



POLICY/PROCEDURE NUMBER: 07-L.E.-008

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SUBJECT: MISSING PERSONS AND RUNAWAY CASES

EFFECTIVE DATE: January 7, 2015

REVIEW DATE: January 7, 2016

AMENDS/SUPERSEDES: Department Policy 200-28: Missing Persons, October 26, 2001; December 13, 2007 version; January 27, 2010 version; February 16, 2011 version; January 8, 2014 version.

IACLEA STANDARD: 9.2.4, 9.2.5

CSU POLICE DEPARTMENTS SYSTEMWIDE OPERATIONAL GUIDELINE – Yes

APPROVED: Anne P. Glavin, Chief of Police

I. PURPOSE

To establish procedures for the handling and reporting of missing persons and runaway cases.

II. POLICY

It is the policy of the California State University, Northridge Police Department to investigate all reports of missing persons, both adult and juvenile, as thoroughly as possible. A report will be prepared at any time of the day or night regardless of the alleged missing person's age, length of absence or jurisdiction where the person was last seen. This policy will be in accordance with Penal Code Section 14200 et. seq.

Supervisory staff shall ensure that all applicable laws are taken into consideration to preserve the privacy of the alleged missing person until an accurate determination of the status of the missing person is made. Appropriate information will be provided to the family and to outside law enforcement agencies.

III. DEFINITIONS:

- A. At Risk: Includes, but is not limited to, circumstances where evidence or indications exist that the missing person (juvenile or adult) is a victim of a crime or foul play, is in need of medical attention, has no pattern of running away or disappearing, is the victim of parental abduction/kidnapping, and/or is mentally impaired. [PC 14213(b)]
- B. BOL Teletype: A "be-on-the-look-out" message sent via computer to other agencies through the CLETS system. May include both local and national locations.
- C. Child/Juvenile: Any person under the age of 18 years. [PC 14213(c)]
- D. Cognitively Impaired: the loss or deterioration of intellectual capacity.

- E. Coroner Check: Communication with the coroner in the locality where the missing person was last seen.
- F. Developmentally Disabled: a disability that originates before an individual attains 18 years of age; continues, or can be expected to continue, indefinitely; and constitutes a substantial disability for that person.
- G. Medical Records: Body/dental X-rays and full medical history, including fingerprints if available.
- H. Missing Person: Any person who is reported missing to a law enforcement agency, until the person is located or determined to be a voluntarily missing adult. It 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. Missing persons may include any of the following:
1. ***Parent/family abduction*** – includes a child who has been taken, detained, concealed, enticed away, or retained by a non-custodial parent or non-parent family member.
 2. ***Runaway*** – any child who is voluntarily missing.
 3. ***Unknown missing*** – cases where there are insufficient facts to determine a disposition.
 4. ***Dependent adult*** – an adult who has physical or mental limitations that restrict his/her ability to carry out normal activities [PC 14213(e) and 368(h)].
 5. ***Catastrophe*** – a missing person who is possibly a disaster victim.
 6. ***Lost*** – a missing person who has strayed away or whose whereabouts are unknown.
 7. ***Stranger abduction*** – a missing person taken by a stranger (includes cases of a known abductor who is not a family member).
 8. ***Voluntary missing adult*** – a missing adult who has left of his/her own free will.
 9. ***Suspicious circumstances*** – refers to one of the of the following:
 - a. circumstances which give rise to the belief that foul play may have been involved;
 - b. circumstances involving persons who suffer from physical, mental or emotional conditions that cause them to constitute a danger to themselves or others;
 - c. the disappearance is out of character for the individual and no known reason can be determined.
- G. MPS: California Department of Justice Missing Persons System. This system allows the entry of missing persons and body parts into the California Law Enforcement Telecommunications System (CLETS). Entry will automatically be made into the NCIC system.
- H. Photo: Most recent photo of a missing person.

IV. PROCEDURES

A. State Mandates

The following are State of California mandates and guidelines for the initial response and follow-up to a missing persons report, as defined in Sections 14205-14210 of the Penal Code:

1. Accept any report of a missing person without delay (i.e., no requirement for a waiting period), regardless of jurisdiction.
2. Accept any report of a runaway juvenile without delay (i.e., no requirement for a waiting period).

3. Accept reports of missing persons by telephone.
4. Assign priority to missing persons reports over non-emergency property crimes.
5. Make an immediate assessment of reasonable steps to be taken to locate the missing person. [PC 14205(a)]
6. Broadcast a BOL, without delay, when the missing person is a child is under the age of 16 or the missing person is considered to be at risk.
7. If the missing person is under 16 years of age or if there is evidence that the person is at risk, a report must be submitted to the Attorney General's office through CLETS within four hours of accepting the report. [PC 14205(b)]
8. Provide the reporting party with DOJ form BCIA4048 (page 1 for adults and page 2 for juveniles) which authorizes the release of dental records and/or x-rays, skeletal x-rays, and/or photographs. If the person (18 years or older) is still missing after 30 days, the form is to be signed by a family member or next of kin and taken to the appropriate medical authority. [PC 14206]
9. DOJ form BCIA4048 can be obtained on CSUN PD server "P" under data/forms/DOJ forms.
10. The words "without delay" should be defined by a specific timeframe that conveys urgency.

B. Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g) and the regulations adopted there under (34 CFR 99) must be reviewed to ensure there is no privacy violation of the alleged missing person.

C. Clery Act Mandates

The HEOA requires Title IV eligible institutions that provide on-campus housing (which includes California State University, Northridge) to establish, for students who reside in – on-campus student housing, both a missing student notification policy that allows students to confidentially register a contact person and missing student notification procedures. See Attachment "A" for California State University, Northridge's on-campus housing missing student policy and procedure.

D. Jurisdiction

A missing person call will be assigned priority over non-emergency property crime calls in determining order of dispatch.

1. Pursuant to Penal Code Section 14205(c), a report of a missing person shall be accepted regardless of the jurisdiction. Generally, the agency having jurisdiction over the missing person's place of residence has ultimate investigative responsibility for the missing person case. All missing persons reports belonging to another jurisdiction, but taken by the California State University, Northridge Police Department, will be completed, approved, and forwarded to that jurisdiction within 24 hours. The officer taking the report however shall notify the jurisdiction of residence as soon as possible on the same day and shall fax the report immediately.
2. The dispatcher will enter the missing person into MPS according to the guidelines contained in this policy. The MPS entry made by the entering agency will remain in effect until the missing person is located. It will be the responsibility of the locating agency to initiate an MPS entry in regards to locating the missing person.
3. Advise the agency having primary jurisdiction for the report of all actions taken and entries made.

4. If the case involves a child under 16 years or there is evidence that the missing person is at risk, this cross-reporting must be done within 24 hours after the initial receipt of the report. [PC 14205(c)]

E. Reporting Procedures and Computer Entry

When a dispatcher receives a report of a missing person, he/she shall collect information regarding the missing person according to the procedures contained in this policy. The dispatcher shall immediately notify the shift supervisor of all missing person reports (adult and juvenile) once the call has been assigned to an officer.

When an officer receives a report of a missing person, he/she must determine the appropriate category into which the disappearance should be classified and complete both a department *Missing Persons Report* in RIMS and the CSUN Police *Missing/Found Persons Investigations Form*, located on CSUN PD server "P" under data/forms.

1. Information obtained from the reporting person shall include the following descriptors:
 - a. Victim's name;
 - b. Time last seen;
 - c. Direction and mode of travel, to include vehicle description if known;
 - d. Race;
 - e. Gender;
 - f. Date of birth;
 - g. Height and Weight;
 - h. Hair and Eye color;
 - i. Clothing at time of disappearance;
 - j. Mental condition;
 - k. Any other distinguishing features.
2. The responding officer will also determine from the reporting person the following:
 - a. Known associates;
 - b. Possible destinations;
 - c. Habits and behavior patterns.
3. All forms will be forwarded to the dispatcher who will enter the information into the California Missing Persons System (MPS).
4. All missing persons reports must be entered into MPS as soon as possible, but no longer than four hours after the initial report. (This entry will automatically be forwarded to NCIC.)
5. The officer taking the report will record the file control number assigned by CLETS on the missing person form.
6. Officers, dispatchers, or other designated personnel who take a report on a missing person or runaway who resides outside the department's jurisdiction shall, without delay, notify and forward a copy of the completed report to the police or sheriff's department having jurisdiction over the missing person's residence address and where the missing person was last seen. In cases involving children under 16 years of age or persons at risk, this notification should be made within 24 hours [14205(c) PC].
7. It may be appropriate to notify the agency having jurisdiction over the missing person's intended destination, if known. Notifications should define the words "without delay" with a specific time frame that conveys urgency.

8. Supervisors are responsible for reviewing all aspects of this procedure to ensure policy compliance.

F. Investigative Follow-up

1. Preliminary investigative follow-up activities will include:
 - a. Searching the area where last seen for vehicles or known associates.
 - b. Searching areas and establishments frequented by the missing person.
 - c. Contacting friends and associates for additional information or leads. If a student, look at class schedule and follow-up with instructors.
 - d. Obtaining a photograph of the missing person.
 - e. Contacting local jurisdictions and broadcasting a description of the missing person and circumstances involved in the disappearance.
2. The Detective Sergeant, Special/Sensitive Crimes Unit, and other Investigations Unit personnel as needed, will be contacted in all missing persons cases to assist with follow-up investigations if the individual is considered “critical/at-risk” missing or 4 hours have elapsed since initiation of the search.
3. The reporting person will be advised at the time of the report to contact the CSUN police department with any new information that is received or if the missing person has returned home or is located.
4. For “critical missing/at-risk” reports (i.e., someone whose life or physical well-being is in imminent danger) not believed to involve an abduction under the AMBER alert criteria, all non-life threatening calls for service shall be held and every officer dispatched to assist in the missing persons search. LAPD shall also be notified of the missing person once preliminary information is obtained, at which time the supervisor may request mutual aid given the circumstances and in concert with department notification and mutual aid protocols. Resources to be used for “critical/at-risk” missing persons cases, shall be left to the supervisor’s discretion.
5. The assigned investigator will provide the reporting party with status updates as new information is received. Until the reporting party has proven themselves as someone with a need-to-know status, officers and investigators shall only provide updates as to the locating of and/or safety of the reported missing person. Given the possibility of stalking, domestic violence, and other criminal activities, it may be wise to run the missing person and reporting party in the CLETS restraining order system. However, the above does not apply to juveniles and their parents.
6. For long-term open cases the investigator will send a status letter to the reporting party as follows:
 - a. Every two months for cases less than a year old.
 - b. Every six months for cases less than five years old.
 - c. Every year for cases open for five years or more.

G. Investigation (Juvenile)

1. When the missing person is a child under 18 years of age, the investigating officer must have the next of kin complete DOJ form #BCIA4048 authorizing the release of dental or skeletal x-rays or both. The form includes instructions on when to have the next of kin submit it to the CSUN police department and may be obtained by police officers on the CSUN PD server “P” under data/forms.
2. If the missing person has no next of kin, the investigating officer may file a written declaration authorizing release of the records.
3. The following guidelines will be followed pursuant to PC 14206:

- a. If the child is under 16 years of age and still missing after 14 days, the release form (BCIA4048) must immediately be executed to obtain dental/skeletal x-rays and a photograph. The investigating officer must check with the coroner. The report, photograph, and the dental/skeletal x-rays must be submitted to DOJ within 24 hours.
- b. If the missing person is under 18 years of age and is at risk, a release form must be executed, dental/skeletal x-rays and a recent photograph should be immediately obtained, and the investigating officer must immediately check with the coroner. The report, photograph and dental/skeletal x-rays must be submitted to DOJ within 24 hours.
- c. If a child under 18 is still missing after 30 days, the reporting party is required to obtain dental records and give them to the investigating officer within 10 days. [Penal Code Section 14206(a)(1)]

4. AMBER ALERT

- a. AMBER ALERT empowers law enforcement, the media and the public to combat abduction by sending out immediate, up-to-date information that aids in an **ABDUCTED** child's safe recovery, and in certain cases of adults. AMBER ALERT guidelines are:
 - 1) AMBER ALERT may be activated only by law enforcement agencies.
 - 2) AMBER ALERT is intended only for the most serious, time-critical child abduction cases.
 - 3) AMBER ALERT is not intended for cases involving runaways or parental abduction except in life-threatening situations.
- b. Law enforcement agencies are to ensure that certain conditions are met before activating an AMBER ALERT. The criteria for activating an AMBER ALERT are:
 - 1) The investigating law enforcement agency confirms abduction has occurred.
 - 2) The victim is 17 years of age or younger or has a proven mental or physical disability.
 - 3) The victim is in imminent danger of death or serious injury.
 - 4) Information is available that, if provided to the public, could assist in the child's safe recovery.
 - 5) Refer to Child Abduction Training Programs AMBER Alert Criteria DVD and AMBER Alert Criteria Card for more information. All sworn and dispatch personnel will complete viewing the AMBER Alert System training DVD on a biennial basis and be issued an AMBER Alert Criteria pocket card for reference in the field.
- c. The California Highway Patrol (CHP) is responsible for statewide coordination of AMBER ALERT and the other emergency response activities associated with child abduction. The CHP is ready to assist in the recovery of an abducted child with statewide notifications of child abduction information. In this role, the CHP provides law enforcement agencies with assistance in the following areas:

- 1) **Emergency Alert System (EAS):** Legislation defines a true AMBER ALERT as the activation of the Emergency Alert System (EAS). The EAS message pre-empts radio and television broadcasts and provides information to the public immediately. To attract attention, the messages are preceded and concluded with alert tones. The CHP provides service to local law enforcement agencies by staffing and equipping each CHP communication center to initiate a multi-regional or statewide EAS broadcast. The EAS can only be activated for an incident which meets the AMBER ALERT criteria.
 - 2) **Changeable Message Signs:** Activation of electronic changeable message signs operated by the California Department of Transportation (Caltrans) gives real-time information to motorists. As part of the AMBER ALERT system, these signs can transmit information about a confirmed child abduction case. The signs will only be activated for an incident which meets the AMBER ALERT criteria. When local law enforcement agencies need message sign activation, the CHP will be the point of contact.
 - 3) **Technology to Recover Abducted Kids (TRAK):** This is an image-based system linking state, county, and local law enforcement. TRAK can capture and immediately distribute color photographs and images to law enforcement agencies, other organizations and the media. The system can also forward information via fax to businesses, hospitals, schools, the media and agencies without a TRAK system. All CHP area offices and communication centers have installed TRAK terminals.
- d. Due to the rare nature of child abduction cases on this campus, the shift supervisor shall notify their respective Patrol Operations Commander (Captain or Lieutenant) and then the Chief of Police to gain approval for CHP mutual-aid assistance per our MOU. Once missing persons case information is obtained and the decision is made to activate the AMBER ALERT system, this information shall be forwarded to the Chief of Police (or her/his designee) for granting of approval to enter said information into the emergency AMBER ALERT crime broadcast CLETS system via the "ADMIN – Shift 7" screen function. Information sent via CLETS is confidential and will only be sent to law enforcement agencies within those county regions selected and will not be used in the mass AMBER ALERT notification system coordinated by the CHP.
 - e. A hard copy of the AMBER ALERT Manual, AMBER ALERT Activation Field Guide, and California Department of Justice Missing and Unidentified Persons Manual shall be maintained within the CSUN Police Dispatch Reference rotating credenza.

H. Investigation (Adult)

1. When the missing person is an adult, the investigating officer must give a family member or next of kin a BCIA4048 form which includes instructions about filing the form.
2. If the missing person has no next of kin, the investigating officer may file a written declaration authorizing release of the records.

- I. SILVER ALERT (adults age 65 and older & any person with developmental disabilities or cognitive impairments as defined in the California Welfare & Institutions Code)
1. SILVER ALERT provides law enforcement an added ability in using components of Amber Alert system to assist in the safe recovery of critically missing adults age 65 and older & any person with developmental disabilities or cognitive impairments as defined in the California Welfare & Institutions Code. SILVER ALERT guidelines are:
 - a. SILVER ALERT may be activated only by law enforcement agencies.
 - b. SILVER ALERT is intended only for the most serious, time-critical missing elderly adults.
 - c. SILVER ALERT will use the existing AMBER ALERT system, with the main difference being that the Emergency Alert System (which breaks in on television and radio broadcasts) won't be used for SILVER ALERTS. Changeable message signs on highways also won't be used.
 2. Law enforcement agencies are to ensure that certain conditions are met before activating a SILVER ALERT. The criteria for activating an SILVER ALERT are:
 - a. The investigating law enforcement agency receives information that a critically missing person 65 years of age or older or any person with developmental disabilities or cognitive impairments as defined in the California Welfare & Institutions Code exists.
 - b. The investigating law enforcement agency has utilized all available local resources.
 - c. The person is missing under unexplained or suspicious circumstances.
 - d. The law enforcement agency believes the person is in danger due to age, health, mental or physical disability, environment, or weather conditions.
 - e. The person is in the company of a potentially dangerous person.
 - f. Or there are other factors indicating that the person may be in peril.
 - g. There is information available that, if disseminated to the public, could assist in the safe recovery of the missing person.
 3. The California Highway Patrol (CHP) is responsible for statewide coordination of SILVER ALERT and the other emergency response activities associated with child abduction. The CHP is ready to assist in the recovery of an elderly missing individual with statewide notifications of the missing person's information. In this role, the CHP provides law enforcement agencies with assistance in the following areas:

Technology to Recover Abducted Kids (TRAK) – used in Amber Alerts: This is an image-based system linking state, county, and local law enforcement. TRAK can capture and immediately distribute color photographs and images to law enforcement agencies, other organizations and the media. The system can also forward information via fax to businesses, hospitals, schools, the media and agencies without a TRAK system. All CHP area offices and communication centers have installed TRAK terminals.
 4. Due to the rare nature of critical missing cases on this campus involving elderly (age 65 and older) & persons with developmental disabilities or cognitive impairments, the shift supervisor shall notify their respective Patrol Operations Commander (Captain or Lieutenant) and then the Chief of Police. Once missing persons case information is obtained and the decision is made to activate the

SILVER ALERT system, this information shall be forwarded to the Chief of Police (or her/his designee) for granting of approval to enter said information into the emergency SILVER ALERT crime broadcast CLETS system via the "ADMIN – Shift 7" screen function. Information sent via CLETS is confidential and will only be sent to law enforcement agencies within those county regions selected and will not be used in the mass SILVER ALERT notification system coordinated by the CHP.

5. In contacting the CHP regarding a SILVER ALERT situation, refer to the same procedures listed within the AMBER ALERT Manual, AMBER ALERT Activation Field Guide, and California Department of Justice Missing and Unidentified Persons Manual which is maintained within the CSUN Police Dispatch Reference rotating credenza.

J. When a Missing Person is found

1. When any person reported missing is found, the officer or dispatcher shall immediately report that information to DOJ [PC 14207(a)].
2. The reporting party and other involved agencies will be notified.
3. Any automated system entries will be canceled.
4. When a child under 12 years of age or a person who is at risk is found, the report of finding shall be made within 24 hours [PC 14207(b)].
5. When a missing person is found alive or dead in less than 24 hours and is suspected of having been abducted, a report shall be made to DOJ [PC 14207(c)].
6. In the event that a missing person is found before being reported to DOJ, a missing person report shall still be submitted to DOJ [PC 14207(c)].
7. A supplement to the original report will be completed noting the time, location, and physical condition of the located missing person.

V. APPENDIX

- A. Student Housing and Conference Services Administrative Protocol/Procedure: Missing Student Reports



Student Housing and Conference Services

Administrative Protocol / Procedure

Subject:	Missing student reports	Pages: 1
Written By:	Sam Lingrosso	
Approved By:	Tim Trevan	
Effective Date:	January 5, 2015	
Revisions:	January 13, 2010 version; January 2014 version.	

Purpose: This protocol is to outline the institutional process that responds to any report of a missing student who resides on campus.

California State University, Northridge takes student safety very seriously. To this end, individuals having reason to believe that a student who resides in on-campus housing has been missing, he or she should immediately notify the CSUN Department of Police Services at 818-677-2111. CSUN Police will initiate an investigation in accordance with the department's missing person policy and will undertake the emergency contact procedures as appropriate.

Missing student reports should be made directly to the Department of Police Services. However, these reports may also be made to the Residential Life Office in Pacific Willow Hall (Building 6) in the Department of Housing and Conference Services, or the Associate Vice President/Dean of Students in University Hall 310. If the missing person report is made to staff or organizations other than CSUN Police Services, that entity must contact Police Services immediately.

Contact Procedures

At the beginning of each academic year, CSUN will inform students residing in on-campus housing that CSUN will notify a parent, guardian or an individual selected by the student not later than 24 hours after the time the student is determined to be missing. This information will remain confidential only to be used during a missing person investigation by campus officials and law enforcement, and will include the following:

1. Students have the option of identifying an individual to be contacted by CSUN
2. If the student is under 18 years of age, and not an emancipated individual, CSUN is required to notify a custodial parent or guardian not later 24 hours after the time that the student is determined to be missing in addition to any additional contact person designated by the student.
3. When CSUN Police makes a determination that a student who is the subject of a missing person report has been missing for more than 24 hours and has not returned to campus, University Police Services will initiate the emergency contact procedures in accordance with the student's designation and will also notify local law enforcement.

Police Services Actions

The Department of Police Services has a law enforcement missing persons policy that is followed in all such cases. The department may release a photo of the missing student as a tool to assist in locating the individual and may seek information and/or assistance from a variety of campus resources during the course of the investigation.