

Missing Persons Checklist

OPD Criminal Investigations Division (CID) / Special Victims Section (SVS)

1. Non-Exigent MISSING PERSON/JUVENILE

a. Field Units

- i. Field officer contacts JIU to input MP into MUPS/NCIC
- ii. JIU Officer checks MUPS/NCIC/MP Log to ensure they are not already listed as missing
- iii. JIU Intake Officer completes MP Intake datasheet
- iv. JIU Intake Officer enters MP into MUPS/NCIC/Log

b. The officer brings a report to JIU Investigations

- i. JIU Intake Officer receives missing person report/photo
- ii. JIU Intake Officer reviews the report for errors
 1. If MP from another jurisdiction, transfer report to them
 2. If no photo provided, check CalPhoto or CRIMS
- iii. JIU Intake Officer re-checks MUPS/NCIC/Log to ensure MP entered correctly; listed as a missing person
- iv. JIU Intake Officer creates a Trak Flyer and sends it to surrounding agencies

c. Initial Investigation

- i. Follow-up with the officer about the preliminary investigation
- ii. Re-check local hospitals
- iii. Contact coroner
- iv. Contact RP by phone, letter, or email, etc.
- v. Attempt to contact Missing Person by phone, letter,

2. INITIAL MISSING PERSON / EXIGENT CIRCUMSTANCES

a. School notification (juveniles)

b. Further Investigation

- i. Phone Company Warrant (Pings)
- ii. Social Media Warrants
- iii. Email Provider Warrants
- iv. Miscellaneous Warrants
- v. Contact outside agencies for assistance if needed (i.e., search and rescue)
- vi. PIO/Media

c. Additional Exigent Circumstances Steps:

- i. Initial Investigative Follow-up Call
- ii. Spotlight
- iii. Social Media Check

- iv. Booking Alert
- v. LEAP/LRMS
- vi. NAMUS or NCMEC
- d. **Victim Information:**
 - i. Technology Info:
 - 1. Cell Phone Number
 - 2. Social Media (Facebook, Instagram, Snapchat, etc.)
 - 3. Google Account?
 - 4. Apple Account?
 - 5. Uber?
- e. **Action Steps/Partner Agencies**
 - i. Trak Flyer Distribution
 - 1. Call specific Agencies where the missing person may be located to ensure they distribute flyers and allocate resources.
 - ii. Email Cal DOJ to get the photo on their website: Missing.Persons@doj.ca.gov and to add vehicle information if known
 - iii. CHP - AMBER, SILVER, or EMA Alert? CHP ENTAC: (916) 843-4199
 - iv. National Center for Missing and Exploited Children (NCMEC)
 - v. Onboard Case and Request Assistance from Case Manager: 800-843-5678
 - vi. Exigent Warrants (Phone, Social Media)
 - 1. Where to send Exigent Information Requests: <https://www.search.org/resources/isp-list/>
 - 2. Relay exigent information on the case, and they will provide what they can as fast as they can.
 - 3. Ask for EVERYTHING; you can always follow up with a full search warrant later if needed
- f. **FBI**
 - i. Cellular Analysis Survey Team (CAST) cast@fbi.gov
 - ii. Child Abduction Rapid Deployment (CARD)
 - 1. Behavioral Analysis Unit 3 - Crimes Against Children
 - 2. Critical Response: 703-632-4400
- g. **Vehicle Info?**
 - i. Run TLOxp for the owner information
 - ii. LEAP Search Vehicle
 - iii. BOSS and NCRIC for ALPR hits
- h. **Search and Rescue**
 - i. ALCO
 - ii. Call Office of Emergency Services (Out of County): Cal OES 916-845-8911

- i. **Assign Personnel and Tasks**
 - i. Intake Number 510-238-3641
 - ii. Use the main number and route all calls there and assign one person to this if needed due to multiple agencies, contacts, leads and call management
 - j. **Re-Interview Family and Relevant Contacts**
 - i. What are patterns, recent changes to behavior, family dynamics, risk behaviors, handicaps, romantic relationships, teachers, coaches, friends
 - k. **Patrol**
 - i. Utilize Patrol Units to keep someone with the family as a point of contact and liaison (Make sure they have intrapersonal skills)
 - ii. Canvas for surveillance and make them locate the homeowners/Security Staff etc.
 - iii. Talk to neighbors to better understand family dynamics and corroborate family statements
 - l. **Focus on Missing Person**
 - i. Social Media Postings
 - ii. Friends
 - iii. Family
 - iv. Likes and Dislikes
 - v. Places Visited
 - vi. Patterns
 - m. **Focus on the possible suspect if known**
 - i. Vehicles
 - ii. Phones
 - iii. Social Media accounts
 - iv. Subscriber Information
 - v. Arrest History
- 3. Additional Investigative Questions:**
- a. **Basic information about the Missing Person**
 - i. Full name
 - ii. Date of birth
 - iii. Birthplace
 - iv. Nicknames, if any
 - v. Current and previous addresses. Who else lived there?
 - vi. Current and former employers.
 - b. **Physical description of the Missing Person**
 - i. Height
 - ii. Weight
 - iii. Age
 - iv. Build

- v. Hair Color/Length of Hair
 - vi. Eye color?
 - vii. Any Distinguishing Marks – such as tattoos, birthmarks, scars, etc.
 - viii. Beard/Mustache/Sideburns
 - ix. Find the most recent photo of the missing person
- c. Habits and Personality of Missing Person**
- i. Does the individual smoke? If yes, what brand of cigarettes? Does the individual drink alcohol? If yes, what type?
 - ii. Does the individual use recreational drugs?
 - iii. Does the individual chew gum?
 - iv. What type of recreation or activities does the Individual engage in, including hobbies?
 - v. Are there particular habits that the Individual has? For instance, does he/she go to a particular spot for coffee each day?
 - vi. Does the Individual have particular banking habits?
 - vii. What type of personality does the Individual have? Is the individual outgoing or quiet? Is the Individual friendly or depressed?
 - viii. What are the personal values and philosophies of the Individual?
 - ix. Is the individual religious?
 - x. Does the Individual have any personal or emotional problems?
 - xi. What level of education or training does the Individual have?
 - xii. Does the individual frequent any particular areas, bars, taverns, or places of interest?
- d. Clothing that the Missing Person was wearing the last time seen**
- i. Style and color of the shirt
 - ii. Style and color of the pants
 - iii. Style and color of the jacket or outerwear
 - iv. If applicable, type of headwear
 - v. Type of glasses
 - vi. Type of gloves
 - vii. Type of footwear
- e. Trip Plans of the Missing Person the day they went missing**
- i. What were the missing person's plans and/or activities on the day they went missing?
 - ii. Where was he/she going?
 - iii. Why was he/she going there?
 - iv. If the Individual was traveling by car, can you provide the make and model number, license plate number, as well as registration (if possible)?
 - v. Provide information about any other vehicle or mode of travel the missing person may have access to.
- f. Information about the last time the Missing Person was seen**
- i. The time and location of where he/she was last seen.

- ii. The name of the Individual who last saw the missing person.
 - iii. The name of the Individual who last talked at length with the missing person.
 - iv. The direction the missing person was traveling the last time seen.
 - v. The attitude of the missing person the last time seen.
 - vi. Was the missing person complaining of or concerned about anything before he/she went missing?
- g. Overall health and condition of the missing person**
- i. Physical condition.
 - ii. Any known medical problems.
 - iii. Is the person suffering from Alzheimer's disease/dementia/memory loss? If so, are they registered Project Lifesaver? If they are registered, what is their registration number, and are they wearing an identification bracelet or carrying an identification card?
 - iv. Any handicaps or disabilities.
 - v. Any psychological problems.
 - vi. Any medications that the Individual is taking.
 - vii. Any addictions that the Individual has.
 - viii. Provide the name of the missing person's family physician and their health card number, if possible
 - ix. Provide the name of the missing person's main dentist, if possible.
- h. Potential People that the Individual would contact**
- i. List all of the person's friends and acquaintances who the missing person may try to contact. Try to include addresses and telephone numbers.
 - ii. When you have finished filing the missing person's report, ask that the police provide you with the police case number and the contact information for the officer in charge of the case.
 - iii. Secure the personal belongings and living space of the missing person until the police provide further direction. Below is a list of items of importance.
 - iv. Items such as a hairbrush, a toothbrush, or undergarments in the event that investigators may need to undertake DNA analysis.
 - v. Any electronic equipment, such as a cell phone or computer. What is the make of the phone and the cell phone Provider? As well, do you know if they were active on a chat line or other social on-line networks such as Facebook?
 - vi. Any personal documents such as banking statements and credit? card statements, as well as all bank card information?
 - vii. Any written material such as a journal?
 - viii. To make things more manageable, start a log or journal. Include all the information about the missing person's case in the journal.

4. What we usually advise the families

- a. The police will likely request that someone from the family volunteer be a liaison or spokesperson for the family to deal with Police investigators. This simplifies the relationship between Police officers and the family. Police officers will update one person with respect to the investigation and will know who to contact when information is needed from the family.
- b. Talk with your family and close friends about who will be your family's contact person with the police. If the members of your family are feeling overwhelmed, you may decide that a close friend should be the contact person.
- c. If the missing person is a child or an endangered adult, inform the police of this factor as soon as possible.
- d. Actions your family can undertake:
 - i. Conduct a telephone search. Phone friends or acquaintances that may have information about where the missing person is.
 - ii. Write all of the information down in your journal.
 - iii. If you find out any additional information from telephone inquiries, pass it on to the police.
 - iv. Distribute a flyer with a photograph of the missing person around your community.
 - v. Tell all necessary people about the disappearance of the missing person. This may include the missing person's employer, their bank, and their doctor. If the missing person is a child, you will need to contact the school they are attending.
 - vi. If it applies to your situation, arrange for the payment of the missing person's mortgage, rent, or bills. You may require legal advice on how to proceed.
- e. Actions to Undertake to Take Care of Yourself and your Family:
 - i. Ask yourself if you need to take an extended leave from work. If you do, talk to your employer about what options might be available.
 - ii. If you feel you need an extension on bill payments, then ask about what options are available.
 - iii. Try to eat, sleep, and exercise on a regular basis. Although you may not feel that you have the time it is important to take care of yourself.
 - iv. Try not to blame yourself for the disappearance of your loved one. Treat yourself with as much kindness as you can in these difficult times.
 - v. Try to realize your limits. Be easy on yourself if you are unable to provide what is needed in all situations. You may, for instance, be unable to provide emotional support to all of the members of your family. Don't feel guilty about seeking professional counseling

services to help yourself and your family deal with a wide range of emotions that are being experienced.

- vi. Don't feel guilty if you have to return to work. This does not mean that you have given up on the search for your loved one.