Standard for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and Sexually Exploited Children

APCO ANS 1.101.4-2022

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ISBN: 978-1-943877-47-8

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EXECUTIVE SUMMARY

Public Safety Telecommunicators (PSTs) are the first responders for cases of missing and sexually exploited children. Decisions made while screening and classifying calls, providing guidance and resources to parents and guardians, collecting information for law enforcement, and entering missing children in NCIC all contribute to the swift recovery of missing and abducted children. For cases of child sexual abuse, PSTs can help law enforcement by asking key questions that assess risk and determine how to remove a child from a dangerous situation. The National Center for Missing & Exploited Children (NCMEC) supports this effort by contributing to this standard, providing materials, technical assistance, training and its Missing Kids Readiness Program (MKRP) to help Emergency Communications Centers (ECCs) effectively respond to reports of missing and/or sexually exploited children.

After NCMEC helped reunite over 5,000 children with their families following Hurricane Katrina in 2005, the Association of Public Safety Communications Officials International (APCO), National Emergency Number Association (NENA), International Academies of Emergency Dispatch (IAED) and National AMBER Alert met with NCMEC to determine how NCMEC might work more closely with the emergency communications community. This collaboration produced a new standard to guide (ECC) personnel in 2010 and revised in 2015. The standard presents the missing, abducted and/or sexually exploited child response process in a logical progression. As a result of this collaboration, NCMEC's Missing Kids Readiness Program (MKRP) was established to recognize ECCs for their policy, response, and training efforts.

Federal law requires any child reported missing via law enforcement be entered into the FBI's National Crime Information Center (NCIC) within two (2) hours. FBI statistics show over 350,000 NCIC entries for missing or endangered children each year, with run aways as the majority of cases. Concerns of vulnerability, including homelessness, gang involvement, and child sex trafficking places these children at risk. In 2020, 1 in 6 of the missing children report to NCMEC who had run away were likely child sex trafficking victims. Trends show when children run away frequently or for long periods of time, they tend to be running from an unsafe situation or to an unsafe situation. Many who run away do so from the care of social services. Federal law state welfare agencies and law enforcement must report children missing from care to NCMEC.

AMBER Alerts are activated in the most serious child-abduction cases. Today, the AMBER Alert system is being used in all 50 states, the District of Columbia, Native American regions, Puerto Rico, the U.S. Virgin Islands, and 33 other countries. Over 1,075 children have been successfully recovered as a direct result of the AMBER Alert program, including over 100 recoveries credited to the Wireless Emergency Alert Program (WEA).

Every year, over 700 attempted abduction reports are shared with NCMEC for analysis. This analysis enables NCMEC to provide public safety agencies and others with tools that can help guard their communities.

In the past five years, 2016-2020, NCMEC's Call Center received an average of more than 164,000 calls through its national toll-free hotline, 1-800-THE-LOST®. On average the CyberTipline® has received more than 15 million reports each year, in that same time frame, most of which are apparent child sexual abuse material, online enticement, including "sextortion", child sex trafficking and child sexual molestation.

Chapter One

INTRODUCTION

This voluntary standard and the resources it reference have been designed to serve as best practices guidelines and operational models in support of the role and responsibilities of ECC personnel when responding to incidents of missing, abducted and sexually exploited children. This documentation attempts to present the response process in a logical progression from initial call intake through comprehensive data/information management as part of the overall cases worked by sworn officers and other field personnel.

This standard is designed to provide information, tools, and skills ECCs and law enforcement agencies can apply to their work. This information is not intended to be all-inclusive or exhaustive. Not all of the material presented here may be applicable in a particular jurisdiction due to changes in technology, procedures, policies and statutes. Before implementing any aspect of this standard, consult with the appropriate agency and legal authorities. Before using resources or procedures referenced in this standard, confirm authorization to do so through the appropriate agency and/or legal authorities to be sure they are valid and appropriate in your jurisdiction. Software and other materials referenced herein may be subject to copyright protection and may require licensing or permission before use. Individual users of this standard are reminded to always follow their agency's policy and procedures.

Based upon the guidelines set forth in this standard, ECCs are encouraged to modify and/or create policies, procedures, recommendations and supporting information applicable to their respective agencies or jurisdictions, ensuring they incorporate any different and/or additional actions mandated by federal, state or local statutes.

This standard is recommended for use in concert with the following NCMEC publications:

1. Law Enforcement Policy and Procedures for Reports of Missing and Abducted Children – A Model
2. Missing and Abducted Children: A Law Enforcement Guide to Case Investigation and Program Management
3. Checklist for Public Safety Telecommunicators When Responding to Calls Pertaining to Missing, Abducted and Sexually Exploited Children
4. Effective Use of the National Crime Information Center Database with Missing Child Incidents: A Reference Guide for Public Safety Telecommunications Personnel
5. Investigative Checklist for Law Enforcement When Responding to Missing Children on the Autism Spectrum

Chapter Two

Overview and Basic Assumptions

SCOPE

This chapter details the vital role that PSTs have as first responders in missing child cases. This chapter also provides information about the different categories of missing child cases and suggests that this standard should be used as a guideline when developing policies for the needs of each individual ECC.

2.1   Overview

2.1.1   Reports of missing, abducted and sexually exploited children are among the most difficult, challenging and emotionally charged cases ECC and law enforcement agencies handle. The attitude and approach taken when responding to reports of these incidents may determine whether the child is recovered promptly and safely or remains missing in a potentially violent and exploitive environment. Therefore, each stage of the case, from initial call through successful recovery, forms a critical component in a thorough child-protection response. The PST is the initial first responder whose primary responsibility is to receive, process, transmit and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical and other public safety services. The manner in which the initial call is handled by the PST forms the foundation and direction of the overall response to the missing, abducted or sexually exploited child.

2.1.2   All agencies must provide their members with the tools and training needed to enable them to act quickly and decisively when confronted with reports of missing, abducted and sexually exploited children. The most important tool an agency can provide is a clearly worded policy containing logically executed procedures, which are based upon best practices for PSTs to follow when handling these incidents. In an effort to promote best practices for responding to calls of missing, abducted and sexually exploited children, and to support essential training and policy elements which are critically important to preparedness for responding to a missing child incident, NCMEC developed the Missing Kids Readiness Program which reviews and maintains this standard in cooperation with APCO International.

2.1.3   Specific training and awareness about the overall issue of missing, abducted, and sexually exploited children will help PSTs understand the critical role they play in this important area of child protection. This voluntary standard is designed to enhance and support such training efforts undertaken by state, regional and local law enforcement and ECC agencies.

2.2   Case Types

PSTs should be aware they may encounter different types of missing child cases, each with their own unique response requirements. They include:

2.2.1.1   Nonfamily Abduction is defined as the unauthorized taking, retention, luring, confinement or concealment of a child younger than the age of 18 by someone other than a family member.

2.2.1.2   Family Abduction is defined as the taking, retention or concealment of a child, younger than 18 [1]years of age, by a parent, other person with a family relationship to the child, or his or her agent, in violation of the custody rights, including visitation rights, of another parent or legal guardian.

2.2.1.3   An Endangered Runaway is any missing child younger than 18 years of age who is missing of his or her own accord and whose whereabouts is unknown to his or her parent(s) or legal guardian.

2.2.1.4   An Abandoned child is someone whose caretaker makes no recovery effort after he or she has run away, who has been abandoned/deserted or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.

2.2.1.5   A Lost, Injured, or Otherwise Missing (LIM) case is defined to include:

2.2.1.5.1   A missing child younger than the age of 18 where there are insufficient facts to determine the cause of the child's disappearance.

2.2.1.5.2   A missing child whose young age inherently puts the child at increased risk or whose young age makes it inappropriate to categorize as an endangered runaway, even if the child is missing on his or her own accord.

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[1] The classification of missing child is also applied to each case of a missing person under the age of 21 reported by law enforcement agencies to the National Crime Information Center of the Department of Justice. This classification is in compliance with Title 34 U.S.C. § 41307, which extends the same reporting and responding requirements already provided for children.

2.2.2   It should be noted not all missing child incidents occurring each year in the U.S. result in a direct law enforcement response. Many incidents are resolved by parents/guardians, relatives, friends or neighbors prior to a report being made to law enforcement. Indications are that law enforcement is called upon to handle the more difficult and/or serious reports involving missing, abducted or sexually exploited children. This fact underscores the importance of training and pre-planning in promoting the decisive action and effective response these incidents demand.

2.2.3   When developing policy and procedures regarding cases involving missing, abducted or sexually exploited children it is essential that each response, should be governed by an assumption that the child is in danger until significant facts to the contrary are confirmed. Assumptions may delay or diminish response and place the child in greater danger. Immediate and thorough action is warranted in these cases and will be more likely to yield evidence or information that might otherwise be lost during the critical, early stages of an investigation.

Chapter Three

Developing a Policy for Emergency Communications Centers Response to Missing, Abducted and Sexually Exploited Children

SCOPE

This chapter offers a starting point for agencies to develop their own individual policies for their ECC, specifically in regard to missing child cases.

3.1   The Importance of Policy Development

3.1.1   Reports of missing children are among the most challenging and emotionally charged cases a law enforcement agency handles. The attitude and approach taken with reports of missing children may very well determine whether the child is recovered promptly and safely or remains missing for months, years, or never recovered. Each stage of the case, from call intake through initial field response, investigation, and ultimately recovery, represents a critical component of effective case management.

3.1.2   When public safety agencies prepare personnel with the proper information, resources and direction, first responders have an increased capacity and strengthened confidence to act correctly and decisively when confronted with reports of missing children. The cornerstone of this preparedness is a clearly worded policy containing understandable procedures for telecommunicators, first responders and investigators to follow as a guide through each stage of the case.

3.2   Developing a Policy: Where to Begin

3.2.1   As part of your agency's efforts to implement and provide training on this standard, begin with careful and comprehensive policy development work. We recommend using the NCMEC Model Policy as a starting point for either initial development (in the event a policy does not already exist) or for comparison and analysis against any current policy or procedures in place for responding to missing, abducted and sexually exploited children.

3.2.2   NCMEC maintains this comprehensive model policy document as The NCMEC Model Policy is a general reference for use and adaptation by law enforcement and ECCs. The NCMEC Model Policy should be built upon and appropriately adapted to incorporate and ensure statutory/legal, operational and procedural alignment with the agency and/or jurisdiction. Agencies should be sure to include information and resources relevant to their state, regional, tribal, local and/or jurisdictional needs. The Model Policy covers critically important procedural considerations for PSTs, first responding field officers, field supervisors and case investigators and attempts to present the response process in a logical progression from case intake through first field response and case investigation through recovery and case closure. The Model Policy is based on material found in the NCMEC publication titled "Missing and Abducted Children: A Law-Enforcement Guide to Case Investigation and Program Management." This publication covers all missing child case types and recommends operational resources which are best utilized for successful case investigation.

3.2.3   The NCMEC Model Policy can be downloaded free of charge at https://www.MissingKids.org/education/training. Comments or questions regarding the NCMEC Model Policy and Procedures are welcomed. Please contact the NCMEC Training Center at 1-800-THE-LOST® (1-800-843-5678).

3.3   Important Policy Components

3.3.1   The NCMEC Model Policy organizes information across several key sections to promote the development of an integrated and comprehensive approach to missing child cases. The Model Policy Purpose section sets forth the objective(s) of the policy. The overarching goal of the policy's objectives is to establish operational and procedural parameters aligned with best practices for effective response to missing, abducted and sexually exploited child incidents.

3.3.2   The policy statement establishes the agency's philosophy and organizational intentions regarding missing child cases as far as the policy directs operations and procedures. Of particular importance in the policy statement section are the expressed commitments to an immediate and comprehensive response for all reports of missing, abducted and sexually exploited children. This approach is rooted in the operational presumption that every report of a missing, abducted or sexually exploited child will be considered valid, and the child considered at risk, unless and until significant information to the contrary is confirmed. Also central to the policy statement are the expressed commitments to mitigation and/or avoidance of inter- and intra-jurisdictional conflicts and the swiftest possible resolution of custodial questions. Delays related to disputes associated with these issues have the potential to impede or inhibit effective response, which can ultimately mean the safety and life of the child or children involved in the incident may be in danger.

3.3.3   The Definitions section supports users' understanding of the component characteristics and elements associated with missing child cases and organizes this information to promote consistency and uniformity in approach. More specifically, the NCMEC Model Policy Definitions section describes the circumstances and elements which drive missing child report initiation and acceptance, covering important information case type indicators and risk factors.

3.3.4   The model policy outlines important considerations for constructing sequentially/operationally organized directives and associated procedures which encompass the work conducted by PSTs, on-scene first responders/officers, investigators and case supervisors.

3.4   Pre-Incident Planning and Resource Coordination/Identification

3.4.1   Along with policy development, pre-incident planning and resource identification and coordination are equally important efforts to be undertaken by public safety telecommunications and law enforcement agencies toward creating the capacity for effective response to reports of missing, abducted and sexually exploited children. When these factors are given careful attention, a truly comprehensive response plan can result.

3.4.2   When an agency responds to the report of a missing, abducted or sexually exploited child without a clearly established plan, critical time can be lost and opportunities for safe recovery may be wasted. By adopting planned strategies, agencies are able to exercise more control over events, respond more effectively and predictably to unexpected occurrences, and enhance the likelihood of swift and successful case resolution. Identification and availability of key contact information for critical partners such as the NCMEC, State Missing Children Clearinghouses, State AMBER Alert Coordinators and Child Abduction Response Teams (CARTs) is central to an agency's ability to execute notifications when these incidents occur.

Chapter Four

Effective Response: Telecommunications Call-Handling, Information Management and Officer/Field Support

SCOPE

This chapter provides the PST instructions on how to handle a call concerning a missing child in the most efficient and professional manner. This chapter also provides strategies for the PST to effectively attain critical information for the officers in the field. This chapter stresses the instrumental role that the PST has when aiding in the successful retrieval of a missing child.

4.1 Guiding Principles and Values

4.1.1 PSTs are the first responders; therefore, their role in protecting children is the swift yet comprehensive intake and dissemination of incident/call information as well as the collection of relevant historical information which will support field responders in establishing an appropriate response. As PSTs perform this critically important work, their demeanor and actions should demonstrate commitment to the following principles/values.

4.1.2 Accuracy and Detail

    4.1.2.1 Where, What, When, Weapons, Who and How. You must maintain control of the call in order to receive the answers to the most important questions in the shortest period of time.

4.1.3 Follow-Through and Accountability

    4.1.3.1 Verify details that are received through the initial line of questioning. Repeat back to the caller the information provided in order to confirm the documented details; use active listening to hear what a caller is saying.

4.1.4 Compassion and Patience (Balanced with the guidance/direction the caller is given during the call)

    4.1.4.1 Help the caller understand what will be happening during this initial call. Use a firm yet reassuring tone of voice with the caller, stating that you are going to help and will need to ask a number of questions in order to do so.

4.1.4.2   Advise the caller to remain on the line with you as long as it is safe to do so. Responses to the PSTs questions will assist law enforcement in locating the child. Explain that you may be heard dispatching important information to responding units during the call, in order to provide them with information needed to begin searching for the child. Emphasize to the caller that you are not ignoring them nor ending the call; the caller should be advised not to hang up during any periods where you are communicating with law enforcement or to other personnel in the ECC.

4.1.4.3   Explain what will happen next. If feasible, remain on the line with the caller as long as is possible to continue information gathering and to assure the caller that law enforcement is on their way. However, if it is necessary to end the initial call, do your best to assure the caller that units are enroute and that you and/or other communications and law enforcement personnel will continue to actively work on the incident with officers as they arrive on scene and work the case.

4.1.5   Professionalism

4.1.5.1   Speak calmly, clearly and with enough volume for the caller to hear you. You should project authority yet portray understanding and appropriate empathy through a steady and reassuring tone. Speak in clear and understandable terms; do not use departmental codes or jargon.

4.1.6   Respect

4.1.6.1   Do not demonstrate an argumentative demeanor, and do not question the integrity or validity of the caller or the reported incident. What may appear improbable or unlikely upon first report may in fact be what has occurred.

4.1.6.2   Do not use sarcasm or diminish the caller's perceived importance/urgency of the reported situation. Do not patronize the caller. All callers should be treated with understanding and dignity, regardless of how well they can articulate or explain what has occurred and/or how well they are able to cooperate/comply with the call intake process the PST is performing.

4.2   Incident Response Goals for the Public Safety Telecommunicator (PST)

4.2.1   Proper use and application of the call intake protocols outlined in the remainder of this standard, promote the PST's ability to achieve the following goals when handling calls of missing, abducted and, sexually exploited children:

4.2.1.1   Obtain and verify incident location and reporting person contact information, including call-back number.

4.2.1.2   Obtain information on the location and nature of the emergency (Initial Intake elements which shall be asked as the first step when using each of the Call Intake Protocols [Abduction, LIMs, Endangered Runaway/Abandoned]).

4.2.1.3   Communicate the ability and commitment to help the caller, while maintaining control of the call.

4.2.1.4   Following the appropriate call intake protocol, methodically and strategically obtain all additional information outlined and enter/log it as directed by your ECC.

4.2.1.5   Recognize the potential urgency of the missing child incident and immediately begin the proper record entry and disseminations/notifications consistent with ECC/department policy.

4.2.2   Perform information entries and disseminations, both initial and for updates, to maintain the accuracy of incident/case records. This can include but is not limited to local/agency incident logs, state records systems and national/federal records systems.

4.2.2.1   For those agencies which enter into the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC), this includes the mandatory entry (within two (2) hours of the first call/report) of all information related to the missing child Title 34 U.S.C. § 41308.

4.2.2.2   For complete information on the use of NCIC with missing and endangered child incidents, please consult both the NCMEC NCIC Reference Guide for Public Safety Telecommunications Personnel and all applicable NCIC Operations documentation provided by your agency/jurisdiction.

4.2.3   Run record queries and background checks as authorized and in accordance with ECC/department policy. Disseminate information as appropriate. Update case logs and records swiftly and accurately. This ensures field personnel take actions on current/accurate information.

4.2.4   Gather and organize information (through logs, record entries and message formats) in a manner that supports efficient and accurate development of AMBER Alert (AA) and/or Endangered Missing Advisory (EMA) activations in the event they are authorized. Even if your center/department is not responsible directly for the development of alert messages or formats, accurate and thorough information delivered in a well-organized manner will support and expedite a more effective alert activation if initiated.

4.3   If the Caller is the Child Victim

4.3.1   The caller reporting the incident may be the child victim. As the following call intake protocols are carefully reviewed, law enforcement agencies and ECCs shall ensure they train, all PSTs and other first responders to effectively guide and question both victims and others involved in or who have witnessed the incident.

4.3.2   While the child victim may be frightened, highly agitated, or possibly hysterical, it is possible that they may sound/appear calm; any state of mind is valid and shall be

treated without assumption, as we do not fully know the extent or nature of the circumstances.

4.3.3 No matter how unusual the initial information reported by the caller is, the Telecommunicator should carefully and methodically gather information and guide the caller, providing consistent verbal reassurance and support.

4.3.4 In long-term abduction cases, the Telecommunicator/call-taker may be the first friendly or trustworthy interaction the victim has experienced in years. It is important to effectively convey empathy, a sense of urgency and signs of a clear recognition of the level of importance the call represents.

4.3.5 In accordance with the initial intake elements used with all call types, be sure to swiftly obtain name and call-back number, location and information on any injuries, medical conditions, and the presence/involvement of weapons. Additionally, if suspects/perpetrators are directly involved (as with an abduction or trafficking/exploitation situation), try to ascertain:

    4.3.5.1 Where the suspect is in relation to the child victim (current location, if known and the distance/proximity from the victim)

    4.3.5.2 How long the victim has been away from the suspect

    4.3.5.3 How long before the suspect's anticipated return

4.3.6 The caller should be kept on the line until responders arrive, while it is safe to do so.

Chapter Five

Call Intake Protocols

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The following protocols for call intake are intended to create a framework for the best possible call handling and first response outcomes in response to Abduction, LIMs and Endangered Runaway/Abandoned incidents. These protocols should be appropriately adapted to incorporate and ensure compliance with statutory/legal, operational, and procedural directives within the agency and jurisdiction using them.

5.1 Initial Call Intake Elements (For Use with All Call Intake Protocols)

5.1.1   Location of the Emergency

    5.1.1.1   Obtain the exact location of the incident such as structure addresses, street names, intersections, directional identifiers, and mile posts. If specifics are not known, request landmarks or estimated proximity to landmarks.

    5.1.1.2   Obtain the exact location of the caller and any other known witnesses (if different than the incident location).

    5.1.1.3   Advise the caller and any witnesses to remain at their current location(s), unless determined unsafe, until law enforcement arrives.

5.1.2   Caller Name and Call-Back Number

    5.1.2.1   Obtain the name and call-back/contact number of the person reporting the incident.

    5.1.2.2   Obtain the names and call-back/contact numbers of any additional witnesses, if known.

5.1.3   Nature of the Emergency

    5.1.3.1   Ascertain as specifically as possible what has occurred.

    5.1.3.2   Witnessed Abduction: A child was witnessed/seen to be taken/abducted

    5.1.3.3   Suspected Abduction: A child is suspected to have been taken/abducted

    5.1.3.4   LIM: A child is missing, and circumstances are only partially known or are unknown

    5.1.3.5   Known Endangered Runaway/Abandoned: A child is known to have run away or been abandoned

    5.1.3.6   Suspected Endangered Runaway/Abandoned: A child is suspected to have run away or been abandoned

5.1.3.7   Determine if there is any known/witnessed injury to the child

5.1.3.8   Determine if the child has any known medical conditions and/or medication needs.

5.1.3.9   Determine if there are any weapons known, suspected or mentioned as being possessed or involved in relation to the incident.

5.2   Child Abduction Call Intake Protocol

5.2.1   Ask All Initial Intake Questions

5.2.2   Time Frames and Contact with Child

5.2.2.1   Where: Where was the child last seen? Get specific location information to support accurate and expedited response.

5.2.2.2   When: When did this happen? Is the incident still in progress? If not in progress, how much time has passed such as minutes, hours, days? Be sure to quickly communicate this element to responders as this has great investigative significance.

5.2.2.3   Last Seen With: With whom was the child last seen, such as with one or more adults, another child or children?

5.2.2.3.1 If this person or people are suspects, such as had a reason, a motive and/or an expressed or demonstrated intent to harm the child, immediately gather identifying information for suspect and /or vehicle involved and return to intake questions in this section. Then move on to the child's descriptive information.

5.2.2.4   Last Seen By: If a suspect is not known or was not seen in conjunction with the abduction report, who is the person last seeing the child? This may be a teacher, parent, caregiver or friend.

5.2.2.5   Direction: What was the direction of travel, if seen/known?

5.2.2.6   Destination: Does the caller know of or suspect any potential destination(s) based upon any knowledge or witnessing of the suspect(s)?

5.2.2.7   Transport: When the child was last seen, did he/she have in possession a means of transportation such as a bicycle, skateboard, scooter, motorcycle or car if an older child? If so, gather a description, including tag/license plate number, color, style, brand and additional descriptors if available.

5.2.2.8   Relationships/Associations: What are the relationships or associations among the child, suspect(s) and caller? This information may have already been determined through the previous questions, but, if not, be sure to clarify the relationships, such as familial, school or activity-related acquaintance, of the child, caller and any other people identified through these questions.

5.2.3   Child Information

      5.2.3.1   Name

      5.2.3.2   Sex

      5.2.3.3   Race

      5.2.3.4   Age/Date of Birth (DOB)

      5.2.3.5   Height

      5.2.3.6   Weight

      5.2.3.7   Hair including color, length, style

      5.2.3.8   Eyes, including color and any other distinguishing characteristics such as glasses

      5.2.3.9   Other physical attributes such as light/dark complexion, scars, marks, tattoos, or other distinctive features such as a limp

      5.2.3.10   Clothing, from head to foot, outer to inner:

- Hat/head
- Coat
- Shirt/blouse
- Dress/suit
- Pants/skirt/shorts
- Shoes/socks
- Any unique clothing identifiers such as color, logo, or wording

      5.2.3.11   Does the child have a cell phone or another mobile/electronic device which may be tracked/traced or any GPS-enabled device such as a smartphone, activity tracker, navigation device?

- What is the child's cell/smartphone number?
- Who is the service provider for the device(s)?
- DO NOT attempt to call. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

      5.2.3.12   Is the child known or suspected to have any injuries because of the incident or prior to the incident?

      5.2.3.13   Does the child have any known intellectual, developmental or physical disabilities or mental health disorders?

      5.2.3.14   Is the child taking any medications?

- If critical medicines are taken, when would the next dose be needed?

- What are the effects/results if these medication(s) are missed?

5.2.3.15　Possessions

- Did the child have any personal items such as a backpack/book bag, toy, stuffed animal, blanket or other identifiable possession with them when last seen?
- If not certain, does the child usually carry any of these items with him/her? If so, gather descriptive information such as color, make, and brand.
- Did the child have a pet with him/her when last seen? If unsure, does the child regularly/customarily have a pet with him/her, such as a service dog? If known, gather basic descriptive information such as size, color, and breed.

5.2.3.16　Does the child have any social media, email accounts or gaming platform accounts?

- Confirm the types of accounts, such as Gmail, Facebook, Twitter, Instagram, X-Box, and PlayStation.
- Obtain user/screen names and passwords.
- If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

5.2.3.17　What is the child's primary language if not able to speak or understand English? If unknown but the child was overheard, what language did it sound like might have been spoken?

5.2.4　Suspect(s) Information [If more than one suspect is known or believed to be involved, perform this intake sequence for each.]

5.2.4.1　Name

5.2.4.2　Sex

5.2.4.3　Race

5.2.4.4　Age/DOB

5.2.4.5　Height

5.2.4.6　Weight

5.2.4.7　Hair, including color, length, style

5.2.4.8　Eyes, including color and any other distinguishing characteristics such as glasses

5.2.4.9　Other physical attributes such as light/dark complexion, scars, marks, tattoos, or other distinctive features such as a limp

5.2.4.10 Are there any weapons known or believed to be involved/possessed by the suspect?

5.2.4.11 Clothing, from head to foot, outer to inner:
- Hat/head
- Coat
- Shirt/blouse
- Dress/suit
- Pants/skirt/shorts
- Shoes/socks
- Any unique clothing identifiers such as color, logo, or wording

5.2.4.12 Is the child familiar with the suspect?

5.2.4.13 If a relative, what relation?

5.2.4.14 Who allegedly has custody?

5.2.4.15 Do any custody disputes exist?

5.2.4.16 Does the suspect have a history of violence, emotional distress, or mental illness?

5.2.4.17 Is the suspect's residence and/or place of employment known? If so, gather location information.

5.2.4.18 Does the suspect have any known hangouts or close associations which may indicate where he/she may go with the child or who else may be around or is likely to have contact with the suspect?

5.2.4.19 Gather name and any identifying information known on persons closely associated with the suspect.

5.2.4.20 Does the suspect have a cell phone or other mobile/electronic device which may be tracked/traced or any GPS-enabled device such as a smartphone, activity tracker, navigation device?
- What is the suspect's cell/smartphone number?
- Who is the service provider for the device(s)?
- DO NOT attempt to call. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

5.2.4.21 Does the suspect have any social media, e-mail, or gaming platform accounts?
- Confirm the types of accounts such as Gmail, Facebook, Twitter, and Instagram.
- Obtain user/screen names and passwords.

- If the caller does not readily know specific information about such accounts, proceed with other questions and advise investigators about any known possible presence of these accounts.

5.2.4.22 What is the suspect's primary language if not able to speak or understand English? If unknown but the suspect was overheard, what language did it sound like?

5.2.5 Vehicle Information

5.2.5.1 Gather the standard vehicle description using the 'C.Y.M.B.A.L.S.' approach:
- **C**olor
- **Y**ear
- **M**ake and model
- **B**ody description
- **A**dditional descriptors such as rust, dents, other damage, or stickers
- **L**icense plate/tag
- **S**tate of plate/tag

5.2.5.2 If plate/tag information is available, initiate available authorized inquiries.

5.2.5.3 Ascertain any onboard technology such as OnStar®, LoJack®, and/or any other onboard navigation or satellite radio systems.

5.2.6 Additional Work with Abduction Incident Information

5.2.6.1 As requested and authorized, assist responding law enforcement with further background information and records checks, such as criminal history, to ascertain any further data/photos from other possible arresting agencies.

5.2.6.2 While PSTs may not have performed intake on these questions, if requested to assist in doing so, it is important to be aware of additional information pertinent to the suspect.
- All prior entries and all information about the suspect, child, family, location, or proximity of incident
- Any suspicious activity in the area
- Any history of attempted abductions in the area
- Any prior activity with your agency and/or surrounding agencies
- Federal and state sex offender registries
- Public records and/or internet searches
- NCMEC at 1-800-THE-LOST (1-800-843-5678) to register the case and inquire about known sex offenders in the area, as well as any history of attempted abductions in the area.

5.3   Lost, Injured, or Otherwise Missing (LIM) Call Intake Protocol

5.3.1   Be sure to first ask the INTITIAL INTAKE questions

5.3.2   Time Frames and Contact with Child

    5.3.2.1   Where: Where was the child last seen? Get specific location information to support accurate and expedited response

    5.3.2.2   When: When was the child last seen?

    5.3.2.3   Geography/Environment: Gather information on any special environmental/geographical considerations such as weather, terrain, wildlife, etc.

    5.3.2.4   Last Seen With: With whom was the child last seen (one or more adults, another child or children). If this person or people are suspects, had a reason, a motive and/or an expressed or demonstrated intent to harm the child, immediately gather identifying information for suspect(s) and/or vehicle (CYMBALS) involved and return to intake questions in this section. Then move on to the child's descriptive information.

    5.3.2.5   Last Seen By: Who is the person that last saw the child? This may be a teacher, parent, caregiver or friend

    5.3.2.6   Direction: What was the direction of travel, if seen/known?

    5.3.2.7   Transport: When the child was last seen, did he/she have in possession a means of transportation such as a bicycle, skateboard, scooter, motorcycle or car (if an older child)? If so, gather a description and include tag/license number, color, style, brand and additional descriptors if available.

    5.3.2.8   Suspicious Circumstances: Are there any suspicious circumstances surrounding the child's disappearance?

    5.3.2.9   Potential Destinations: Does the caller know of or suspect any potential destination(s), usual or frequented hangouts, friends' homes, etc. for the child?

- Has anyone gone to these locations and/or contacted these friends/companions? If so, who did this and when?
- Gather detailed location information on any potential destinations.
- Confirm the names of persons whom the child may be with or may attempt to contact.
  - Have any other steps been taken to locate the child, such as contact with school officials, activity leaders, etc.?

    5.3.2.10   Past Behavior: Has the child gone missing before? If so:

- When did this last occur and where did the child go/where was the child found?

- How many times has the child gone missing?
- Were there any special or specific circumstances associated with the child's previous disappearance(s) (family, school and/or social problems; mental disability/condition; other)?
- Were the other incidents reported to law enforcement? If so, with what agency(s)?

5.3.2.11   Relationships/Associations: What are the relationships or associations between the child, any suspect(s) and caller? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquaintance, etc.) of the child, caller and any other persons identified through these questions.

5.3.3   Child Information

5.3.3.1   Name

5.3.3.2   Sex

5.3.3.3   Race

5.3.3.4   Age/DOB

5.3.3.5   Height

5.3.3.6   Weight

5.3.3.7   Hair including color, length, style

5.3.3.8   Eyes, including color and any other distinguishing characteristics such as glasses

5.3.3.9   Other physical attributes such as light/dark complexion, marks, scars, tattoos, or other distinctive features such as a limp

5.3.3.10   Clothing, from head to foot, outer to inner:

- Hat/head
- Coat
- Shirt/blouse
- Dress/suit
- Pants/skirt/shorts
- Shoes/socks
- Any unique clothing identifiers such as color, logo, or wording

5.3.3.11   Does the child have a cell phone or another mobile/electronic device which may be tracked/traced or any GPS-enabled device such as a smartphone, activity tracker, navigation device?

- What is the child's cell/smartphone number?
- Who is the service provider for the device(s)?
- DO NOT attempt to call. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

5.3.3.12 Is the child known or suspected to have any injuries because of the incident or prior to the incident?

5.3.3.13 Does the child have any known medical conditions or disabilities including physical, emotional or mental challenges?

5.3.3.14 Is the child taking any medications?

- If critical medicines are taken, when would the next dose be needed?
- What are the effects/results if these medication(s) are missed?

5.3.3.15 Possessions

- Did the child have any personal items such as a backpack/book bag, toy, stuffed animal, blanket or other identifiable possession with them when last seen?
- If not certain, does the child usually carry any of these items with him/her? If so, gather descriptive information such as color, make, and brand.
- Did the child have a pet with him/her when last seen? If unsure, does the child regularly/customarily have a pet with him/her, such as a service dog? If known, gather basic descriptive information such as size, color, and breed.

5.3.3.16 Does the child have any social media, email accounts or gaming platform accounts?

- Confirm the types of accounts, such as Gmail, Facebook, Twitter, Instagram, X-Box, and PlayStation.
- Obtain user/screen names and passwords.
- If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

5.3.3.17 What is the child's primary language if not able to speak or understand English? If unknown but the child was overheard, what language did it sound like might have been spoken?

5.3.4   Companion(s) and/or Suspect(s) Information [If more than one companion or suspect is known or believed to be involved, perform this intake sequence for each.]

    5.3.4.1   Name

    5.3.4.2   Sex

    5.3.4.3   Race

    5.3.4.4   Age/DOB

    5.3.4.5   Height

    5.3.4.6   Weight

    5.3.4.7   Hair, including color, length, style

    5.3.4.8   Eyes, including color and any other distinguishing characteristics such as glasses

    5.3.4.9   Other physical attributes such as light/dark complexion, marks, scars, tattoos, or other distinctive features such as a limp

    5.3.4.10   Are there any weapons known or believed to be involved/possessed by the suspect?

    5.3.4.11   Clothing, from head to foot, outer to inner:

- Hat/head
- Coat
- Shirt/blouse
- Dress/suit
- Pants/skirt/shorts
- Shoes/socks
- Any unique clothing identifiers such as color, logo, or wording

    5.3.4.12   What are the relationships or associations between the child and the companion(s) or suspect(s)? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquaintance, etc.) of the child, caller and any other persons identified through these questions.

    5.3.4.13   If a relative, what relation?

- Who allegedly has custody?
- Do any custody disputes exist?

    5.3.4.14   Does the companion or suspect have a history of violence, emotional distress, or mental illness?

    5.3.4.15   Is the companion or suspect's residence and/or place of employment known? If so, gather location information.

    5.3.4.16   Does the companion or suspect have any known hangouts or close associations which may indicate where he/she may go with the child or who else may be around or is likely to have contact with the suspect?

- Gather detailed information on locations of known or suspected hangouts.
- Gather name and any identifying information known on persons closely associated with the companion or suspect.

5.3.4.17 Does the companion or suspect have a cell phone or other mobile/electronic device which may be tracked/traced or any GPS-enabled device such as a smartphone, activity tracker, navigation device?

- What is the suspect's cell/smartphone number?
- Who is the service provider for the device(s)?
- DO NOT attempt to call. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

5.3.4.18 Does the companion or suspect have any social media, e-mail, or gaming platform accounts.

- Confirm the types of accounts such as Gmail, Facebook, Twitter, and Instagram.
- Obtain user/screen names and passwords.
- If the caller does not readily know specific information about such accounts, proceed with other questions and advise investigators about any known possible presence of these accounts.

5.3.4.19 What is the companion or suspect's primary language if not able to speak or understand English? If unknown but the suspect was overheard, what language did it sound like?

5.3.5 Vehicle Information

5.3.5.1 Gather the standard vehicle description using the 'C.Y.M.B.A.L.S.' approach:

- **C**olor
- **Y**ear
- **M**ake and model
- **B**ody description
- **A**dditional descriptors such as rust, dents, other damage, or stickers
- **L**icense plate/tag
- **S**tate of plate/tag

5.3.5.2 If plate/tag information is available, initiate available authorized inquiries.

5.3.5.3 Ascertain any onboard technology such as OnStar, LoJack, and/or any other onboard navigation or satellite radio systems.

5.3.6 Additional Work with LIMs Incident Information

5.3.6.1   As requested and authorized, assist responding law enforcement with further background information and records checks (i.e., criminal history to ascertain any further data/photos from other possible arresting agencies).

5.3.6.2   While PSTs may not have performed intake on these questions, if requested to assist in doing so, it is important to be aware of additional information pertinent to the suspect.

- Any and all prior entries about the suspect, child, family, location, or proximity of incident
- Any suspicious activity in the area
- Any history of attempted abductions in the area
- Any prior activity with your agency and/or surrounding agencies
- Federal and state sex offender registries
- Public records and/or internet searches
- Contact NCMEC at 1-800-THE-LOST (1-800-843-5678) to register the case and inquire about known sex offenders in the area, as well as any history of attempted abductions in the area.

5.4   Endangered Runaway and Abandoned Call Intake Protocol

5.4.1   A Note on Handling Endangered Runaway Incidents

5.4.1.1   ECCs consistently acknowledge the complexities and logistical concerns associated with effective and diligent handling of calls reporting Endangered Runaway children, especially those who have been labeled as "habitual" runaways. Many ECCs/departments struggle with performing comprehensive intake and incident management in light of the volume and/or frequency of these endangered runaway reports.

5.4.1.2   In designing the protocol for reports of endangered runaway and abandoned children, a focus on providing the most comprehensive framework for intake of critically important information has been applied. Basic assumptions within this protocol are in alignment with the previous sections, including the prevention or mitigation of bias or presumption of level of endangerment based upon a minor child's age, mobility (driving age versus a younger child), level of maturity (as medical and/or psychological conditions may affect this, among other factors), etc.

5.4.1.3   Depending upon the age of the minor who has run away or been abandoned, the priority and/or relevance of some intake questions in this protocol may vary. PSTs should apply reasonable logic and overall best practice when

handling runaway/abandoned calls, adjusting intake as needed to align with the age of the minor and the circumstances surrounding the incident.

    5.4.1.4   It is understood that ECCs must consider all factors affecting their call-handling capacity for high-volume calls/incidents and align their procedures with applicable policies and best-practice parameters to ensure the best possible level of response and protection for the citizens they serve.

5.4.2   Time Frames and Contact with Child

    5.4.2.1   Where: Where was the child last seen? Get specific location information to support accurate and expedited response by on-scene personnel.

    5.4.2.2   When: When did this occur? If time of occurrence is unknown, when was the child last seen?

    5.4.2.3   Geography/Environment: Gather information on any special environmental/geographical considerations such as weather, terrain, wildlife, etc.

    5.4.2.4   Last Seen With: With whom was the child last seen (one or more adults, another child or children)? If this person is a suspect (reason, motive and/or expressed or demonstrated intent to harm the child), gather identifying information NOW (Suspect/Companion Information, Vehicle Information) and return back to intake questions in this section, then moving on to the child's descriptive information.

    5.4.2.5   Last Seen By: Who is the person that last saw the child? This may be a teacher, parent, caregiver or friend.

    5.4.2.6   Direction: What was the direction of travel, if seen/known?

    5.4.2.7   Transport: When the child was last seen, did he/she have in possession a means of transportation such as a bicycle, skateboard, scooter, motorcycle or car (if an older child)? If so, gather a description – include tag/license number, color, style, brand and additional descriptors if available.

    5.4.2.8   Notes/Posts: Did the child leave a note, electronic message (text message, e-mail, or social media post) or make any verbal threats or other indications he/she intended to run away?

    5.4.2.9   Suspicious Circumstances: Are there any suspicious circumstances surrounding the incident?

    5.4.2.10   Potential Destinations: Does the caller know of or suspect any potential destination(s) based upon any usual or frequented hangouts, friends' homes, etc. for the child?

- Has anyone gone to these locations and/or contacted these friends/companions? If so, who did this and when?

- Gather detailed location information on any potential destinations.
- Confirm the names of friends with whom the child may be or may attempt to contact.
- Have any other steps been taken to locate the child, such as contact with school officials, activity leaders, etc.?

5.4.2.11 Past Behavior: Has the child run away or been reported missing before? If so:
- When did this last occur and where did the child go/where was the child found?
- How many times has the child run away or been reported missing?
- Were there any special or specific circumstances associated with the child's previous missing incidents (family, school and/or social problems; mental disability/condition; other)?
- Were the other incidents reported to law enforcement? If so, with what agency(s)?

5.4.2.12 Relationships/Associations: What are the relationships or associations between the child, companion(s) and the caller? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquaintance, etc.) of the child, caller and any other persons identified through these questions.

5.4.3 Child Information

5.4.3.1 Name

5.4.3.2 Sex

5.4.3.3 Race

5.4.3.4 Age/DOB

5.4.3.5 Height

5.4.3.6 Weight

5.4.3.7 Hair (color, length/style)

5.4.3.8 Eyes (may include eye color and/or other distinguishing characteristics such as glasses)

5.4.3.9 Other physical attributes such as complexion (light/dark) marks, scars, tattoos, or other distinctive features such as a limp

5.4.3.10 Clothing (head to foot, outer to inner)
- Hat/head
- Coat
- Shirt
- Pants/shorts
- Shoes/socks

- Any unique clothing identifiers on clothing such as color, logo, or wording

5.4.3.11 Does the child have a cell phone or other mobile/electronic device, which may be tracked/traced (any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
- What is the child's cell/smartphone number?
- Who is the service provider for the device(s)?
- DO NOT attempt to call. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

5.4.3.12 Is the child known or suspected to have any injuries because of the incident or prior to the incident?

5.4.3.13 Does the child have any known intellectual, developmental, or physical disabilities or mental health disorders?

5.4.3.14 Is the child taking any medications?
- If critical medicines are taken, when would the next dose be needed?
- What are the effects/results if these medication(s) are missed?

5.4.3.15 Possessions
- Did the child have any personal items such as a backpack/book bag, toy stuffed animal, blanket or other identifiable possession with them when last seen?
- If not certain, does the child usually carry any of these items with him/her? If so, gather descriptive information) such as color, make/brand, etc.
- Did the child have a pet with him/her when last seen? If unsure, does the child regularly/customarily have a pet with him/her, such as a service dog? If known, gather basic descriptive information such as size, color, and/or breed.

5.4.3.16 Does the child have any social media, e-mail, or gaming platform accounts?
- Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, Xbox, PlayStation, etc.).
- Obtain user/screen names and passwords.
- If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

5.4.3.17 What is the child's primary language if not able to speak or understand English? If unknown but the child was overheard, what language did it sound like might have been spoken?

5.4.4 Companion(s) and/or Suspect(s): If more than one companion or suspect is known or believed to be involved, perform this intake sequence for each.

    5.4.4.1 Name

    5.4.4.2 Sex

    5.4.4.3 Race

    5.4.4.4 Age/DOB

    5.4.4.5 Height

    5.4.4.6 Weight

    5.4.4.7 Hair (color, length/style)

    5.4.4.8 Eyes (may include eye color and/or other distinguishing characteristics such as glasses)

    5.4.4.9 Other physical attributes such as complexion (light/dark) marks, scars, tattoos, or other distinctive features such as a limp

    5.4.4.10 Are there any weapons known or believed to be involved/possessed by the companion or suspect?

    5.4.4.11 Clothing (head to foot, outer to inner)
- Hat/head
- Coat
- Shirt
- Pants/Shorts
- Shoes/Socks
- Any unique clothing identifiers such as color, logo, or wording

    5.4.4.12 What are the relationships or associations between the child and the known person(s)?
- [In the case of a runaway child] potentially accompanying the child?
- [In the case of an abandoned child] potentially responsible for abandoning the child? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquaintance, etc.) of the child, caller and any other persons identified through these questions.

    5.4.4.13 If a relative, what relation?
- Who allegedly has custody?
- Do any custody disputes exist?

    5.4.4.14 Does the companion or suspect have a history of violence or mental illness?

    5.4.4.15 Is the companion or suspect's residence and/or place of employment known? If so, gather location information.

5.4.4.16 Does the companion or suspect have any known hangouts or close associations, which may indicate where he/she may go with the child or who else may be around or is likely to have contact with the suspect?
- Gather detailed information on locations of known or suspected hangouts.
- Gather name and any identifying information known on persons closely associated with the companion or suspect.

5.4.4.17 Does the companion or suspect have a cell phone or other mobile/electronic device, which may be tracked/traced (any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
- What is the companion or suspect's cell/smartphone number?
- Who is the service provider for the device(s)?
- DO NOT attempt to call. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

5.4.4.18 Does the companion or suspect have any social media, e-mail, or gaming platform accounts?
- Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, Xbox, PlayStation, etc.).
- Obtain user/screen names and passwords.
- If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

5.4.4.19 What is the companion or suspect's primary language if not able to speak or understand English? If unknown, but the caller has heard the companion or suspect speak before, what language did it sound like?

5.4.5 Vehicle Information

5.4.5.1 Gather the standard vehicle description using the 'C.Y.M.B.A.L.S.' approach:
- **C**olor
- **Y**ear
- **M**ake and Model
- **B**ody Description
- **A**dditional descriptors such as rust, dents, other damage, or stickers
- **L**icense plate/tag
- **S**tate of plate/tag

5.4.5.2 If plate/tag information is available, initiate available inquiries.

5.4.5.3 Ascertain any onboard technology such as OnStar, LoJack, and/or any other onboard navigation or satellite radio systems.

5.4.6   Additional Work with Endangered Runaway/Abandoned Incident Information:

    5.4.6.1   As requested and authorized, assist responding law enforcement with further background information and records checks (i.e., criminal history to ascertain any further data/photos from other possible arresting agencies).

    5.4.6.2   While PSTs may not perform intake on these questions, if requested to assist in doing so, it is important to be aware of additional information pertinent to the suspect.

- Any and all prior entries about the suspect, child, family, location, or proximity of incident
- Any suspicious activity in the area
- Any history of attempted abductions in the area
- Any prior activity with your agency and/or surrounding agencies
- Federal and state sex offender registries
- Public records and/or internet searches

    5.4.6.3   Contact NCMEC at 1-800-THE-LOST® (1-800-843-5678) to register the case and inquire about known sex offenders in the area, as well as any history of attempted abductions in the area.

5.5   Additional Considerations

5.5.1   Reminder on the Importance of Pre-Planning and Resource Coordination

    5.5.1.1   Most departments cannot "do it all' when faced with an emergency response to a missing, abducted and/or sexually exploited child. Critical to an agency's capacity for immediate and effective response is the element of pre-planning and resource coordination. When such planning is neglected, agencies may find themselves struggling to identify and coordinate resources in the midst of an in-progress incident or case.

    5.5.1.2   It is imperative that inter/intra-agency agreement documentation and procedural resources relating to items such as, but not limited to, the following should be developed in advance to support the capacity and competence needed for a department and/or jurisdiction to respond effectively when these incidents occur:

- Missing, abducted, endangered runaway/abandoned and exploited child policies and operational procedures
- Child Abduction Response Team (CART) policy and procedures (if a CART program is in operation within your jurisdiction/area)
- Interagency agreements / Memoranda of Understanding (MOUs)
- Incident Command Structure policy and procedures

- After-Action policy and procedures (including debriefs)
- Other agreements, policies/procedures and informational listings as identified by the agency/department

5.5.1.3 Agencies should ensure front-line PSTs and other field-based personnel have ready access to the information and resources identified through these pre-planning and resource coordination efforts in order for those providing first response and ongoing operational efforts in the case to effectively utilize a reliable network of resources and assistance.

5.5.1.4 The following list captures some key operational and tactical resource considerations that are of significant importance in missing child cases. This list is not intended to be all-inclusive or exhaustive. Not all of the resources referenced here may be available or appropriate to a particular jurisdiction due to the unique needs or circumstances. Agencies are encouraged to add resource recommendations and information applicable to their respective jurisdictions and operations, ensuring they incorporate any different and/or additional requirements relating to federal, state, or local statutes.

5.5.1.5 Creation and regular updating of a comprehensive resource and call-out list which contains contact information associated with all resources and services an agency might need to call upon when a missing, abducted or sexually exploited child incident occurs should be in place.

5.5.1.6 The listing should provide associated procedural and authorization instructions for each resource and/or service.

5.5.1.7 The listing should be maintained and provided both electronically and in hard copy format in a manner that allows all authorized to access it easily and quickly.

5.5.1.8 The contact listing should include, but is not limited to, location and contact information for the following resources:
- Federal law enforcement agencies such as the FBI and Homeland Security Investigations (HSI).
- The National Center for Missing & Exploited Children at 1-800-THE-LOST® (1-800-843-5678); resource publications may be found at www.MissingKids.org.
- Public-record database search information
- Tracking and Mapping Services: sex offenders, attempted abductions
- Tracking/mapping and database searches may be obtained by contacting NCMEC at 1-800-THE-LOST (1-800-843-5678)
- CART Coordinators and team contact listings
- CAD system contact information for operational/technical support

- Criminal Justice Information System (CJIS) contact information for operational/technical support
- NCIC database operational support
- National Law Enforcement Telecommunications System (Nlets)
- Mobile Data Terminal (MDT) information for communications with field personnel and law enforcement
- Public Information Officer(s) (PIO)- 24/7 contact information
- Search and Rescue teams – 24/7 contact information along with jurisdictional boundaries and assignments
- Toll Road/Toll Pass/EZ Pass/Turnpike 24/7 contact information
- LPR (License Plate Reader/Private License Plate Reader) Systems 24/7 contact information
- City/County/Highway Traffic Camera 24/7 contact information
- K-9 teams – 24/7 contact information and assignment designations
- Aviation resources, such as the FLIRS (Forward Looking Infrared System)
- Global Positioning Systems (GPS)
- Night vision equipment
- Digital image and document imaging/scanning equipment and/or services
- Mobile incident command post vehicle – usage agreements/request procedures/contact information
- Telephone bank resources/infrastructure – technical plans and operational procedures
- Audio/voice logging recorder systems, service and/or support
- Instant call capture and retrieval system or Automatic Number Identification (ANI) and Automatic Location Identification (ALI)
- Staffing plans and procedures – provisions, plans and agreements to support immediate securing of additional staffing

5.5.1.9 In addition to the resource considerations and related contact coordination listed above, agencies/departments should ensure they research and confirm availability, training and overall operational readiness in the following areas:

- Records and/or systems searches for any information regarding activities such as lewdness, attempted abductions, and suspicious persons; and procedures for notifying authorized law enforcement personnel involved in the case of search results
- Requests for incident command and mutual aid

- Establishment of tactical perimeter posts if no immediate field command exists
- Identification of current boundaries and agreements concerning local, county, regional, and statewide broadcasting which may impact your ability to relay appropriate information during an incident
- Identification of any Child Abduction Response Teams (CARTs) in operation within your jurisdiction and confirmation of procedures for requesting a CART activation
- Development of procedures and authorizations for establishing a dedicated (and interoperable in the event multiple agencies are coordinating on the case) frequency, if needed and feasible, over which PSTs working the incident can process calls, broadcasts, dispatches and messaging
- Confirmation of the ECC's capacity and readiness to perform tips/leads management work rapidly and effectively
- Coordination of agreements involving resource deployment for field units such as air support and search dogs, including the NASAR and USAR.
- Confirmation of the ECC's capacity and readiness to intake and effectively process electronic/digital image data (both within NCIC and for the purposes of generating missing posters)

5.5.1.10   If photographs/digital images of the missing child are obtained from responding law enforcement, agencies are urged to consider creating physical posters and/or electronic postings for websites and social media (as authorized for law enforcement/public safety use)

5.5.1.11   Support of AA or EMA, if activated
- If your agency is involved in an incident for which an AA or EMA is activated these elements of first response and case management with a missing or abducted child incident will be critically important in supporting accurate activation, messaging and alert updates
- Ensure all PSTs and field personnel (patrol and investigations officers) understand and have received training on their state AA and EMA plans and associated procedures, which may have impact upon their work when handling these case types.

5.5.1.12   Some states have multiple AA and/or EMA plans, with a combination of state, regional and/or local procedures; be sure to make available and train on the plans in place within your jurisdiction

5.5.1.13 Work with the state AMBER Alert Coordinator and state Missing Children/Person Clearinghouse Manager to confirm the plans and procedures in force

5.5.1.14 Prepare and organize information from record entries, incident logs and messaging/broadcasts in a manner/format which can be readily accessed and provided to the approving and issuing authorities for your state/region's AA and EMA plans

5.5.1.15 Establish workload and lines of responsibility for calls/leads/tips intake and information management in the case; if necessary, call-in additional staff members and supervision

5.5.1.16 As new information becomes available and is confirmed in the case, work through the appropriate chain of command to ensure updates are provided to AA and EMA approving/issuing authorities

5.5.1.17 Keep NCIC and other records systems updated with the appropriate flags, message keys and other information in support of any active alerts/advisories and to assist law enforcement in the field with accurate identification efforts.

Chapter Six

Child Sexual Exploitation

SCOPE

This chapter provides definitions of child sexual exploitation the public and electronic service providers can report to NCMEC's CyberTipline® as the nation's centralized reporting system for online sexual exploitation of children. These definitions may vary from state definitions. For more information regarding the CyberTipline visit www.cybertipline.org.

6.1 Definitions of Child Sexual Exploitation Classifications on the CyberTipline. These definitions may vary from your state's definitions.

6.1.1 Child Pornography (possession, manufacture and distribution): Child Pornography is defined as a visual depiction of a minor younger than the age of 18 engaged in sexually explicit conduct (18 U.S.C. §2256). It is a federal crime to possess, manufacture and/or distribute child pornography (18 U.S.C. §2251 et seq.)

6.1.2 Online Enticement of Children for Sexual Acts: It is a federal crime to use the Internet to knowingly persuade, induce, entice or coerce a child under the age of 18 to meet for sexual acts or to attempt to arrange such a meeting (18 U.S.C. §2422(b)).

6.1.3 Child Sex Trafficking: It is a federal crime to knowingly recruit, entice, harbor, transport, provide or obtain, advertise, maintain, patronize or solicit by any means a child under the age of 18 to engage in a commercial sex act. It is also illegal to benefit, either financially or by receiving anything of value, from participation in a commercial sex act. (18 U.S.C. §1591).

6.1.4 Child Sex Tourism: It is a federal crime for a U.S. resident to travel to another country intending to engage in sexual activity with a child under the age of 18 that would be illegal if it occurred in the U.S. (18 U.S.C. §2423). Individuals who commit these crimes are subject to prosecution in the U.S. even if the crime was committed on foreign soil.

6.1.5 Child Sexual Molestation: Child sexual molestation can be defined as an allegation of conduct of a sexual nature between a person and a child.

6.1.6 Unsolicited Obscene Material Sent to a Child: It is a federal crime to send obscene material to a child under the age of 16 if the sender knows that the recipient is under the age of 16 (18 U.S.C. §1470).

6.1.7 Misleading Domain Name: It is a federal crime to knowingly use a misleading domain name on the Internet with the intent to deceive a minor into viewing material that is harmful to minors (18 U.S.C. §2252B(b)).

6.1.8 Misleading Words or Digital Images on the Internet: It is a federal crime to knowingly embed words or digital images into the source code of a website with the intent to deceive a minor into viewing material that is harmful to minors (18 U.S.C. §2252C).

6.2 EXTRAFAMILIAL VERSUS INTRAFAMILIAL SEXUAL ABUSE/EXPLOITATION

6.2.1 Extrafamilial sexual exploitation involves a nonfamily member. Intrafamilial sexual exploitation is sexual abuse by a family member. A family member is defined as, a person who is, related by blood or marriage, but could be someone who is, considered, "part of the family" such as a godparent or close friend.

6.2.2 Most law enforcement agencies are mandated by law to notify their child-protective services agency and/or prosecutor's office (district attorney's office) of any intrafamilial abuse. All protocols should align with the required information for all responders and stake holders. It is always best practice to compile a contact listing that includes all local, regional and state resources in addition to resources provided in this standard and its appendix.

Chapter Seven

Child Sexual Exploitation: Call Intake Guidelines

SCOPE

This chapter provides guidelines for a call that involves any kind of exploitation of a child. This chapter also provides resources for investigating and reporting these cases of exploitation.

7.1 Child Sexual Abuse Material/Imagery – Questions for the Reporting Person

7.1.1   The suggestions noted below are designed to help the telecommunicator obtain critical information that may no longer exist once investigative personnel are called.

7.1.2   Where did the reporting person view the child sexual abuse material?

7.1.3   Website

    7.1.3.1   When did this occur?

    7.1.3.2   What is the name/age of the suspect? What is the suspect's description?

    7.1.3.3   Did the victim tell anyone else about the incident?

    7.1.3.4   Were there any witnesses present?

7.1.4   Newsgroup

    7.1.4.1   What was the exact name of the newsgroup?

    7.1.4.2   What is the e-mail address/screen name of the individual who posted the child sexual abuse material/images? Get the complete information about the e-mail address and screen name of the posting person. Did the victim tell anyone else about the incident?

    7.1.4.3   What is the date and time the postings were made?

7.1.5   E-Mail

    7.1.5.1   What is the e-mail address of the individual who sent the child sexual abuse material/imagery?

    7.1.5.2   What time and date was/were the e-mail(s) sent to the reporting person?

    7.1.5.3   Did the reporting person save any of the e-mails and/or images?

7.1.6   Chatroom

    7.1.6.1   What is the name of the chatroom or related social media service, such as AOL®, Yahoo! ®, Gmail, and Facebook and where is it located?

    7.1.6.2   What was the exact time and date of this incident?

    7.1.6.3   Did you/they screen shot the chat or images?

7.1.7   Internet Relay Chat (IRC)

    7.1.7.1   What was the exact name of the channel on which the network is located such as DALnet, Eris Free network or EFnet, or Undernet?

    7.1.7.2   What was the offender's nickname/handle?

    7.1.7.3   Do you know the specific Internet Protocol (IP) address the suspect was using?

7.2   Child Sexual Molestation – Questions for the Reporting Person

7.2.1   The questions outlined here are intended to provide intake assistance for both field/investigative officers as well as PSTs to help ensure no aspect of intake for these incidents is missed.

7.2.2   Be sure to pay close attention to the first item regarding who is reporting the information.

7.2.3   Questions Regarding the Incident:

    7.2.3.1   Immediately establish whether the caller is the victim or the first person to whom the victim has disclosed the information.

    7.2.3.2   Is any contact information available? (Ask if this information has not been ascertained during the initial call intake)

    7.2.3.3   Immediately ascertain if the victim is in any immediate danger.

    7.2.3.4   Is the child in need of medical attention?

    7.2.3.5   Has the child been examined medically?

    7.2.3.6   When and where did the incident occur? (If the location is different from where the victim is now)

    7.2.3.7   What is the age of the victim now? What was the victim's age when the incident occurred?

7.2.4   Questions Regarding the Suspect

    7.2.4.1   What is the relationship of the suspect to the child?

    7.2.4.2   Does the suspect have immediate access to the victim? Are they currently together?

    7.2.4.3   What is the relationship among the reporting person and the victim and suspect?

    7.2.4.4   Does the suspect have access to other children?

    7.2.4.5   What is the suspect's name and age?

7.3   Child Victims of Sex Trafficking – Questions for the Reporting Person

7.3.1   If the reporting person has information about a suspect, such as a trafficker, sex buyer, or information about the child victim, ask the series of questions noted below based upon the child's status.

7.3.2   Any information about child victims of sex trafficking should be reported to the CyberTipline at *www.MissingKids.org/gethelpnow/cybertipline*

7.3.3   If the Child is Currently Missing:
   7.3.3.1   How does the child know the suspect?
   7.3.3.2   Are you aware of how the child met the suspect? Internet? Person from the neighborhood? Family member?
   7.3.3.3   How long has the child known the suspect?
   7.3.3.4   Is it believed the suspect took the child over state boundaries?
   7.3.3.5   Do you know where the child is being victimized?
   7.3.3.6   If you saw the child, can you provide a description?
   7.3.3.7   Can you provide any additional information about physical descriptors for the suspect? Tattoos, piercings, scars or marks are particularly helpful.

7.3.4   If the Child is Not Currently Missing:
   7.3.4.1   Why does the reporting person believe the child is a victim of sex trafficking?
   7.3.4.2   How do they know this information?
   7.3.4.3   Do you know if the child has been victimized in this way in the past?
   7.3.4.4   If there is a suspect, how does the child know the suspect? Internet, person in the neighborhood or family member?
   7.3.4.5   Are there any additional children who may be currently victimized in this way? If so, has the reporting person provided the names of those people?
   7.3.4.6   Do you know where the child is being victimized?

7.4   Online Enticement of Children – Questions for the Reporting Person

7.4.1   If the Case Involves a Child and Suspect:

   7.4.1.1   What is the name/age of the suspect?
   7.4.1.2   What is the suspect's description?
   7.4.1.3   What is the age of the victim now? What was the victim's age when the incident occurred?
   7.4.1.4   Do you know how long they have been communicating?
   7.4.1.5   What were they using to communicate?

7.4.1.6   Have their conversations been sexually explicit and/or have they discussed the possibility of the child or suspect traveling to meet in person?

7.4.1.7   Do you know if the child received any images or pictures from the suspect? Do you know if there are any pictures of the suspect?

7.4.1.8   Does the reporting person have any logged conversations or saved e-mails?

7.4.1.9   Does the reporting person believe the child will run away or meet the suspect in person?

7.4.2   If the Case Exclusively Involves a Known Suspect

7.4.2.1   What is the suspect's name?

7.4.2.2   What is the suspect's e-mail address, screen name, or handle?

7.4.2.3   What was the time and date of the incident?

7.4.2.4   Was the suspect being sexually explicit in his or her communications?

7.4.2.5   Does the reporting person have any logged conversations or saved e-mails?

7.4.3   If the Case Exclusively Involves a Child

7.4.3.1   What is the child's e-mail address, screen name, or handle?

7.4.3.2   What was the time and date of the incident?

7.5   Internet Related Intake

7.5.1   If the Child May Be with an Adult Internet Companion

7.5.1.1   What is the suspect's name?

7.5.1.2   Do you know what the suspect goes by online?

7.5.1.3   How long have they been communicating?

7.5.1.4   Do you know if the child received any images from the suspect? Are there pictures of the suspect?

7.5.1.5   Have their conversations been sexually explicit and/or have they discussed the possibility of the child or suspect traveling to meet in person?

7.5.1.6   Does the reporting person have any logged conversations or saved e-mails?

7.5.1.7   Have the child and suspect communicated over the telephone?

7.5.1.8   Have the suspect or child sent anything to one another through the U.S. Postal Service or other delivery services?

7.6   Additional Information about Internet Issues:

7.6.1   Internet Crimes Against Children (ICAC) Regional Task Forces

7.6.1.1   The U.S. Department of Justice currently provides funding for 61 ICAC regional Task Force agencies across the U.S. They serve as an excellent resource for assistance when investigating Internet-related crimes committed against children. Visit www.icactaskforce.org to locate the Task Force serving your area.

7.6.2   Electronic Service Providers

7.6.2.1   Federal law (18 U.S.C. §2258A) requires electronic service providers (ESPs) to report apparent child pornography to NCMEC's CyberTipline when they become aware of it. Any company providing an electronic communication service or a remote computing service to the public may register with the CyberTipline to facilitate this reporting. Registered companies receive confirmation from the CyberTipline for reports they submit suitable for compliance purposes.

APPENDIX: NCMEC Resources

Reporting Missing and Exploited Children

Reporting Missing Children

The NCMEC Call Center receives toll-free calls from many countries throughout the world via a 24- hour, tollfree Hotline at 1-800-THE-LOST (1-800-843-5678); handles lead/sighting information received from the public via the toll-free Hotline and voiceover calls received through NCMEC's website; provides assistance to professionals and families in the search for missing children and attempt to assist sexually exploited children; handles requests from families with travel-reunification needs; assists deaf or heard of hearing callers and coordinates access to communicate with callers in more than 200 different languages; provides direct after hours assistance to law enforcement; and provides safety information to help prevent the abduction and sexual exploitation of children.

Reporting Child Exploitation

NCMEC operates the CyberTipline, the nations centralized reporting system for the online exploitation of children. The CyberTipline serves as an essential clearinghouse role to find potential location for the incident reported so that it may be made available to the appropriate law enforcement agency for possible investigations. Reports to the CyberTipline are made by the public and Electronic Service Providers (ESPs). ESPs are required by law to report apparent child sexual abuse material/imagery to the CyberTipline (18 U.S.C. § 2258A). Reports are continuously triaged to help ensure situations involving children in imminent harm are prioritized quickly. Learn more at **www.MissingKids.org/gethelpnow/cybertipline**.

Assistance in Missing Child Cases

Overview

NCMEC is ready to assist families, caregivers and law enforcement agencies 24 hours a day. Each case brings its own set of unique challenges, for which NCMEC can provide support. NCMEC's case management teams work each case on an individual basis by providing coordinated support and access to analytical and technological resources. NCMEC is prepared to assist in all missing child cases, particularly when a child has been missing for a long period of time, was abducted internationally by a parent or is on the Autism Spectrum. Many services are provided within NCMEC's Missing Children's Division.

On-Site Assistance to Law Enforcement Agencies

Team Adam consultants are typically retired from federal, state or local law enforcement careers and specially selected for their training, knowledge, skills and prior investigative case experience involving missing, abducted and exploited children. Team Adam provides rapid, onsite assistance to law-enforcement agencies and families during critical cases involving missing children. Consultants are deployed to the scene and provide technical assistance to law enforcement including command post operations, search and rescue operations, multijurisdictional case management and connecting law enforcement and families to NCMEC's vast network of resources.

Long-Term Missing Children Assistance

Team Adam consultants bring their expertise to assist law enforcement agencies with long-term missing children's cases. This includes landfill assessments, search and rescue, forensics services and the integration of all other available NCMEC resources.

NCMEC hosts comprehensive case reviews by bringing together over two days the agency responsible for the case, investigators representing federal, state and local law enforcement and relevant subject-matter experts to provide recommendations for continuing the investigation and search.

NCMEC leverages its media expertise and contact to galvanize public support for missing child cases.

Children Missing in Disasters

Team Adam partners with the Federal Emergency Management Agency (FEMA) to provide child reunification services to families during response to and recovery from federally declared disasters.

NCMEC operates the National Emergency Child Locator Center® (NECLC). The NECLC may be activated through a request to The Federal Emergency Management Agency (FEMA) from a State, Tribe, or Territory during Presidentially declared disasters. Its primary mission is to assist with the reunification of children who have become separated from their parents or legal guardians during a disaster.

The Unaccompanied Minors Registry (UMR) provides a place for emergency management agencies, law enforcement, shelter staff, hospital employees and other organizations to report minors in their care during disasters. The UMR accepts reports of children up to age 18 who have been separated from their parents, legal guardians or other relatives. The UMR allows shelters, hospitals and other agencies managing a large number of unaccompanied children to upload entire lists of names at once.

When a person makes a report to the Unaccompanied Minors Registry it goes directly to NCMEC's Call Center. A case will be opened for the child and information will be passed on to field resources on the ground.

The UMR site is **https://umr.MissingKids.org/umr**

Forensic Assistance

NCMEC can facilitate the collection of biometric data (DNA, dentals, fingerprints) on missing and unidentified children. NCMEC facilitates advanced forensic testing through our partnered forensic labs that specialize in DNA case work, pollen analysis, chemical isotope analysis and fingerprint testing. For children missing two years or more, our team of forensic artists age progress their facial images to show what they might look like today and increase the likelihood of someone recognizing them.

Exploited Child Services

Identification of Child Victims

NCMEC, through the Child Victim Identification Program (CVIP), serves as the central repository for information relating to child victims depicted in sexually exploitive images and videos. NCMEC created CVIP in 2002. Staff working on CyberTipline reports of child sexual exploitation repeatedly saw images of the same children, so they began to track which children had been rescued by law enforcement and which children had not been identified and potentially were still in abusive situations.

Today CVIP operates for three central purposes:

- Help identify and locate unidentified child victims who are depicted in child sexual abuse material

- Provide recovery services and restitution support to child survivors, their families and their private legal counsel

- Help verify when sexually abusive images of a child who has been rescued and identified by law enforcement are distributed so that appropriate information can be provided to the victim.

Law enforcement officers submit copies of seized child sexual abuse material/images for review by CVIP. NCMEC analysts review the images and videos to help determine which content previously identified child victims. For information about other services, how to submit images for review, how to submit new case information or how to request assistance, law enforcement agencies can contact CVIP at cvip@ncmec.org.

Online Reporting of Child Sexual Exploitation

NCMEC created the CyberTipline in 1998 to serve as an online mechanism for members of the public and Electronic Service Providers (ESPs) to report incidents of subjected child sexual exploitation.

ESPs are required to law to report apparent child sexual abuse material-imagery to the CyberTipline when they become aware of it (18 U.S.C. § 2258A). Reports are continuously triaged to help ensure situations involving children in imminent harm are prioritized quickly.

Reports to the CyberTipline are made by the public and ECSPs. ECSPs are required by law to report apparent child sexual abuse material/imagery to law enforcement via the CyberTipline (18 U.S.C. § 2258A). Reports are continuously triaged to help ensure situations involving children in imminent harm are prioritized quickly.

In addition to making all CyberTipline reports available to law enforcement for potential investigation, NCMEC engages with the technology industry on voluntary initiatives to reduce child sexual exploitation online.

Learn more at www.MissingKids.org/gethelpnow/cybertipline; and lastly, if you have information regarding possible child sexual exploitation, report it to the CyberTipline.

Supporting Survivors of Child Sexual Exploitation

NCMEC's Child Sexual Abuse Material (CSAM) Survivor Services Program focuses on improving the response to survivors of child sexual abuse images and videos. Through survivor engagement, this program gives a voice to those victimized to develop and enhance post-identification resources and services which provide guidance for survivors, caregivers, and helping professionals. NCMEC offers CSAM Survivors:

- Technical support including assistance with online image, video and comment takedown efforts and continues working with Electronic Service Providers to increase enrollment in voluntary hash sharing initiatives to stop the proliferation of files in circulation.
- Legal support including attorney referrals for assistance with victim notification and restitution as well as name changes, termination of parental rights and other legal issues.
- Emotional support through mental health interventions, local counseling referrals, and peer support for CSAM survivors and families.
- Informational support to educate survivors about their rights and the options and resources available to them.

Through roundtables and working groups, NCMEC engages established helping professionals with CSAM experience in their respective fields to address gaps in the system and develop strategy on training and recommendations, as well as impact policy and legal change on behalf of survivors. The Survivor Services program is building trauma-informed training curriculum, issue-based handbooks, and public facing messaging to better inform those interacting with survivors to work across disciplines to meet survivor needs in the short and long term.

Survivors and caregivers are encouraged to email us at FamilySupport@NCMEC.org. Helping professionals who are interested in learning more or are encouraged to email SurvivorServices@NCMEC.org.

Analytical Services

Missing and Unidentified Child Analysis

NCMEC provides analytical support to law enforcement for missing and unidentified child cases. Analysts perform the following actions and services:

- Provide technical assistance and analytical support to develop leads and possible location information through the use of public records database services, online open source sites, and other external and internal systems.

- Search NCIC to check hot files and confirm status for children or abductors; search Nlets for vehicle registration and driver's license information.

- Search the NCMEC and NCIC databases for possible matches to an unidentified child.

- Analyze all missing child leads and sightings reported to NCMEC and facilitate the distribution of leads to the state missing child clearinghouses and law enforcement.

- Produce timelines of an individual's history including places of residence, employment and travel.

- Assist in cold case reviews, possibly by locating family members for DNA submission.

- Provide aerial and topographic maps to law enforcement for grid searching purposes for critical missing child cases.

- Conduct attempted abduction radius search analysis and registered sex offender searches for critical missing child cases.

Law Enforcement can request analytical assistance on missing or unidentified child cases by emailing Missing-Unidentified@NCMEC.ORG or for immediate response after hours or on weekends call 1-800-THE-LOST (1-800-843-5678).

Attempted Abductions

NCMEC collects information about attempted abductions, short term "abduct and release" incidents and other types of suspicious incidents involving children committed by individual's unknown to the child to help identify possible patterns and provide technical assistance and resources to law enforcement. Analysts perform the following actions and services:

APCO ANS 1.101.4-2022 Standard for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and Sexually Exploited Children

- Distribute a bi-weekly regionalized report summarizing the attempted abduction incidents recently confirmed.

- Identify and analyze regional trends and patterns among cases using NCMEC databases, external data sources and geographic information databases.

- Analyze similar incidents of attempted abductions occurring within a certain mile radius

- Compare attempted abduction incidents to unresolved long-term missing child cases reported to NCMEC to identify possible linkage.

- Confirm incident details for use in developing data-driven prevention strategies and to gain insights on how children got away, lures that were used, where and when they occurred and to help link cases.

Law enforcement can request technical assistance resources or report an incident occurring in their jurisdiction by emailing attempts@ncmec.org

Sex Offender Tracking

NCMEC supports law enforcement by providing technical assistance and analysis in locating noncompliant sex offenders. Analysts perform the following actions and services:

- Conduct searches for noncompliant sex offenders through public records databases, online open source sites, and other internal and external systems.

- Provide law enforcement with comprehensive analytical reports to help them locate noncompliant sex offenders.

- Compare data relating to attempted abductions, online sexual exploitation of children, and child abductions for potential linkages with noncompliant sex offenders.

- Produce timelines of an offender's history to include places of residence, employment, and travel.

- Act as liaisons between state registries, the U.S. Marshals Service and other federal, state and local law enforcement agencies.

Law enforcement can request analytical assistance by emailing nsotc@ncmec.org

Child Sex Trafficking Analytical Team

NCMEC supports law enforcement agencies working to identify and recover children in the United States who have been victimized through sex trafficking. This specialized team of analysts performs the following actions and services:

- Process and analyze CyberTipline reports related to possible child sex trafficking and disseminate reports to law enforcement for potential investigation and prosecution.

- Support law enforcement nationwide in their efforts to address child sex trafficking through the provision of technical assistance and analytical support.

- Leverage donated data and specialized child sex trafficking technology tools to develop information and leads.

- Analyze phone numbers, names, email addresses, and/or publicly accessible online presence of possible traffickers to support law enforcement with the location and recovery of missing children exploited through child sex trafficking.

- Compare and analyze images from online advertisements as well as unidentified victims located by law enforcement with missing children information reported to NCMEC.

- Conduct link analysis to connect potential victims and/or offenders in multiple states or locations.

- Support large special law enforcement operations after hours, when coordinated in advance.

Law enforcement can request analytical assistance by emailing CSTTreporting@ncmec.org or for an immediate response after hours or on weekends call 1-800-THE-LOST (1-800-843-5678).

Child Sex Trafficking Recovery Planning and Services

The Child Sex Trafficking Recovery Services Team (RST) provides specialized technical assistance and resources to child welfare workers, foster parents and law enforcement who are working with missing children who are also victims of child sex trafficking. RST Resource Specialists provide knowledge and guidance on promising practices in trauma-informed response by making connections to statewide and local specialized child sex trafficking resources. RST Resource Specialists are prepared to assist in the development of intentional, trauma-informed, and victim-centered plans which has been proven to build rapport, increase opportunities for youth engagement, and reduce trauma responses.

In areas where specialized child sex trafficking resources are limited, RST Resource Specialists can provide support by offering guidance to organizations that are willing to expand programming to include CST survivors. In these situations, Resource Specialists can offer staff training, case staffing and guidance, and offer to connect agencies with other resources to help meet the complex needs of survivors of CST. Support will be available as requested and developed based on the needs of each individual case and survivor.

Data Analytics

NCMEC reviews and analyzes the vast amount of data reported regarding missing/sexually exploited children. Analysts produce quantitative and qualitative reports, calculate statistics, determine trends, and provide analysis to assist in the development of data-driven prevention strategies. Data Analysts also perform the following actions and services:

- Respond to internal and external requests regarding the quantity, characteristics, status, type, and locations of missing and exploited children information reported to NCMEC.

- Review and analyze data available in NCMEC systems and other external sources about a variety of topics related to children's issues.

- Produce maps utilizing NCMEC data and provide a visual representation of nationwide and/or regional data.

- Produce short- and long-term analytical research reports regarding missing and exploited child data compiled by NCMEC.

Family Advocacy Services

NCMEC's Family Advocacy supports the work of the Missing, Exploited and Child Sex Trafficking services. It employs a team of master-level educated and trained child and family advocates providing emotional support to families experiencing trauma when a child is missing or sexually exploited and offering expert guidance about how families can move forward. Its family-centered approach helps create a collaborative environment to assist families by identifying areas of need and finding the right community-based resources to address those needs. With support from a committed network, including mental health providers, crisis intervention services, social service agencies, and law enforcement, families receive specialized resources to aid in the healing process. Family Advocacy services manages Team HOPE (Helping Offering People Empowerment), a volunteer-based peer support network of trained adult volunteers comprised of those affected by having or having been a missing or exploited child. Specific resources offered by Family Advocacy services include:

- Facilitating travel assistance for parents reuniting with their missing child.

- Referrals to appropriate mental health support.

- Connection to peer support through Team HOPE.

Training

NCMEC is committed to provide training, technical assistance and resources to public safety and child-serving professionals. NCMEC hosts in-person classroom training

sessions in its state-of-the-art Walsh Training Center located in its Alexandria, VA headquarters, as well as facilities located across the country at regional offices and partner agencies. Online courses are available through NCMEC CONNECT, designed to provide easy access to training and resources for professionals on the frontlines. Contact NCMEC training staff via email training@ncmec.org

Missing Kids Readiness Program

The Missing Kids Readiness Program (MKRP) promotes best practices for taking and responding to calls of missing and sexually exploited children. Public safety agencies meeting essential training and policy elements demonstrating preparedness for responding to missing and sexually exploited child incidents will be recognized publicly by NCMEC. ECCs are recognized by both APCO and NCMEC. There are no application or membership fees, annual dues or other costs from NCMEC to participate in MKRP. To learn more, email MKRP@ncmec.org

Legal Technical Assistance

NCMEC helps families navigate the legal system and may be able to provide referrals to experienced attorneys. NCMEC also provides legal technical assistance to families, attorneys, legislators and others, including case specific legal, educational, technical, and related research and analysis, as well as publications, amicus briefs, and other trial related materials.

Promotion of Community Awareness

NetSmartz

NetSmartz is NCMEC's interactive, online safety educational program. With data from millions of reports made each year to the CyberTipline, NCMEC is uniquely situated to identify trends and create age-appropriate prevention resources to help teach children ages 5 to 17 on how to be safer online with the goal of helping become more aware of potential online risks and empowering them to help prevent victimization by making safer choices on- and offline. Besides children, the program is designed for parents, guardians, educators, and law enforcement. With resources such as videos, games, activity cards, and presentations, NetSmartz entertains while it educates. The resources can be accessed at www.MissingKids.org/netsmartz.

Kidsmartz

Based on data from attempted abduction reports, Kidsmartz is a child safety program that educates families about preventing abduction and empowers children in grades K-5 to practice safer behaviors. This program offers resources to help parents, caregivers,

and teachers protect children by teaching and practicing the Four Rules of Personal Safety using tips, printable activities, quizzes, articles, music, videos, and more. The resources can be accessed at https://www.kidsmartz.org/

Code Adam

Code Adam was created in memory of six-year-old Adam Walsh, who was tragically abducted from a Florida department store and later found murdered. Code Adam is a powerful search tool for lost and potentially abducted children. It is designed to help businesses, parks, government buildings and other establishments ensure that they have safety protocols in place to respond quickly and effectively to situations involving a missing child. Code Adam is sponsored by Old Navy and is one of the country's largest child safety programs, currently used in hundreds of thousands of locations nationwide. The Code Adam program's search procedures and protocols can be easily implemented in a wide variety of establishments and are offered free of charge. For further information go to www.codeadam.missingkids.org/ or contact CodeAdam@ncmec.org

ACRONYMS AND ABBREVIATIONS

AA	AMBER Alert (AMBER Alert Training and Technical Assistance Program)
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ANS	American National Standard
ANSI	American National Standards Institute
APCO	Association of Public Safety Communications Officials
CAD	Computer Aided Dispatch
CART	Child Abduction Response Team
COTN	Children of the Night
CRIS	Child Recognition and Identification
CVIP	Child Victim Identification Program
DOB	Date of Birth
DOE	Date of Emancipation
ECD	Exploited Child Division
EMA	Endangered Missing Advisory
ESP	Electronic Service Provider
FBI	Federal Bureau of Investigation
FLIR	Forward Looking Infrared System
GPS	Global Positioning System
HSI	Homeland Security Investigations
ICAC	Internet Crimes Against Children
IP	Internet Protocol
IRC	Internet Relay Chat
LIM	Lost Injured or Otherwise Missing

IAED	International Academies of Emergency Dispatch
NASAR	National Association of Search and Rescue
NCIC	National Crime Information Center
NCMEC	National Center for Missing and Exploited Children®
NENA	National Emergency Number Association
Nlets	National Law Enforcement Telecommunications System
PIO	Public Information Officer
RP	Reporting Person
SDC	Standards Development Committee
URL	Uniform Resource Locator
USAR	Urban Search and Rescue

GLOSSARY

Abandoned Child whose caretaker makes no recovery effort after he or she has run away, who has been abandoned/deserted or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.

AMBER ALERT The voluntary partnership between law enforcement, media, transportation, and the wireless industry to activate an urgent bulletin in the most serious child-abduction cases with the goal of instantly galvanizing the entire community to assist in the search for and the safe recovery of the child.

Endangered Runaway is any missing child younger than 18 years of age who is missing of his or her own accord and whose whereabouts is unknown to his or her parent(s) or legal guardian.

Family Abduction is defined as the taking, retention or concealment of a child, younger than 18 years of age, by a parent, other person with a family relationship to the child, or his or her agent, in violation of the custody rights, including visitation rights, of another parent or legal guardian.

Federal Definition of Child Pornography: Federal Child Pornography Laws: Federal Law (18 U.S.C. §§ 2251-2255) criminalizes visual depictions of a minor (anyone younger than the age of 18) engaged in sexually explicit conduct. Possessing, manufacturing, producing, or distributing child pornography is a federal crime. In additional, all states have similar laws criminalizing child pornography. Please review the state statutes in your jurisdiction. Note: Nude images of children may constitute child pornography. Note: Nude images of children may constitute child pornography.

A Lost, Injured or Otherwise Missing case is defined to include:
A missing child younger than the age of 18 where there are insufficient facts to determine the cause of the child's disappearance; or a missing child whose young age inherently puts the child at increased risk or whose young age makes it inappropriate to categorize as a runaway, even if the child is missing on his or her own accord.

Nonfamily Abduction is defined as the unauthorized taking, retention, luring, confinement or concealment of a child younger than the age of 18 by someone other than a family member.

Standard Operating Procedure (SOP): a written directive that provides a guideline for carrying out an activity. The guideline may be made mandatory by including terms such as "shall" rather than "should" or "must" rather than "may."

ACKNOWLEDGMENTS

Special recognition goes to the committee members that provided their expertise in updating this document to successfully create this standard.

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