



CONCORD POLICE DEPARTMENT

GENERAL ORDER

MISSING PERSONS

GENERAL ORDER: 08.07

CREATED: December 1, 2000

ISSUE DATE: May 6, 2025

CALEA STANDARD: 41.2.4, 41.2.5, 41.2.6

EFFECTIVE DATE: May 6, 2025

ACTION: Amends general order dated October 1, 2022.

08.07.0 **PURPOSE**

The purpose of this general order is to establish guidelines for the investigation and handling of reported missing persons.

08.07.1 **POLICY**

It shall be the policy of the Concord Police Department to respond to and thoroughly investigate all reports of missing or unidentified children and adults.

08.07.2 **DEFINITIONS**

A. CRITICAL MISSING PERSON

To be classified as a critical missing person, an individual that has been reported missing must meet AMBER Alert, Ashanti Alert or Missing Endangered Alert criteria or, at least one of the following criteria:

1. The individual has a physical, mental, or cognitive disability (Dementia or Alzheimer's), drug dependency or other at-risk issues, which subjects them or others to danger.
2. There is reasonable suspicion to believe the disappearance of the individual is not voluntary and/or the person is the victim of a crime.
3. The individual has a medical condition that requires life-saving medication or procedures, and it is believed the individual does not have access to those necessities.
4. The individual is missing after a disaster, but not confirmed to be dead (e.g., drowning, explosion).
5. The individual is 13 years or younger, regardless of the circumstances.
6. The individual is under the age of 18 and has their own minor child in their custody.
7. An individual believed to be in the presence of someone who could endanger their welfare.

B. TEMPORARY CUSTODY (JUVENILE)

The taking of physical custody and providing personal care and supervision until a court order for secure or nonsecure custody can be obtained.

C. MISSING JUVENILE

A juvenile as defined by [NCGS 7B-101\(14\)](#) whose location has not been determined, who has been reported missing to a law enforcement agency by a parent, guardian or legal custodian.

D. MISSING PERSON

Any individual who is 18 years of age or older, whose location has not been determined, and who has been reported missing to a law enforcement agency.

E. NATIONAL MISSING AND UNIDENTIFIED PERSONS SYSTEM (NamUs)

A national resource center for missing, unidentified and unclaimed persons.

F. RUNAWAY JUVENILE

An individual, age 17 years or younger, who has voluntarily left the custody of their parent, guardian, or legal custodian without permission.

08.07.3 MISSING PERSON PROCEDURES

A. An incident report shall be taken as soon as an individual is confirmed missing by an officer.

B. Once the individual has been confirmed missing, the officer shall gather as much pertinent information as possible to accurately classify the individual and initiate the appropriate response. This should include, but is not limited to, the following information:

1. Physical Description:

- a. Name, date of birth, race, sex, ethnicity, height, weight, build, hair and eye color;
- b. Facial hair, glasses, teeth, scars, marks, tattoos, piercings, amputation or other physical characteristics;
- c. Description of clothing such as head cover, shirt, pants, outerwear, footwear, jewelry.

2. Reporting Factors:

- a. Location last seen, last seen with, date and time last seen;
- b. Name of the reporting person and their relationship to the missing individual;
- c. If the individual has previously been reported missing and where they were previously located;

- d. If the individual has been missing in the past but was not reported;
 - e. Possible reasons for disappearance such as an argument, fight or unknown;
 - f. The extent that the reporting party, or others, have searched for the individual;
 - g. Description of the vehicle(s) involved; (moved from Amber Alert section)
 - h. Last known direction of travel and/or possible destination;
 - i. Description of the suspect(s);
 - j. A recent photograph of the missing person.
- 3. The extent to which the individual has departed from established behavior patterns, habits, plans, any recent traumatic events or domestic violence incidents.
- 4. Associates:
 - a. Natural parents, foster parents, other family members;
 - b. Friends and associates;
 - c. Spouse, significant other, ex-spouse or other relationships.
- 5. Related History:
 - a. School attending or location of workplace;
 - b. Criminal warrant check and known criminal history;
 - c. Probation/Parole status and name of probation officer, if applicable;
 - d. Driver's license and vehicle information;
 - e. Medical or mental health history or diagnosis, the current need for prescription drugs or medical care, and any drug or alcohol use.
- 6. Background Information:
 - a. Mobile phone number;
 - b. Location of individual's home computer/laptop;
 - c. Credit/debit card banking information;
 - d. Is it typical for the individual to carry cash;
 - e. Social media accounts: Facebook, Twitter, etc.;
 - f. Mode of transportation.

- C. The Missing Person/Runaway report section in RMS shall also be completed with the necessary information.
- D. Upon completion of the Incident Report, a supervisor shall be contacted immediately to review and approve the report.
- E. The investigating officer shall provide a copy of the report to the Customer Service Unit DCI operator for entry into DCI as soon as possible.
- F. When a missing or unidentified person or child case is active for over 90 days, the investigating officer shall enter the subject's information into the NamUs database (<https://namus.nij.ojp.gov/>).

08.07.4 NCIC ENTRY/REMOVAL

- A. Individuals reported missing, regardless of age and missing under any circumstances, shall be entered into NCIC within two (2) hours of the basic information necessary for entry being obtained. The two (2) hour period begins when the basic information is received, not when the report is submitted for approval.
- B. When the missing person is located then the individual shall be cleared out of NCIC (if entered) **without delay**. If a statewide "Attempt to Locate" message was previously transmitted, a locate message shall be routed statewide using the same routing list.
 - 1. A supplement shall be completed to include that the person was located along with the location and any other information that is pertinent to the investigation.

08.07.5 DISSEMINATION OF INFORMATION

- A. Upon completion of the NCIC entry, Customer Service coworkers shall broadcast the entry via a DCI 50-mile radius message.
- B. At the request of the watch commander, the Communications Center supervisor can authorize a broadcast to all police units (BOLO) regarding information on the missing individual at any time during the investigation.
- C. The watch commander may authorize a media release should exigent circumstances exist.

08.07.6 INVESTIGATIVE PROCEDURES

- A. The first officer on scene shall be assigned to conduct the initial and follow-up investigation for every type of missing person to include:
 - 1. Conduct a consent search of the home and grounds from which the individual went missing.
 - 2. Search of the last location the missing person was seen and interview those who last saw the individual.

3. Fully identify and separately interview anyone at the scene of the disappearance and treat the location as a possible crime scene if applicable.
4. Identify any areas at the incident scene that have been disrupted or may have the potential for the presence of evidence and safeguard those areas.
5. Broadcast a description of the missing person and vehicle if applicable.
6. Conduct a canvas of the neighborhood.
7. Conduct follow-up interviews with any additional family, friends, neighbors, work associates, and/or counselors.
8. Maintain routine ongoing communication with the reporting party or closest relative concerning the investigation.
9. The investigation will continue until the person is located, the incident has been passed to another officer for follow-up, or until all reasonable investigative measures have been exhausted.

B. MISSING JUVENILE

The first responding officer to a missing juvenile call for service shall conduct an investigation in accordance with General Order 08.07.6(A) and shall include the following:

1. Search any place where a juvenile could be trapped, sleeping or hiding. This shall be done even if the juvenile is missing from a location that is not the primary residence.
2. Conduct in-depth interviews with parents, caregivers, or those who last had contact with the missing juvenile to create a timeline and gain insight into the circumstances surrounding the disappearance. This should include confirmation of who has legal custody of the juvenile. Separate the witnesses, interview them, and compare details to known information.
3. Determine what has already been done to locate the missing juvenile. Document the nature of these efforts and the complainant's disposition (e.g. frantic, concerned and level of emotion).
4. Reports of juveniles who have "voluntarily" left home (e.g., "runaways") shall only be classified as such after a thorough investigation leading to this conclusion.
5. Officers shall report all findings of the investigation to the watch commander.
6. Based upon the information, the watch commander shall make an initial assessment of the type of incident (e.g. abduction, parental kidnapping, runaway or a false report to conceal another type of incident).
7. At the request of the watch commander, the Communications Center supervisor should be contacted to broadcast to all on-duty coworkers (BOLO) pertinent information on the juvenile at any time during the investigation.

8. If the NCIC entry has not been made, the Communication Center may be requested to send pertinent information regarding the juvenile to other agencies via a DCI message.

C. CRITICAL MISSING PERSON

The first responding officer to a critical missing person report shall conduct an investigation in accordance with this general order and include the following:

1. A supervisor shall coordinate a second search and re-search of the home and property as well as a canvas of the surrounding area.
2. At the request of the watch commander, the Communications Center supervisor should be contacted to a broadcast to all Concord Police Department on duty personnel coworkers (BOLO) pertinent information on the missing individual at any time during the investigation.
3. If the NCIC entry has not been made, the Communication Center may be requested to send pertinent information regarding the individual to other agencies via DCI message.
4. The on-call investigations supervisor shall be notified by the watch commander of all critical missing persons.
5. Evaluate whether the circumstances of the missing person's disappearance meet the criteria for an alert system as outlined in General Order 08.10 Alert Systems and/or other immediate community notification protocols.
6. Any investigation of a critical missing person shall continue until the person is located, the incident has been passed to another officer for follow-up, or all reasonable investigative measures have been completed to the satisfaction of the Criminal Investigations Division captain or higher authority.

D. RUNAWAY JUVENILES

1. Local Runaway Juveniles

- a. Local runaway juveniles may be taken into temporary custody, in accordance with NCGS 7B-1900 and General Order 07.07 Juvenile Operations and returned home.
- b. If the juvenile's parent, guardian or custodian can't be contacted or it takes more than 12 hours on weekdays or 24 hours on weekends and holidays (NCGS 7B-1901), a secure order can be obtained and the juvenile placed in a detention facility. These time limitations are designed to comply with federal law prohibiting the detention of non-delinquent juveniles in secure facilities.
- c. The on call DSS worker shall be contacted when a juvenile can't be returned to their parent, guardian or custodian within the allotted time period.

2. In-State Runaway Juveniles

- a. In-state runaways may be taken into temporary custody (NCGS 7B-1900) The officer shall contact the juvenile's parents, guardian or custodian to pick

up the juvenile at police headquarters unless otherwise approved by a watch commander or higher. If the juvenile can't be picked up within 12 hours on weekdays or 24 hours on weekends and holidays, a secure order can be obtained and the juvenile placed in a detention facility.

- b. The on call DSS worker shall be contacted when a juvenile can't be returned to their parent, guardian or custodian within the allotted time period.

3. Out of State Runaway Juveniles

- a. Out-of-state runaway juveniles (classified as juveniles in their resident state) may be taken into temporary custody or secure custody for up to 90 days pending return to their home state if they are in temporary custody for longer than 24 hours or are endangering themselves or others (ICJ Rule 6-103).
- b. When taking an out-of-state runaway juvenile into temporary custody, the officer shall contact the parents, guardian or custodian. The originating agency shall be contacted and advised that the juvenile has been located and a hit confirmation shall be processed by the Communications Center.
- c. Juvenile Services shall be contacted, and procedures for a petition and a secure custody order shall be started if the juvenile is going to be in temporary custody for longer than 24 hours.
- d. The originating agency shall be advised to contact Juvenile Services for details on the release of the juvenile.
- e. Detention shall occur ONLY after a district court judge has signed the required court order.
- f. The on call DSS worker shall be contacted when a juvenile can't be returned to their parent, guardian or custodian within the allotted time period.

4. Return/Locating of Runaway

- a. An out of state runaway juvenile may be returned to their home state in one of the three ways:
 - i. Release to a parent or legal guardian within 24 hours, excluding weekends or holidays; (if there is no abuse or neglect, steps to follow are listed in ICJ Rule 6-105)
 - ii. Voluntary Return; (with the juvenile's consent, steps to follow are listed in ICJ Rule 6-102)
 - iii. Non-Voluntary Return; (upon a requisition by parent or custodial agency, steps to follow are listed in ICJ Rule 6-103)

5. Chronic Juvenile Runaway

If a juvenile meets the following criteria of a chronic juvenile runaway, the investigating coworker should seek an undisciplined juvenile petition through the Division of Juvenile Justice.

- a. Meet the criteria as an undisciplined juvenile as set forth in NCGS 7B-1501(27);
- b. Two or more incident reports listing the juvenile as a run-away within six months and was missing for 24 hours or more during each incident;
- c. Has a history of undisciplined behavior (i.e. truancy, drug/alcohol abuse, gang activity).

B. ABANDONED/UNIDENTIFIED CHILDREN

Occasionally, officers respond to calls of children being left unattended or abandoned. Officers should coordinate a response with the Department of Social Services for assistance in these situations.



JAMES S. HUGHES
CHIEF OF POLICE