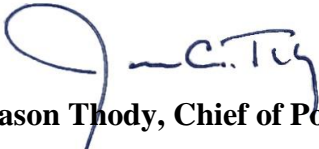
	HARTFORD POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	Distribution	General Order Number
		ALL PERSONNEL	5.04
		Original Issue Date	Reissue/Effective Date
		05/21/19	3/9/2020
Order Title: MISSING OR LOST PERSON COMPLAINT	Accreditation Standard:		Section
	POSTC: 1.7.10, 1.7.11		5
		Section Title PATROL FUNCTIONS	
Rescinds: G.O. 7-50 (3/12/12)		 Jason Thody, Chief of Police	

This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting

I. PURPOSE

The purpose of this policy is to establish a procedure for the Hartford Police Department to investigate and report missing or lost persons complaints.

II. POLICY

It is the policy of the Hartford Police Department (“Department”) to thoroughly and expeditiously investigate reports of missing or lost persons in order to identify individuals at risk. Employees of the Hartford Police Department must be aware that people are reported missing for many reasons. Some people leave home voluntarily for personal reasons or may disappear for unexplained reasons but under suspicious circumstances. The role of the responding employee or officer is critical in identifying those persons at risk. Employees shall conduct thorough investigations of missing persons with particular care in instances involving missing children and those, who through mental or physical impairment, cannot care for themselves.

III. DEFINITIONS

Adult Missing Person: An individual who has attained the age of eighteen (18) years and is missing.

AMBER Alert: “America’s Missing Broadcast Emergency Response Alert” is a nationally recognized program used by law enforcement to help find children under the most serious life-threatening conditions. This program provides rapid notification to the public, utilizing all available technology during the critical period after a child/missing person has been abducted. The system can be activated by any police unit in the state. The State Police Message Center is the clearinghouse of all AMBER Alert information and there is a set procedure for activating, broadcasting, and deactivating the system.



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At Risk: Regardless of age, a missing person is at risk when missing under circumstances in which the individual is in danger of **serious physical injury or death**. This policy presumes that every missing person or missing adult person will be considered at high risk until a reasonable and articulable basis to conclude otherwise exists.

CART: Comprised of specially trained investigators, with representation from State Police Major Crime Squads. They are utilized as a resource in an effort to coordinate an immediate and quick response to the report of a missing child. They will assist the investigating agency. The team also consists of member from other state agencies and/or local law enforcement, who will respond based upon the team's needs.

Catastrophic Missing Person: An individual who is possibly a victim of a disaster (i.e., boating accident, plane crash, earthquake, flood, fire, terrorist act, etc.).

CODIS: The Combined DNA Index System for Missing Persons. This system generates investigative leads in cases where biological evidence is recovered from the crime scene.

Dependent Adult: An adult who has physical or mental limitations which restrict his/her ability to carry out normal activities (e.g., Alzheimer's disease, mentally handicapped).

DNA: A material that is found in the nucleus of white blood cells and some structures outside the nucleus called mitochondria. Known as the "blueprint of life," it acts as a genetic code that distinguishes one person from another.

DNA Database: The Department of Justice DNA database for all cases involving the report of an unidentified deceased person or a high-risk missing person. The DOJ database is called CODIS, an acronym for "Combined DNA Index System". The system is similar in concept to that of the fingerprint index process, in attempting to identify offenders by their unique genetic substance and link them to the crime.

Eagle Eye: A network which may be used whenever a child under the age of sixteen (16) is suspected or known to be abducted and cannot be located. The network is initiated by contacting Connecticut State Police CCIU to arrange for a missing person poster to be sent to the U. S. Postal Service for distribution. The information may also be posted on the State Police Information Network (SPIN) electronic bulletin board.

Family with Service Needs: A family that includes a child who is at least seven years of age and is under eighteen years of age who:

- has without just cause run away from the parental home or other properly authorized and lawful place of abode;
- is beyond the control of the child's or youth's parent, parents, guardian or other



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custodian;

- has engaged in indecent or immoral conduct;
- is thirteen years of age or older and has engaged in sexual intercourse with another person and such other person is thirteen years of age or older and not more than two years older or younger than such child or youth.

IAFIS: The “Integrated Automated Fingerprint Identification System”, which is a national fingerprint and criminal history system maintained by the FBI, Criminal Justice Information Services (CJIS) Division.

Law Enforcement Agency: The Division of State Police within the Department of Public Safety or any municipal police department.

Lost: A missing person who has strayed away, and whose whereabouts are unknown.

Missing Child: Any person who is under the age of eighteen years, whose temporary or permanent residence is in Connecticut or is believed to be in Connecticut, whose location has not been determined, and who has been reported as missing to a law enforcement agency (C.G.S. Sec. 29-1e(b)(1).)

Missing Child Report: A report prepared on a form designated by the Connecticut Department of Emergency Services and Public Protection for the use of private citizens and law enforcement agencies to report missing children information to the Missing Children Information Clearinghouse (C.G.S. Sec. 29-1e.)

The DPS 81-C AMBER ALERT/MISSING CHILD/SILVER ALERT REQUEST form must be immediately transmitted to the State Police Message Center to request alert activation. This form is for use by private citizens and law enforcement agencies to report missing children information to the Missing Person Information Clearinghouse (CGS Sec. 29-1e). Any municipal police department which receives a report of a missing child under eighteen (18) years of age shall immediately accept such report for filing and inform all on-duty police officers of the existence of the missing child report and communicate the report to other appropriate law enforcement agencies. (C.G.S. Sec. 7-282c.)

Missing/NOT At-Risk Adult: An adult will NOT be considered At-Risk if any of the following criteria are met:

- Absent Spouse: An absent spouse has committed no crime and is legally free to come and go. (Caution should be exercised both in preserving the privacy rights of the spouse in their wish to keep their whereabouts unknown and in making sure that the “absent spouse” is not, in fact, the victim of foul play related to domestic abuse.)



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- An adult who has left a note and/or told a credible person that they are intentionally absent. (An exception would be a suicide note.)
- An adult who simply has not been in touch with the reporting party for an extended period of time, unless extenuating circumstances exist.
- Fugitives from justice including AWOL service personnel.
- An adult who is being sought for business or social purposes such as debt collections or school reunions.

Missing Person: Any person who is reported missing to a law enforcement unit, until the person is located or determined to be a voluntarily missing adult. The term also includes any child who is missing voluntarily or involuntarily, or under circumstances not conforming to his or her ordinary habits or behavior and who may be in need of assistance. (C.G.S. Section 46b-120.)

Missing Person Clearing House: Is established within the Department of Emergency Services and Public Protection. The clearinghouse establishes services deemed appropriate by the department to aid in the location of missing children. The clearinghouse is established as a central repository of information regarding missing children and other missing persons. Such information shall be collected and disseminated to assist in the location of missing children. The clearinghouse responsibilities include:

- Establish a system of intrastate communication of information relating to children determined to be missing by the parent, guardian or legal custodian of the child, or by a law enforcement agency.
- Provide a centralized file for the exchange of information on missing children within the state;
- Interface with the National Crime Information Center for the exchange of information on children suspected of interstate travel;
- Collect, process, maintain and disseminate information on missing children and shall strive to maintain or disseminate only accurate and complete information;
- Conduct investigations concerning missing children in this state and cooperate with local law enforcement agencies and other state and federal agencies in investigations concerning missing children.



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NamUS: The “National Missing and Unidentified Persons System,” which serves as a searchable online repository for missing and unidentified persons records that includes case date and circumstances, agency information, dental records, and NCIC coding, fingerprint classifications, and DNA testing status.

NCIC: The National Crime Information Center. A nationwide, on-line computer telecommunications system that is maintained by the FBI. NCIC’s Missing Person File was implemented in 1975. Records in the Missing Person File are retained indefinitely, until the individual is located, or the record is canceled by the entering agency.

NCIC Number: The National Crime Information Center (NCIC) Number. A computer-generated number automatically assigned by NCIC to each accepted record usually noted on the reporting agency’s Missing Person Report.

Parent/Family Abduction: A child who has been taken, detained, concealed, enticed away, or retained by a parent or non-parent family member.

Runaway: Any child who is voluntarily missing.

SILVER Alert: An alert system for persons who are under the age of 18 but do not meet the criteria for AMBER ALERT, adult persons with a mental impairment or medical condition and any person over the age of 65. The request for activation of a Silver Alert is the same procedure as AMBER Alert, utilizing DPS 81-C. Once the criteria has been determined to meet the standard, the information is disseminated to media outlets in the State of Connecticut in an effort to ask the public for assistance in locating the missing person. The plan alerts the public as quickly as possible to the disappearance, so everyone may assist in the search for the safe return of the individual.

Suspicious Circumstances: Circumstances which give rise to the belief that “foul play” may have been involved; the disappearance is out of character for the individual; and no known reason can be determined.

TRAK: “Technology to Recover Abducted Kids” is operated by the Connecticut Missing Person Clearinghouse, which is organized to assist with missing person investigations and to do the research and planning. The clearinghouse can create, retrieve, and distribute missing person color posters electronically through the TRAK system (C.G.S. Sec. 29-1e.) Another major resource is the National Missing Children Hotline, accessible at 800-843-5678. The National Center for Missing and Exploited Children (NCMEC) also offers the Lost Child Alert Technology Resource (LOCATER) which is also available to law enforcement at no cost.

UPS: The Unidentified Persons System, an automated database maintained by the Department of Justice (DOJ).



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ViCAP: The Violent Criminal Apprehension Program. This national data center is designed to collect, collate and analyze information of crimes of violence.

Voluntary Missing Adult: A missing adult who has left on his/her own free will.

IV. PROCEDURES

A. Acceptance of Initial Call

1. Officers, dispatchers, or other designated personnel who take the initial call, by telephone, in person, or by electronic media, shall determine if the incident is a missing person case according to the definition of a missing person provided above.
2. Reporting parties and families of missing persons often experience feelings of helplessness and anxiety. Dispatchers, officers, or other designated personnel dealing with these persons should be sensitive to those feelings and respond appropriately.
3. There are two dimensions to a missing person investigation:
 - a. Locating and determining the well-being of the missing person; and
 - b. Supporting the person initiating the report and the loved ones who were left behind.
4. Officers need to act in a swift, organized, and efficient manner. The investigation must be initiated immediately. In cases of child abductions, studies show the majority of children are killed within the first three hours of the abduction.

B. Confirmation of Responsibility for Acceptance of Report, Priority in Handling, and Agency Notification

1. It is the duty of all Hartford Police Department employees to immediately assist any person who is attempting to make a report of a missing person or runaway, and a report shall be accepted regardless of jurisdiction. Hartford Police Department employees shall accept without delay any report of a missing adult person.
 - a. The law enforcement agency that receives a report of a missing person shall be the lead law enforcement agency in charge of the missing person investigation, and shall continue in that capacity unless another



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law enforcement agency assumes primary responsibility over the investigation. The lead law enforcement agency shall be entitled to the cooperation of any other law enforcement agency in the State.

2. Any Hartford Police Department employee who receives a report of:
 - a. a missing child under eighteen (18) years of age,
 - b. a missing person over eighteen (18) years of age with a mental impairment, or
 - c. a missing person over sixty-five (65) years of age

shall immediately accept such report for filing and inform all on-duty police employees of the existence of the missing child report. Officers will communicate the report to other appropriate law enforcement agencies. (C.G.S. Sec. 7-282c.)

3. When dealing with missing persons or adult missing persons jurisdictional issues, it is not uncommon for multiple agencies to be involved in the same case. It is essential that agencies work closely together in order to enhance, and not impede, the investigation of the case. The policy requires that any Hartford Police Department employee taking the initial missing person or adult missing person report “promptly notify,” and send copies of the report to the law enforcement unit that has jurisdiction over the missing person’s or adult missing person’s residential address, and to the law enforcement unit where the missing person or adult missing person was last seen. It may also be appropriate to notify the law enforcement unit having jurisdiction of the missing person or adult missing person’s intended destination.
4. The intent of this policy is to ensure that missing person or adult missing person cases are given appropriate priority over property related cases. Special attention should be given to reports of missing children or for persons with physical or mental limitations. These persons are at greater risk of harm.
5. Each Hartford Police Department employee receiving notification of jurisdiction over any aspect of a missing person or adult missing person investigation should promptly give appropriate assistance in the active investigation, follow-up as requested by the law enforcement unit making the request, and provide all reports, records, and assistance appropriate to the investigation.

C. Emergency Services and Telecommunications (ES&T) shall:



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1. Accept without delay all missing person complaints.
2. Classify and dispatch all missing person complaints as “A” calls.
3. Enter the information into CAD with the location, complainant name, callback name, callback number, name and descriptive information of the missing person, time the missing person was last seen, and the last known location.
4. Assign the call for service to the recommended unit pursuant to the CAD algorithm.
5. Receive and provide appropriate assistance in the investigation of missing persons when requested by other law enforcement agencies.
6. Upon request from the investigating officer, enter and/or remove the missing person from the National Crime Information Center (NCIC) and Connecticut On-Line Law Enforcement Communication Teleprocessing (COLLECT) systems.
7. In the event that a missing person is found before being entered into COLLECT, ES&T will enter the missing person report and then cancel the person from the COLLECT/NCIC systems.
8. Provide the COLLECT/NCIC message numbers to the investigating officer.

D. Responding Officer’s Initial Contact at the Scene and Making an Assessment at the Scene

1. Responding Officers or other designated personnel shall interview, with sensitivity, the reporting party and any witnesses to determine:
 - a. if this is a missing person or adult missing person case;
 - b. if the person may be at risk – or the existence of any suspicious circumstances; and
 - c. if there are any potential crime scene areas and/or potential witnesses.
2. Many times, parents or guardians are anxious to assist law enforcement in the initial phase of the investigation and they will want to provide additional documents to assist in the location of their loved one. Besides obtaining photographs of the missing person, additional items such as fingerprint cards



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obtained through community fair projects, items containing DNA samples of the missing person, or other related documents may be offered voluntarily by the family. The responding officer shall accept these items and properly document their collection in their reports. These items shall be treated, submitted, and stored as evidence. Officers shall also inform the follow-up investigators that these items have been collected.

3. This policy requires that the following information be obtained and documented on Form 7-50A “Hartford Police Missing Person Data Sheet” to help aid in the search for the person as well as completion of other applicable reports. This information is also necessary to make immediate notification of inter- and intra-agency coordination:
 - a. Name, age, and physical description of the missing person and relationship of the reporting person to the missing person;
 - b. Time and place last seen and the identity of anyone accompanying the missing person;
 - c. The extent of any search already conducted for the missing person;
 - d. Whether the missing person has been reported missing before and the degree to which the absence departs from established behavior patterns, habits, or plans;
 - e. Whether the missing person has been involved recently in domestic problems; suffered emotional trauma or life crises; demonstrated unusual, uncharacteristic or bizarre behavior; has talked about running away or committing suicide; is dependent on drugs or alcohol; or has a history of mental illness;
 - f. The physical condition of the missing person and whether the person is currently on prescription medication. Find out if the person took the needed medication with them;
 - g. Any information about a vehicle or other form of transportation;
 - h. Any locations frequented by the missing person; hobbies, interests, preferences and predilections;
 - i. Whether the missing person or adult missing person has taken anything with them (e.g., food, clothing, money, weapons, personal items). If they have bank accounts, charge cards, or debit cards (check



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them for recent activity);

- j. If at the missing person's home, check for notes, travel folders, newspaper articles, or like items in the person's room. If there is a computer, try to view his/her social networking sites and consider appropriate safeguards for later analysis;
- k. At the earliest possible moment, notify dispatch and inform all on-duty officers of the existence of the missing child or missing person report and communicate the report to other appropriate law enforcement agencies.
- l. Whether the missing person has a cell phone, pager or any other form of electronic communication or Global Positioning System (GPS) enabled device. Determine the cell phone number and carrier and consider contacting their Law Enforcement Assistance department for help. Record and call the number. Leave a message if voice mail picks up;
- m. Whether the missing person has relatives, friends or neighbors whom he/she may visit or otherwise contact. Officers should obtain a list of persons known by the missing person: friends, co-workers, acquaintances, associates, etc.; and
- n. Whether the missing person has failed to perform some important task (e.g. pick-up children, feed pets).

NOTE: When a child is reported missing, regardless of reason, the responding officer will immediately notify a Supervisor.

E. Investigative Follow-up Steps and Minimum Required Actions

- 1. This policy requires that officers perform the following investigative steps:
 - a. Make a further assessment to determine what reasonable steps should be taken to locate the missing person.
 - b. Obtain a complete description of the missing person or adult missing person, notifying dispatch and all on-duty officers.
 - c. Broadcast a "Be On the Look-Out" (BOLO) bulletin within its jurisdiction if:



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- (1) the missing person is under eighteen (18) years of age; or
 - (2) if there is evidence that the missing person, regardless of age, is at risk.
- d. Enter information into the COLLECT and NCIC within two (2) hours.
 - e. Thoroughly search the immediate and surrounding area in a logical and systematic manner. For children, search the house first, even if the parents said they already have done so.
 - f. Lay groundwork for a neighborhood or area canvass. Determine what personnel and resources are required for this search. Set up staging areas to control and organize a large number of searchers if necessary. Search areas should have restricted access.
 - g. Determine if there is any area or property to be protected as a crime scene and take proper steps to secure the crime scene.
 - h. Protect and process any potential crime scene for evidence.
 - i. Notify a supervisor and the Special Investigations Division. Ask the supervisor to assist in determining the scope and area of search operations. Call for any other assistance or support required, including but not limited to, the Crime Scene Division or the Major Crimes Division.
 - j. Identify and interview potential witnesses.
 - k. Examine court orders regarding custody matters, if applicable.
 - l. Consider notifying other agencies for assistance in locating the missing person in their related jurisdiction, the agency where the missing person was last seen may initiate the investigation. It is essential that agencies work together to enhance the success of the investigation.
- 2. The investigating officer shall determine if the missing person fits the mandatory criteria for an **AMBER Alert**.
 - a. The criteria are:
 - i. The child must be under 18 years of age, unless there are



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special circumstances such as a proven mental or physical disability;

- ii. The officer must believe the circumstances surrounding the abduction indicate that the child is in danger of serious bodily harm or death;
 - iii. There must be enough descriptive information to believe a broadcast will help; and
 - iv. The information is received in a timely manor.
- b. If above criteria are met, the Special Investigations Division shall be notified immediately.
- c. If the missing person does NOT fit the above criteria, officers should continue to exercise discretion in determining which of the many other tools available would be the most appropriate for transmitting information and photographs to other officers, the media, and the public.
3. The investigating officer shall determine if the missing person fits the mandatory criteria for a **SILVER Alert**.
- a. The criteria are:
 - i. Any missing person between eighteen (18) years of age and sixty-five (65) years of age who has a mental impairment; or
 - ii. Any person who is seventeen (17) years of age or younger but does not meet the criteria for Amber Alert; or
 - iii. Any person who is sixty-five (65) years of age or older.
 - b. If the above criteria are met, the Special Investigations Division shall be notified immediately.
 - c. If the missing person does NOT fit the above criteria, officers should continue to exercise discretion in determining which of the many other tools available would be the most appropriate for transmitting information and photographs to other officers, the media, and the public.



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NOTE: Both AMBER Alert and SILVER Alert systems create an emergency notification procedure for law enforcement agencies to broadcast local, regional, or statewide public alerts via radio, television and electronic highway signs.

4. Officers should request voluntary assistance from the family or reporting party in obtaining initial items of evidence belonging to the missing person such as:
 - a. Recent photograph(s) of the missing person. Also try to obtain photos depicting the person smiling with their teeth showing. This is beneficial for assisting in dental comparison and identification.
 - b. Personal electronic devices (cell phones, or cell phone number for tracking purposes, pagers, credit cards, ATM cards, toll passes, computer and any online resources such as: screen names, email sources, websites they may frequent, etc.)
5. In high risk, at risk, or high priority cases where canine assistance will be requested, the following procedures should be followed:
 - a. To ensure best results, dogs should be requested and used as early in the search as possible.
 - b. Contamination at the point where a missing person was last seen must be minimal. While awaiting dogs, officers should protect the scene and keep persons from where the missing person was last seen.
 - c. Shut off car engines. If an engine must be running, park some distance away as the exhaust fumes may destroy human scent.
 - d. Officers should identify, but not touch any “scent article.” Allow the dog handler to take possession of the article. Vehicles can be scent articles in a search. Suggested items include hats, combs/brushes, socks, razors, toothbrushes, under garments, etc., that were recently worn by the missing person and not handled by anyone else.

If such scent articles have to be moved, they should be placed in a clean paper bag using a clean glove or a stick. Items taken from a family laundry hamper, containing a mix of family members clothing, will not be helpful.

6. Personal clothing, bedding, personal hygiene items, etc., may contain DNA with evidentiary value. Direct all questions about DNA collection to the State



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Forensic Laboratory.

7. When investigating a death scene of an unknown body where homicide is suspected:
 - a. The officer or detective with custody of the human remains shall ensure that the human remains are delivered to the Office of the Chief Medical Examiner.

F. Responsibilities of the Special Investigations Division (SID)

1. SID personnel will respond to all reports of missing children or at risk missing persons.
2. Unless there is an extenuating investigative need that dictates otherwise, SID personnel will activate the Amber Alert or Silver Alert immediately when applicable.
 - a. The DSP 81-C AMBER ALERT/MISSING CHILD/SILVER ALERT REQUEST form must be immediately transmitted to the State Police Message Center to request alert activation. The Message Center will then determine if the alert meets the guidelines of AMBER or SIVER and activate the alert.

Message Center
Phone (860)685-8190
Toll Free (800)842-0200
Fax (680)685-8346
Dps.messagecenter@ct.gov

3. Consider using additional resources to assist in the search:
 - (1) Federal Bureau of Investigation (FBI)
 - (2) Department of Justice (DOJ)
 - (3) Critical Reach
 - (4) National Center for Missing and Exploited Children (NCMEC)
 - (5) National Center for Missing Adults (NCMA)
 - (6) Child Abduction Response Team
 - (7) A Child Is Missing Alert
 - (8) Everbridge Statewide Reverse 911, and others
4. SID shall “promptly notify” and send copies of the report to the law enforcement unit that has jurisdiction over the missing person’s or adult



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missing person's residential address, and to the law enforcement unit where the missing person or adult missing person was last seen.

5. All missing persons cases shall be entered into “NamUs” (the National Missing and Unidentified Persons System) with all practicable speed by SID personnel. (PA11-102)

- a. Registered NamUs users can enter missing persons into the system. Registration requests can be made by following the registration link:

https://www.findthemissing.org/users/new_confirm

- or by selecting the "Register" button on the left navigation bar of the www.findthemissing.org Web site.

- b. A National Crime Information Center (NCIC) number or law enforcement case number must be in place before the case is published on the NamUs site (both are preferred).
- c. This will require SID personnel to register in the system (see subsection “a” above). Registration allows the detective to have direct involvement with the case and the assigned NamUs Regional Services Specialist (RSS) to obtain case details and biometric data.
- d. Once the case is entered in NamUs, the submitting detective should request to be included as a local contact on the case, if they are not already. The RSS will facilitate obtaining the biometric data, which includes dental records for the NamUs Forensic Odontologist to code and upload to the NamUs case file. Additionally, the RSS will facilitate a fingerprint classification request and a request for DNA on a Family Reference Sample (FRS).
- e. NamUs has a “Missing Persons to Unidentified Persons (Remains)” (MP to UP) case-matching feature that should be monitored by the LEO for potential matches. When a match of interest is discovered, the officer should bring it to the attention of the RSS for expediting the comparison.

6. Information regarding the last dental examination received by the missing person should be obtained, if available. This information is often purged after



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a certain number of years, based on the state that the examination was conducted in. In the State of Connecticut, this information may be purged after 7 years, therefore increasing the expediency needed to acquire the records.

7. Utilize other resources, such as social media or news media when appropriate, to notify the public of missing person investigations.
8. Initiate follow-up investigations with the reporting party and other agencies involved in the case every 30 days.
9. Assure that all notifications and database entries are cancelled once the missing person is located.

G. Patrol Supervisors Shall:

1. Upon receipt of a missing person complaint, assess the complaint with the investigating officer and respond when necessary.
2. If the missing person is a missing child or an “at risk” missing person:
 - a. Respond to the scene.
 - b. Ensure that the Special Investigations Division is notified. If outside normal work hours, utilize callback procedures.
 - c. Establish a search team and ensure coordination and cooperation among all police personnel involved in the investigation and search effort.
 - d. Determine if additional personnel are needed to assist in the investigation, such as additional uniformed officers or K-9 Officers.
3. If the mandatory criteria for an Amber Alert or Silver Alert have been met, ensure that SID is notified and work with SID to ensure that Department policies and procedures regarding Amber and Silver Alert plans are followed.
4. Ensure all reasonable steps to locate the missing person have been taken.
5. Review all reports for accuracy and completeness. Notarize all reports.
6. Make all appropriate command notifications and complete all required Unusual Occurrence Reports.



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H. Interaction With Complainants and Others

1. It is important that officers remain in open contact with the family of all missing persons or adult missing persons, and with any other associated person.
2. The SID detective assigned to missing persons shall serve as a “family liaison” to keep families updated on the progress of the investigation; to assist with the preparation and distribution of missing person or adult missing person posters; to provide support and coordination with all missing person organizations; and to act as the point of contact for communications.
3. All officers, investigators, and supervisors involved in missing person or adult missing persons investigations need to be particularly sensitive to the interests, concerns, and needs of the family or other reporting persons and, to the fullest extent possible, continually communicate relevant and appropriate information on the handling of the case. It is not uncommon for the reporting persons or those left behind to experience significant emotional responses. They are dealing with a situation which is at the very highest stress level possible. Medical support, including consultation with a therapist is advisable; however, law enforcement should advise the reporting party of two clearing houses to which they may also report a missing person:
 - a. For a missing person under the age of seventeen (17) years, contact the National Center for Missing and Exploited Children; or
 - b. For a missing person over the age of eighteen (18) years, contact the National Center for Missing Adults.
4. The SID detective assigned to missing persons should initiate follow-up contacts within 30 days:
 - a. Officers or other designated personnel should re-contact the reporting party within 30 days of the initial report to determine if any additional information may have become available; and
 - b. Other agencies involved in this case should also be contacted to determine if any additional information is available and also to determine which agency should take the lead agency role so as to provide the most optimal investigative resources.

I. Required Actions When a Missing Person Is Found



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1. When a missing person is found, the responding officer must physically see the missing person and perform a well-being check before removing the person from NCIC as missing.
2. Interviews upon return can reveal valuable information about the reasons for going missing, where the person has been, who they were with, and what they were doing. This information can be used to help locate the person, should they go missing again.
 - a. Consider performing this interview in private, as the previously missing person may have gone missing to escape abuse by a family member or care giver.
 - b. In some cases, the missing person may refuse to cooperate.
3. The officer must report the recovery of a missing person through all formal channels. When any person reported missing is found, the officer shall prepare a supplemental case report. The reporting party and other involved agencies shall be notified and these notifications should be documented in the supplemental case report.
4. Any automated systems entries shall be cancelled.
5. Information regarding any found, unidentified persons, alive or deceased, should be entered into COLLECT and NCIC.
6. In the event that a missing person is found before being reported missing to the COLLECT system, a missing person report, followed by a cancellation, must still be made into the system.

J. Closure of Missing Person Investigation

1. Careful consideration should be made concerning clearing a missing person investigation. Closure is obviously appropriate when the missing person is confirmed returned or evidence has matched an unidentified person or body. Inability to move forward in the investigation should not be a reason for closing a case. By closing a case in such a manner, all evidence may be lost for future identification of a deceased person.
 - a. An unidentified body may be discovered several years later, after the missing person report had been filed and prematurely closed. In such a case, there may be no relevant evidence that may assist in identifying the



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body, further hindering a death investigation.

2. When the reported missing person is under the age of eighteen (18) years, the missing person should remain classified under their actual age as when originally reported missing, regardless of their current age. A missing child report should not be canceled and re-entered simply because the child has reached adulthood. The missing child report should not be removed or canceled from any automated system due to emancipation or reaching adulthood.

K. Considerations and Limitations

1. A common myth that twenty-four (24) hours (or any other time frame) must pass before law enforcement will accept a missing person or adult missing persons report is incorrect. A delay in reporting may indicate the existence of neglect or abuse within the family.
2. Reporting persons must also understand that an adult being a missing person is not a crime. Once the person is located and found not to be at risk, police cannot divulge information about them without the person's consent. An adult will NOT be considered At-Risk if any of the criteria in the definition of a "Missing/NOT At-Risk Adult" are met.

L. Forms and Reporting Responsibilities

1. Hartford Police Department employees shall be responsible for the following forms and reporting requirements:
 - a. Department employees shall accept without delay any report of a missing adult person.
 - (1) Department employees shall submit to the Missing Children Information Clearinghouse all missing child reports received by any such agency via the DPS 81-C AMBER ALERT/SILVER ALERT REQUEST form. (C.G.S. 29-1e(d))
 - (2) All law enforcement agencies shall submit to the clearinghouse any missing persons reports via the DPS 81-C AMBER ALERT/SILVER ALERT REQUEST form when the missing person is:
 - Is 18 years or older and has a mental impairment; or
 - Is 65 years of age or older, provided a missing person



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report prepared by the Department of Emergency Services and Public Protection has been filed by such missing person's relative, guardian, conservator, attorney-in-fact appointed by the missing person in accordance with section 19a-576, or a nursing home administrator.

- Subject to available resources, the clearinghouse established by section 29-1e may collect, process, maintain and disseminate information to assist in the location of missing persons other than children and those persons who are eligible for assistance under subsection (a) of this section.
- b. Department employees shall submit appropriate information into the COLLECT system.
- c. Department supervisors shall require written reports and the Department Form 7-50A ([HPD Form 7-50A](#)) be completed by investigating officers. All reports on missing person or missing adult person cases will be reviewed together by supervisors.

SPECIAL NOTE: A report of a missing person under the age of twenty-one (21) years must be reported to the U. S. Department of Justice NCIC per Federal Law.

M. Additional Resources

1. **National Center for Missing and Exploited Children (NCMEC).** NCMEC was established in 1984 as a private, nonprofit, and tax-exempt organization to provide services nationwide for families and professionals, to prevent the abduction, endangerment and sexual exploitation of children. NCMEC's national office is:

National Center for Missing and Exploited Children
699 Prince Street
Alexandria, VA 22314
(800) 843-5678
www.missingkids.com

2. **Alzheimer's Association "Safe Return" Program.** This is a nationwide identification registry program designed to assist law enforcement agencies with information to quickly identify and return those individuals who have wandered off. It offers a 24 hour hotline service, provides names, photographs, identifying characteristics and emergency contact information,



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and offers a Law Enforcement Officer's Pocket Response Guide that describes the best ways to recognize, communicate with and respond to a person with Alzheimer's. The Alzheimer's Association "Safe Return" program may be contacted as indicated below:

Alzheimer's Association "Safe Return" Program
(800) 272-3900
www.alz.org

3. **US Department of State, Child Custody Division.** This agency is the central authority for providing assistance regarding international parent/family abduction.

Bureau of Consular Affairs, US State Department
(202) 736-7000

4. **US Department of State, Office of Passport Services.** Authorized to revoke passports of citizens who are subject to federal arrest warrants. This office can be reached by calling (202) 955-0307.
5. **US Postal Service.** Access to databases of the names of all individuals within the nation who filed "Change of Address" forms will provide law enforcement agencies with return address and postmark information on mail destined for a specific address. The U.S. Postal service can be reached by calling (202) 268-4267.
6. **US Department of Defense.** Information about current and past assignments of active duty members of the Armed Forces can be obtained by calling (800) 336-4592.
7. **US Office of Personnel Management.** Address information about retired members of Armed Forces or retired federal civil service employees Address information of where retiree's federal pension payments are mailed can be obtained by calling (202) 606-2424.

8. **Fisher Scientific Catalog** (FTA Collection Cards and Sponges). Call

(800) 766-7000
www.fishersci.com

9. **MedTech Forensics Catalog** (FTA Collection Cards and Sponges). Call:

(800) 596-6420



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www.medtechforensics.com

10. **National Center for Missing Adults (NCMA).** A division of Nation's Missing Children Organization. It can be reached as follows:

4641 North 12th Street, Suite 100
Phoenix, AZ 85014
(800) 690-FIND

www.theyaremissd.org

11. **National Missing and Unidentified Persons System (NamUs).** (This involves a DNA data base):

U.S. Department of Justice, Office of Justice Programs;
810 7th Street, NW
Washington, DC 20531,

www.questions@findthemissing.org