may apply to the missing person; (CALEA 41.2.5(g))
- 1.4.7 Any history of voluntary disappearances or, in the case of a juvenile, a pattern of leaving home and later returning;
- 1.4.8 Work and home telephone numbers of the reporting person.
- 1.5 The on-scene investigating officer shall determine if there were any signs of involuntary abduction (such as a struggle, disarray, or abandoned purses).
- 1.6 When a person is missing under suspicious circumstances, the responding Patrol Officer shall notify a supervisor immediately. (CALEA 41.2.5(b) and 41.2.6(b & e))⁵
 - 1.6.1 The supervisor will ensure that the Watch Commander is immediately notified.
 - 1.6.2 The Watch Commander shall contact the Crimes Against Persons Section if the missing person call appears suspicious.
- 1.7 In instances when a Patrol Officer responds to the scene and determines through the investigation that the missing person is a child under the age of 12, an elderly person suffering from dementia, an individual with a mental or physical handicap, or any other individual determined to be at risk, the Officer shall notify a supervisor immediately. (CALEA 41.2.5(b & g) and 41.2.6(b))⁶
 - 1.7.1 The Patrol Supervisor shall initiate a search of the immediate area where the person was reported missing from for any signs of the person or unusual events surrounding the report, if practical. The search should include the following procedures:⁷ (CALEA 41.2.5(f) and 41.2.6(e))
 - 1.7.1(a) A check of the person's residence;
 - 1.7.1(b) A check of the person's yard and any outbuildings;
 - 1.7.1(c) A check of locations the person frequents;
 - 1.7.1(d) Contact with friends and family members;
 - 1.7.1(e) Deployment of a canine officer for tracking;
 - 1.7.1(f) A check of local hospitals.
 - 1.7.1(f.1) In addition to checking by name, a check for any unidentified persons being treated (i.e. Jane/John Doe patients) should be made due to the possibility of the missing person suffering from Alzheimer's, dementia, or another

⁵ Section 1.6 revised, rewording and additional CALEA standards cited, per Policy Change Order 17-035.

⁶ Section 1.7 revised, additional CALEA standards referenced, per Policy Change Order 17-035.

⁷ Section 1.7.1 revised, rewording and addition of hospital check during initial search, per PCO 17-035.

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medical condition that might cause them to be unable to identify themselves.

- 1.7.2 If the Patrol Supervisor determines that a more extensive search is necessary they will make notification to the Watch Commander. The Watch Commander will evaluate the necessity of an extended search and determine the need for the following: (CALEA 41.2.5(f) and 41.2.6(e))⁸
 - 1.7.2(a) Additional officers to assist in the search;
 - 1.7.2(b) Use of special equipment – thermal imaging equipment, air or marine support, etc.;
 - 1.7.2(c) Assistance of other law enforcement agencies or rescue units;
 - 1.7.2(c.1) If deemed necessary, a request for assistance from the Community Emergency Response Team (CERT) can be made through the Springfield-Greene County Office of Emergency Management (OEM). If the CERT responds to assist in a search for a missing person, the OEM will have oversight of the team. An OEM representative shall coordinate the CERT’s search efforts with the Watch Commander or designee.
 - 1.7.2(d) Provisions for medical assistance;
 - 1.7.2(e) Logistical requirements;
 - 1.7.2(f) Establishment of a command post.
- 1.8 Before starting the MSHP Missing Person Alert/Advisory process, the Patrol Supervisor should determine if one of the following criteria is present. (CALEA 41.2.5(d))
 - 1.8.1 The police must believe the missing person has been abducted and is in danger of serious bodily harm or death, OR
 - 1.8.2 The police have conducted an investigation that has verified abduction or ruled out an alternative explanation, OR
 - 1.8.3 The missing person has a verifiable/documented medical condition that would endanger their life if they were not located within a short period of time.
- 1.9 When the Patrol Supervisor determines criteria have been met for the MSHP Missing Person Alert/Advisory process, the supervisor will determine the appropriate alert/advisory to be initiated. There are three alert/advisories: the

⁸ Section 1.7.2 revised, unnecessary word removed and additional CALEA standard referenced, per PCO 17-035.

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AMBER Alert, the Endangered SILVER Advisory, and the Endangered Person Advisory. (CALEA 41.2.5(d))

1.9.1 AMBER Alert (CALEA 41.2.6(d & e))⁹

1.9.1(a) The intent of an AMBER Alert is to generate a timely alert to facilitate the safe return of abducted children. The State of Missouri AMBER Alert Plan is based upon guidelines established by the National Center for Missing and Exploited Children and the Missouri State Highway Patrol. The criteria for initiating an AMBER Alert are as follows:

1.9.1(a.1) There is reasonable belief an abduction has taken place;

1.9.1(a.2) The victim is less than 18 years old;

1.9.1(a.3) There is reasonable belief the victim is in imminent danger of serious bodily injury or death;

1.9.1(a.4) There is descriptive information about the victim and the abductor;

1.9.1(a.5) Parental disputes do not apply unless a possibility of harm to the child has been determined.

1.9.1(b) Once it has been determined that AMBER Alert criteria have been met, the victim's name and other data must immediately be entered into NCIC by Records personnel as required by the National Child Search Assistance Act (42 U.S.C. 5779, 5780).

1.9.1(b.1) To expedite the process, personnel can give one records employee the NCIC information, while a second employee gives the AMBER Alert information to a second records employee. This can be completed at headquarters or in the field by telephone.

1.9.1(b.1.1) The AMBER Alert form can be completed in the field but to expedite the process, it is recommended that the information be given over the

⁹ Section 1.9 revised, CALEA standard references moved to subsection 1.9.1, per Policy Change Order 17-035.

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- telephone to a records employee who will complete the AMBER Alert Form.
- 1.9.1(c) After the NCIC entry for the victim has been made by Records Personnel, the Missouri AMBER Alert Abduction Form should be completed and sent to the Missouri State Highway Patrol Troop F Headquarters via fax (573-751-6814) or e-mailed to TroopF.Radio@mshp.dps.mo.gov.
 - 1.9.1(d) The on-duty Records Supervisor will contact the MSHP Troop F Headquarters at 573-751-1000 to verify the information has been entered in MULES and NCIC and the faxed/e-mailed form and attachments have been received.
 - 1.9.1(e) The State AMBER Alert Coordinator or their designee will then make contact with the Department and make a determination if the required AMBER Alert criteria have been met to issue a statewide or state regional alert via the Emergency Alert System (EAS).
 - 1.9.1(f) The Patrol Supervisor will also contact the PAO to issue a full media alert.
- 1.9.2 Endangered SILVER Advisory (CALEA 41.2.5(b, c, & g))¹⁰
- 1.9.2(a) The Endangered SILVER Advisory is intended to rapidly disseminate information about a missing and endangered adult 60 years of age or older to law enforcement agencies, broadcasters, and the public. The criteria for initiating an Endangered SILVER Advisory are as follows:
 - 1.9.2(a.1) The person is 60 years of age or older and believed to be suffering from dementia or other cognitive impairment;
 - 1.9.2(a.2) A legal custodian of the missing person has submitted a missing person's report to the local law enforcement agency where the person went missing;
 - 1.9.2 (a.3) There is sufficient information available to disseminate to the public that could assist in locating the missing adult.

¹⁰ Section 1.9.2 revised, unnecessary text removed from CALEA standard references, per PCO 17-035.

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- 1.9.2(b) Once it has been determined that the Endangered SILVER Advisory criteria have been met Records personnel will create a NCIC message using the Endangered Missing (EME) code through MULES.
- 1.9.2(c) Records personnel will fax (573-751-6814) or e-mail (TroopF.Radio@mshp.dps.mo.gov) the Endangered SILVER Advisory (ESA) form with attachments (such as photographs, area maps, etc.) to the MSHP Troop F Headquarters.
- 1.9.2(d) The on-duty Records Supervisor will contact the MSHP Troop F Headquarters at 573-751-1000 to verify the information has been entered in MULES and NCIC and the faxed/e-mailed form and attachments have been received.
- 1.9.2(e) The Patrol Supervisor will also contact the PAO to issue a full media alert.
- 1.9.3 Endangered Person Advisory (CALEA 41.2.5(b, c & g))¹¹
 - 1.9.3(a) The Endangered Person Advisory is intended to rapidly disseminate information about a missing and endangered person to law enforcement agencies, broadcasters, and the public. The criteria for initiating an Endangered Person Advisory are as follows:
 - 1.9.3(a.1) Circumstances must not meet the criteria for an AMBER Alert. (If they do meet the criteria for an AMBER Alert, immediately follow the protocol to issue an AMBER Alert.);
 - 1.9.3(a.2) Circumstances must not meet the criteria for an Endangered SILVER Advisory Alert. (If they do meet the criteria for an Endangered SILVER Advisory Alert, immediately follow the protocol to issue an Endangered SILVER Advisory Alert.);
 - 1.9.3(a.3) The person must be missing under unexplained, involuntary, or suspicious circumstances;
 - 1.9.3(a.4) The person must be believed to be in danger because of age, health, mental or physical disability, environment or

¹¹ Section 1.9.3 revised, unnecessary text removed from CALEA standard references, per PCO 17-035

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- weather conditions, in the company of a potentially dangerous person, or some other factor that may put the person in peril;
- 1.9.3(a.5) Information is available that could assist the public in the safe recovery of the missing person.
- 1.9.3(b) Once it has been determined that the Missouri Endangered Person Advisory criteria have been met Records personnel will create an NCIC message using the Endangered Missing (EME) code through MULES.
- 1.9.3(c) Records personnel will fax (573-751-6814) or e-mail (TroopF.Radio@mshp.dps.mo.gov) the Endangered Person Advisory (EPA) Form with attachments (such as photographs, area maps, etc.) to the MSHP Troop F Headquarters.
- 1.9.3(d) The on-duty Records Supervisor will contact the MSHP Troop F Headquarters at 573-751-1000 to verify the information has been entered in MULES and NCIC and the faxed/e-mailed form and attachments have been received.
- 1.9.3(e) The Patrol supervisor will also contact the PAO to issue a full media alert.
- 1.10 After telephoning the alert to the Records Section Supervisor, the Patrol Supervisor shall provide additional information and a photograph (if available) of the missing person to a Records Section Supervisor as quickly as they can be obtained. (CALEA 41.2.6(e))
- 1.11 Expediency is critical once the decision has been made to initiate a media alert and MSHP Missing Person Alert/Advisory. (CALEA 41.2.5(b & d))
- 1.11.1 The MSHP Missing Person Alert/Advisory sends the missing person information to other law enforcement agencies, media, contacts (businesses, security departments, city agencies) mobile device subscribers, and numerous other public entities.
- 1.12 Department Alerts (CALEA 41.2.5(b & d))
- 1.12.1 The Watch Commander shall be notified on all Police Department Media Alerts and/or MSHP Missing Person Alert/Advisories. (CALEA 41.2.6(b))¹²
- 1.12.2 The on-scene supervisor shall ensure descriptions and case information are broadcast by police radio and by MDT. (CALEA 41.2.6(e))

¹² Section 1.12.1 revised, CALEA standard reference added, per Policy Change Order 17-035.

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- 1.12.3 The Watch Commander shall ensure the Public Affairs Officer or designee is aware of any alerts that have been made. (CALEA 41.2.6(e))
- 1.13 Supervisors shall carefully evaluate the case prior to authorizing a MSHP Missing Person Alert/Advisory and media alert in order to ensure they are not misused. Too frequent use of the system for missing persons who do not qualify for an alert will decrease public awareness when it is most needed. (CALEA 41.2.6(d))
- 1.14 The Records Section shall complete the required MULES/NCIC entry on the missing person using the completed incident report or the MULES Missing Person Data Entry Card ([SPD Form # 02-OP-0385](#)). The information shall include: ¹³ (CALEA 41.2.5(c) and 41.2.6(c & e))
 - 1.14.1 Complete name of the missing person;
 - 1.14.2 Date of birth;
 - 1.14.3 Social security, operator's license, and other identifying numbers;
 - 1.14.4 Complete physical description including scars, marks, tattoos, braces, etc.;
 - 1.14.5 Description of vehicle, if involved;
 - 1.14.6 Clothing description, including earrings and other jewelry worn;
 - 1.14.7 Recent photograph, if available.
- 1.15 The Records Section shall revise the status of the missing person in MULES/NCIC when the missing person has been located. (CALEA 41.2.5(c) and 41.2.6(c & e)) ¹⁴

2 RECOVERED UNATTENDED CHILD POLICE RESPONSE

- 2.1 The investigating officer shall seek medical assistance if the child appears to have been harmed or injured.
- 2.2 The officer shall attempt to obtain personal information from the child to aid in locating a parent, or person having legal custody.
- 2.3 If sufficient personal information was gathered the officer shall request a check through MULES/NCIC and the Greene County Juvenile Office for any related missing person/runaway/warrant notifications.
- 2.4 The officer shall attempt to contact the child's guardian. ¹⁵
 - 2.4.1 If successful the guardian will be contacted and an investigation conducted to determine why the child was abandoned.
 - 2.4.1(a) If it is determined no crime was committed, the child may be released into the care and custody of their guardian.

¹³ Section 1.14 revised, form name/number correction, per Policy Change Order 17-035.

¹⁴ Section 1.15 revised, capitalization correction and additional CALEA standard referenced, per PCO 17-035.

¹⁵ Section 2.4 revised, minor wording changes, per Policy Change Order 17-035.

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- 2.4.1(b) If it is determined a crime was committed or that the child would be in danger of abuse, neglect, or endangerment; the officer may take protective custody. If the officer takes protective custody of the child, the Missouri Department of Social Services will be notified and asked to respond to take temporary custody of the child. If the child is left with a guardian, the officer will ensure the child's safety.
 - 2.4.2 If attempts to contact the child's guardian are not successful, the Missouri Department of Social Services may be notified and asked to respond to take temporary protective custody of the child.
 - 2.4.2(a) If the child is a confirmed runaway, the officer may contact the Greene County Juvenile Office to request that the child be held in Juvenile Detention until their guardian can be located.
- 3 DEPARTMENT ISSUED MEDIA ALERTS (CALEA 41.2.5(b & d) and 41.2.6(d))
 - 3.1 The media will be requested to provide the following services when a media alert is needed:
 - 3.1.1 Television will air information about the missing person every 15 to 30 minutes via special live breaks or crawls across the bottom of the screen.
 - 3.1.2 Radio will announce, at a minimum, information about the missing person every 30 minutes or less.
 - 3.1.3 Media web sites will be used, where available, to get information out to the public about missing persons.
 - 3.2 The media alert shall include the following information on the missing at risk person(s):
 - 3.2.1 Complete name;
 - 3.2.2 Age;
 - 3.2.3 Complete physical description including scars, marks, tattoos, braces, etc.;
 - 3.2.4 Description of vehicle, if involved;
 - 3.2.5 Clothing description, including earrings and other jewelry worn;
 - 3.2.6 Recent photograph, if available.
 - 3.3 To initiate the media alert, the PAO or designee will contact the following media outlets using the listed contact number 24 hours a day, 7 days a week:
 - 3.3.1 KOLR10: 862-6397
 - 3.3.2 KY3: 268-3200
 - 3.3.3 KSPR33: 268-3333 or 576-1610

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- 3.3.4 KTTS: 869-2153
 - 3.3.5 News Leader: 836-1199
 - 3.4 The Public Affairs Officer or designee is responsible for ensuring that the media shows a good faith effort to provide the services they agreed to when the media alert has been activated.
 - 3.5 The Public Affairs Officer is responsible for updating the media when new information is received. (CALEA 41.2.5(b))
 - 3.6 A Records Section Supervisor shall be notified by the Watch Commander or follow-up investigator when the missing person has been found and close the media alert, advising the PAO of the status. (CALEA 41.2.5(b))
- 4 MISSING PERSON INVESTIGATION FOLLOW-UP (CALEA 41.2.6(e & f))¹⁶
- 4.1 Criminal Investigations shall be responsible for any follow-up investigation of missing persons, including runaways. (CALEA 41.2.5(f))
 - 4.2 The case supervisor shall work with the Crimes Against Persons Section Commander when releasing information about the investigation and inform the Public Affairs Officer or designee.
 - 4.3 The case supervisor shall notify a Records Section Supervisor of any changes or revisions to the MSHP Missing Person Alert/Advisory.
 - 4.4 The case supervisor shall ensure contact is made with the reporting person and maintain contact with them on a regular basis throughout the investigation. (CALEA 41.2.5(e))
 - 4.5 Investigators shall use all available sources of information (local, regional, and national) in locating the missing person, based upon relevant, available facts. They shall conduct canvasses and surveillance when necessary and warranted. (CALEA 41.2.5(e))
- 5 REPORTS
- 5.1 When a missing person report is required, it shall be completed and submitted to MULES immediately.¹⁷
 - 5.1.1 In accordance with the Preventing Sex Trafficking and Strengthening Families (PSTSF) Act; missing children who are in state custody, foster care, a group home, a medical/rehabilitation facility, or any other state placement must be reported to the National Center for Missing and Exploited Children (NCMEC). The reporting officer will be responsible for reporting the missing juvenile to NCMEC at 1-800-THE-LOST (1-800-843-5678). If given a case number from NCMEC,

¹⁶ Section 4 revised, minor wording changes and additional CALEA standard referenced, per PCO 17-035.

¹⁷ Section 5.1 revised, subsection added regarding NCMEC notification, per Policy Change Order 17-035.

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the officer shall document it on the MULES Missing Person Data Entry Card and in their missing person report.

5.1.1(a) Once the child is located and removed from MULES/NCIC, Records Section personnel shall contact NCMEC by calling 1-800-THE-LOST (1-800-843-5678) to report the recovery of the child.

5.2 When an abandoned child has been located, a report shall be completed to include the following information:¹⁸

5.2.1 The location where the child was discovered;

5.2.2 A physical description of the child to include a description of his clothing and any injuries and medical treatment received;

5.2.3 Results of the MULES/NCIC checks;

5.2.4 Information obtained about the child's parent(s) or guardian(s) and efforts made to contact them;

5.2.5 Notification of the Missouri Department of Social Services and the Greene County Juvenile Office, if any;

5.2.6 Result of the officer's investigation and final placement of the child.

IV Attachments

¹⁸ Section 5.2 revised, *may* changed to *shall*, per Policy Change Order 17-035.