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<b>INDEX CATEGORY:</b>	Preliminary Investigations		

**I. PURPOSE**

This directive:

- A. outlines Department policies and procedures for the investigation of missing or found persons.
- B. satisfies the CALEA Law Enforcement Chapter 41.

**II. POLICY**

- A. A prompt response to a missing person report is critical in locating the missing subject and the identification of key evidence and/or witnesses. There is **no** established time limit for a person of any age to be missing before that person can be reported missing.
- B. The Missing Persons Identification Act (50 ILCS 722/5) states that "all law enforcement agencies shall accept without delay any report of a missing person." Department members may not refuse to complete a Missing/Found Person Case Report on any grounds.

**REMINDER:** A person does not have to be missing for 24 hours in order for a report to be made.

- C. It is Department policy that members complete a Missing/Found Person Case Report (CPD-11.407):
  - 1. anytime a Missing Persons report is filed in person;
  - 2. for any person:
    - a. seeking to report another as missing, regardless of whether the missing is a resident or visitor to the city;
    - b. seeking to locate or make contact with another, who is a resident or visitor to the city and unable to do so;
    - c. missing from a jurisdiction other than the City of Chicago;
    - d. regardless of their relationship.

**NOTE:** Complainants reporting individuals missing from other jurisdictions or those missing who are visitors to the city will be instructed to also report these cases to the local law enforcement agency whose jurisdiction covers the missing person's permanent residence.

- D. If circumstances indicate a person, regardless of age, disability, or mental status, whose whereabouts are unknown due to criminal activity occurring within the City of Chicago, Department members will follow reporting and notification procedures outlined in the Department directive titled "[Preliminary Investigations](#)."

### III. DEFINITIONS

- A. Missing Child: any person under twenty-one years of age whose whereabouts are unknown to his or her parents or legal guardian as defined by the Intergovernmental Missing Child Recovery Act of 1984 (325 ILCS 40/1).
- B. The Department defines an "At-Risk" missing as a missing person meeting one of the following criteria:
1. Missing Tender-Age Child: a child under the age of ten (10) whose whereabouts are unknown by a person having the responsibility for his or her welfare.
  2. Older Adult: a missing person sixty (60) years of age or older whose whereabouts are unknown by a person having the responsibility for his or her welfare.
  3. Disabled Missing: a missing person who, due to a physical and/or mental disability or senility, is an immediate danger to himself or herself or others, if not located.
  4. Catastrophe Victim: a person who cannot be located and presumed to be injured, killed or displaced as a result of a catastrophe.
  5. High-Risk Missing: a person whose whereabouts are unknown and whose circumstances indicate that the person may be at risk of injury or death.

### IV. REPORT TAKING RESPONSIBILITIES

- A. When the Office of Emergency Management and Communications (OEMC) receives a request for police service regarding a missing person, OEMC personnel will:
1. dispatch a district unit to conduct the preliminary investigation when the caller/complainant is calling from a location within the City of Chicago, and:
    - a. the individual is missing from a known location within the City of Chicago;
    - b. the individual is missing from a location within the City of Chicago that cannot be determined, or
    - c. the individual is missing from a location outside the City of Chicago.
  2. forward the caller/complainant to the Alternate Response Section (ARS) to complete the report when the caller/complainant is calling from a location outside the City of Chicago, and:
    - a. the individual is missing from a known location within the City of Chicago (i.e., parents from Ohio calling to report they have not had contact with their college-aged son who lives at 1210 W. Granville Avenue for 3 weeks); or

- b. the individual is missing from a location within the City of Chicago that cannot be determined (i.e., caller in Iowa reports that son who resides in Iowa went to a concert in Chicago two weeks ago and did not return); or
  - c. the individual is missing from a location within the City of Chicago that cannot be determined but provides some information (i.e., dorm name, name of employer, friend's address); or
  - d. the individual is missing from a location outside the City of Chicago (caller in Milwaukee reports daughter is missing from Milwaukee but has online friends in Chicago).
3. If there is sufficient information available to send a district unit to conduct a preliminary investigation, an ARS supervisor will review the report and if appropriate, forward the call back to OEMC for dispatch. The name and star number of the approving supervisor will be included in the comments section under the event number.
  4. instruct the caller/complainant to call the Missing Persons Section, Youth Investigations Division, if the caller/complainant is reporting that a missing person has been located or returned.

**NOTE:** If the located/returned person has been the victim/perpetrator of a crime, or was considered "At-Risk," and the caller/complainant is calling from within the City of Chicago, a district unit will be dispatched to begin the preliminary investigation including completing the appropriate reports and notifications.

5. ensure the Missing Persons Section, Youth Investigations Division, is notified of any Immediate Emergency Plans that are implemented for locating a missing person.

**B. District desk personnel will:**

1. complete a Missing/Found Person Case Report (CPD-11.407) anytime a report is filed in person.
2. provide the complainant a completed Victim Information Notice ([CPD-11.383](#)) notating the correct boxes in the Missing Persons information section. Department members will no longer give the complainant the Victim Information Notice (CPD-11.407, Part 3) that is attached to the Missing/Found Case Report.
3. create a PCAD event to dispatch a district unit to check any information obtained during the preliminary investigation. Following the completion of the Missing/Found Case Report, the district unit will report any findings to the reporting member and complete a Supplementary Report (CPD-11.411).

**C. When District desk personnel receive a telephonic request for police service regarding a missing person, desk personnel will:**

1. create a PCAD event to dispatch a field unit to begin the preliminary investigation when the caller/complainant is calling from a location within the City of Chicago, or
2. forward the caller/complainant to ARS when the caller/complainant is calling from outside the City of Chicago.

- D. Any Department unit, not having report-taking capabilities, that receives walk-in requests for police service for a missing person will request OEMC to dispatch a district unit to their location to conduct the preliminary investigation.
- E. Any Department unit, not having report-taking capabilities, that receives a telephonic request for police service for a missing person will tell the caller/complainant to call 911 to ensure proper report taking.

## **V. ALTERNATE RESPONSE SECTION RESPONSIBILITIES**

- A. When the Alternate Response Section (ARS) receives a request for police service regarding a missing person, ARS personnel will:
  - 1. complete a Missing/Found Person Case Report (CPD-11.407) in instances when the caller/complainant is calling from outside the City of Chicago, and
    - a. an individual is missing from a known location within the City of Chicago,
    - b. an individual is missing from a location within the City of Chicago that cannot be determined, or
    - c. the individual is missing from a location outside the City of Chicago,
  - 2. advise the caller/complainant to also report such cases to the local law enforcement agency whose jurisdiction covers the missing person's permanent residence.
  - 3. notify and fax a copy of the case report to the outside jurisdiction, if known.
  - 4. provide the caller/ complainant the contact information for the appropriate resources:
    - a. if the missing person is under 18 years of age, the National Center for Missing and Exploited Children, 1-800-843-5678 (1-800-THE-LOST), [www.missingkids.com](http://www.missingkids.com) and The National Runaway Safeline, 1-800-RUN-AWAY, [www.1800Runaway.org](http://www.1800Runaway.org).
    - b. if the missing is 18 years of age or older, the Illinois State Police Clearinghouse for Missing Persons, 1-800-843-5763 (1-800-U-HELP-ME), [www.isp.state.il.us](http://www.isp.state.il.us).
- B. If there is sufficient information available to dispatch a district unit to begin the preliminary investigation and complete the necessary report and notifications, an ARS supervisor will approve, if appropriate, forwarding the call back to OEMC for dispatch. The name and star number of the approving supervisor will included in the comments section under the event number.

## **VI. PRELIMINARY INVESTIGATIONS**

- A. Department members assigned to conduct a preliminary investigation regarding a missing person will:
  - 1. confirm that the person cannot be located. If possible, the preliminary investigator will conduct interviews of individuals present at the scene from which the person is reported missing.

2. if circumstances warrant, search the area where the missing person was last seen and the missing's home.

**NOTE:** If the location where the missing was last seen or the missing's home is outside the reporting district, the preliminary investigator will contact a supervisor before taking any action beyond the district boundaries.

3. determine if the missing person is an "At-Risk" missing. If so determined, the preliminary investigator will:

- a. immediately broadcast a flash message of the physical and clothing description and circumstances of the "At-Risk" missing person,
- b. request a formal flash message to be broadcast via the Citywide 3 dispatcher, and
- c. notify a field supervisor, informing the supervisor of the pertinent facts of the "At-Risk" missing, including the location last seen and the missing's address.

**NOTE:** In the event that the missing is not recovered during the reporting watch, OEMC will broadcast the formal flash message on subsequent watches.

4. complete a Missing/Found Person Case Report for **each** missing person and obtain a Records Division (RD) number for **each** report.

- a. The reporting member will ensure all the fields on the report are complete with the information available. The reporting member will pay special attention to accurately document:

- (1) all places frequented (i.e., suburbs, different neighborhoods, schools, parks, bars, etc.) by the missing person.
- (2) all tattoos, scars or marks the missing person may have as this is helpful to investigators when identifying unknown subjects in other locations (i.e., other jurisdictions, hospitals, morgue, etc.).

- b. In addition to the fields on the report, the following information, if known, will be included in the narrative section of the report:

- (1) any prosthetic, surgical implant, or cosmetic implant used by the missing. These have traceable identifying numbers.
- (2) the missing person's blood type.
- (3) information on the missing person's electronic communication devices such as cellular telephone numbers and e-mail addresses.
- (4) information on the missing person's social media accounts (i.e., Facebook, Snapchat, Twitter, etc.),
- (5) the name and location of the missing person's dentist or primary care physician or provider, or both.

- (6) the reasons why the reporting individual believes that the person is missing.
  - (7) any circumstances that may indicate that the disappearance was not voluntary.
  - (8) any circumstances that may indicate that the missing person may be at risk of injury or death.
  - (9) any identifying information about a known or possible abductor or person last seen with the missing person, or both, including:
    - (a) name;
    - (b) a physical description;
    - (c) date of birth;
    - (d) identifying marks;
    - (e) the description of possible means of transportation, including make, model, color, license number of the vehicle;
    - (f) known associates.
  - (10) any other information that may aid in locating the missing person.
5. notify the Missing Persons Section, Youth Investigations Division, for all missing persons and obtain the LEADS number for each missing person. Members will relay as much information as possible if the missing is considered "At Risk."
6. record the LEADS number in the narrative section of each Missing/Found Person Case Report (CPD-11.407).
  - :If circumstances indicate a person, regardless of age, disability, or mental status, whose whereabouts are unknown due to criminal activity, Department members will follow reporting and notification procedures outlined in the Department directive titled "[Preliminary Investigations](#)."
7. provide the complainant a completed Victim Information Notice([CPD-11.383](#)). notating the correct boxes in the Missing Persons information section. Department members will no longer give the complainant the Victim Information Notice (CPD-11.407, Part 3) that is attached to the Missing/Found Case Report.
8. advise the complainant:
  - a. that it would assist the preliminary investigation if a contact person were available at all times, including having someone remain in the missing person's residence to notify the Missing Persons Section in the event the missing returns or is located.

- b. about general information concerning the handling of the missing person case or about intended efforts in the case to the extent that disclosure would not adversely affect the ability to locate or protect the missing person or to apprehend or prosecute any person criminally involved in the disappearance.
  - c. that he or she should contact the appropriate area Special Victims Unit if the missing person remains missing in order to provide additional information and materials that will aid in locating the missing person, such as the missing person's credit cards, debit cards, banking information, and cellular telephone records.
  - d. that any DNA samples provided for the missing person case are provided on a voluntary basis and will be used solely to help locate or identify the missing person and will not be used for any other purpose.
9. provide the caller/ complainant the contact information for the appropriate resources:
- a. if the missing person is under 18 years of age, the National Center for Missing and Exploited Children, 1-800-843-5678 (1-800-THE-LOST), [www.missingkids.com](http://www.missingkids.com) and The National Runaway Safeline, 1-800-RUN-AWAY, [www.1800Runaway.org](http://www.1800Runaway.org)
  - b. if the missing is 18 years of age or older, the Illinois State Police Clearinghouse for Missing Persons, 1-800-843-5763 (1-800-U-HELP-ME), [www.isp.state.il.us](http://www.isp.state.il.us),
10. determine if the missing person has a history as a missing person, ascertain where the missing was found previously, and search that area or coordinate with other district if outside the boundary.
11. have the complainant sign the case report in the space provided. If the complainant refuses to sign, the preliminary investigator will write "Refused" in the complainant signature space.
12. document all search activity in the Missing/Found Person Case Report to avoid unnecessary duplicate efforts by follow-up or assisting personnel.
13. issue an Administrative Message Center (AMC) Message to all units for all "At-Risk" missing cases or newsworthy missing persons cases. A full description and location of where the subject was last seen will be provided in the AMC message.
14. notify the watch operations lieutenant of all affected district(s).

**NOTE:** A notification will be made to Crime Prevention and Information Center (CPIC) for all "At-Risk" missing person incidents and those missing person incidents that are potentially newsworthy or when unusual circumstances exist, in accordance with the Department directive entitled, "[Crime Prevention and Information Center \(CPIC\).](#)"

- B. When the subject of a missing person complaint returns or is located before the preliminary investigator has obtained an RD number, the member will prepare a Miscellaneous Incident Exception Report (CPD-11.419) summarizing the circumstances, and return to service using the appropriate alpha-numeric code following the procedure outlined in the Department directive entitled "[Miscellaneous Incident Reporting Procedures.](#)" The preliminary investigator, however, will not delay in completing a Missing/Found Case Report once a missing person complaint has been determined to be bona fide.

- C. When the subject of a missing person complaint returns or is located during the preparation of the Missing/Found Person Case Report and an RD number has been obtained, the reporting member will explain the circumstances in the narrative portion of the case report. Additionally, the reporting officer will contact Missing Persons Section to make the necessary notifications.

## VII. OTHER DEPARTMENT RESPONSIBILITIES

- A. The supervising sergeant will:
1. respond to all "At-Risk" missing person assignments.
  2. if necessary, coordinate a formal and systematic search for "At-Risk" missing subjects including:
    - a. determining whether the premises where the subject was last seen and, if applicable, the subject's home have been thoroughly searched;
    - b. designating a particular search area for each unit, beginning where the missing subject was last seen and working outward;
    - c. requesting additional personnel as needed; and
    - d. maintaining a chronological log of all investigative strategies and all units assigned.
  3. ensure that all required notifications are made including notifications to the watch operations lieutenant of all affected district(s) concerning all "At-Risk" missing subjects.
  4. ensure the watch operations lieutenant is immediately notified if the missing person is eligible for the initiation of an Amber Alert Notification Plan or an Endangered Missing Person Advisory consistent with the procedures outlined in the Department directive titled "[Amber Alert Notification Plan/Endangered Missing Person Advisory.](#)"
    - a. An Amber Alert may be requested whenever a child under the age of 16 has a proven mental or physical disability and is missing, or have confirmation that the child has been abducted, or is believed to be in danger of serious bodily harm or death, and there is enough descriptive information about the child, abductor, and/or suspect's vehicle to believe an immediate broadcast will help.
    - b. An Endangered Missing Person Advisory can be issued for those missing under unexplained or suspicious circumstances, believed to be in danger because of age, health, mental or physical disability including senility, environment, weather conditions or in the company of a potentially dangerous person or some other factor that may expose the person to possible harm or injury, and the circumstances do not fit the criteria for an AMBER Alert and public information could assist in the safe recovery of the person.
    - c. Both alerts are public and provide regional or statewide assistance, rather than a localized search, to assist in the safe recovery of the missing person.
  5. determine if any unusual circumstances exist or any additional resources are



needed for locating the missing person. The supervising sergeant will direct the preliminary investigator accordingly.

6. determine if support services may be utilized. If appropriate, request the necessary services including, but not limited to:
  - a. air support consistent with the Department directive titled "[Helicopter Support For Department Operations](#)" for guidance.
  - b. the Department's Canine Unit which is available for searches. The Department directive titled "[Canine Teams](#)" should be consulted.
  - c. additional district personnel such as tactical units. When available, tactical personnel will be used to assist in any systematic search for "At-Risk" or newsworthy missing persons cases.

B. The watch operations lieutenant of the district of occurrence will ensure:

1. that the Missing Persons Section, Youth Investigations Division, is contacted concerning the status of missing person(s), prior to continuing or expanding investigations into the missing person's whereabouts.
2. an Administrative Message Center (AMC) Message is sent to all units for all "At-Risk" or newsworthy missing persons cases.
3. the watch operations lieutenant for the on-coming watch is:
  - a. notified of any "At-Risk" or newsworthy missing persons incidents who have not been located, and
  - b. furnished with copies of all reports pertinent to the investigation.
4. that a review is conducted for the possible request of an Amber Alert Notification Plan or Endangered Missing Person Advisory following the procedures outlined in the Department directive titled "[Amber Alert Notification Plan/Endangered Missing Person Advisory.](#)"

C. The appropriate area Special Victims Unit is responsible for the follow-up investigation of all missing/located/found persons. When notified of a missing/located/found person, Special Victims Unit will:

1. assign an investigator to conduct a complete and thorough follow-up investigation in accordance with Bureau of Detectives protocol.
2. notify the Missing Persons Section if a missing person is located or returns. The investigator will complete and submit a Missing Persons Supplemental Report.
3. submit periodic Detective Supplementary Reports for cases in which a missing person has not returned.
4. notify the complainant of those missing persons who are 18 years or older who have been located, and their safety and welfare confirmed.

**NOTE:** Missing persons over 18 years of age can keep his or her whereabouts undisclosed as outlined in Item IX of this directive.

5. comply with the Missing Person Identification Act (50 ILCS 722/5) when a missing person remains missing 30 days after the creation of the report, relative to the required attempt to obtain;
  - a. fingerprints;
  - b. DNA samples from family members or from the missing person;
  - c. dental information and dental or skeletal x-rays of the missing person; and
  - d. any additional photographs that may aid in the investigation.

D. Missing Persons Section, Youth Investigations Division, personnel will:

1. receive notification of all reported missing, located, and found persons.
2. enter the required missing persons information into the Law Enforcement Agencies Data System (LEADS) and provide the LEADS notification number to the reporting member for recording on the Missing/Found Person Case Report.
3. pursuant to the Intergovernmental Missing Child Recovery Act of 1984 (325 ILCS 40/1), immediately notify the Illinois State Missing Persons Clearinghouse of any "Missing Child."
4. notify the appropriate watch operations lieutenant of the return of any "At-Risk" missing or newsworthy persons.

## VIII. LOCATED PERSONS

**A located person is not considered a found person.** A Missing/Found Person Case Report will not be used. Members will use a Supplementary Report (CPD-11.411-A) for all located persons.

A. Department members who are notified that a missing person has been located will:

1. proceed to the location of the person to complete the investigation.
2. notify the complainant that the missing person has been located, if applicable.
3. take protective custody of the located person and request medical attention, if necessary.
4. determine if the located person was considered "At Risk," or the victim or perpetrator of a criminal offense, and
  - a. if the located person was considered "At-Risk," the responding district unit will complete the Supplementary Report and notify a field supervisor, informing the supervisor of the located "At Risk" missing person and any pertinent circumstances.
  - b. if the located person was a victim or a perpetrator of a criminal offense, the responding district unit will begin the preliminary investigation including the completion of the appropriate reports and notifications as outlined in the Department directive titled "[Preliminary Investigations](#)."

- c. if the located person is a juvenile who has been arrested for a criminal offense, process the arrest according to existing procedures outlined in the Department directive titled "[Processing Juveniles and Minors Under Department Control.](#)"
  5. notify the Missing Persons Section, Youth Investigations Division for all located persons.
  6. complete a Supplementary Report (CPD-11.411-A) to the original Missing/Found Person Case Report in all cases of located persons, including any additional information regarding pertinent circumstances in the narrative.
  7. notify Crime Prevention and Information Center (CPIC) of the located missing persons, if the case was an "At-Risk" missing person or potentially newsworthy or unusual circumstances exist.
  8. issue an Administrative Message Center (AMC) message to all units for all located "At-Risk" missing persons.
- B. If the located person is a child or adult missing from the City of Chicago, members will attempt to reunite the missing subject with the complainant.
- C. If the located person is a child or adult missing from a location outside of the City of Chicago, members will contact the reporting jurisdiction and the complainant to make arrangements to unite the parties.

**NOTE:** If a parent or guardian of a located child cannot be located, members will notify the appropriate area Special Victims Investigations personnel.

#### **IX. RIGHTS OF MISSING CHILDREN AGE 18 OR OLDER BUT UNDER AGE 21**

The Intergovernmental Missing Child Recovery Act of 1984 (325 ILCS 40/1) defines a "Missing Child" as any person under twenty-one years of age whose whereabouts are unknown to his or her parents or legal guardian. According to the statute, a "missing child" can be 18 years of age or older. However, consistent with this statute, any "missing child" who has reached age 18 has additional rights that modify the associated investigative, notification, and reporting procedures.

- A. All missing persons 18 years of age or older are afforded the right to privacy, freedom of movement and association and any attempt to locate such person must be made with caution so as not to violate those rights. However, this should not limit any attempt to locate a missing person over 18 years of age.
- B. For those located persons 18 years of age or older, who do not wish to return to or contact the caller/complainant, investigating members will:
  1. complete a Supplementary Report (CPD-11.411-A), including in the narrative where the missing was located and the observed health and safety of the missing person. Investigating members will not disclose the specifics of the missing's location to the complainant without the permission of the located person.
  2. notify the Missing Persons Section and the appropriate area Special Victims Investigations.
- C. The appropriate area Special Victims Investigations will notify the caller/complainant of those located missing persons who are 18 years of age or older. Special Victims Investigations will inform the complainant that the missing has been located, their

safety and welfare confirmed but he or she wishes to keep their whereabouts undisclosed.

## **X. FOUND PERSONS**

- A. A Found Person is an individual of any age who is found and not cognizant of his or her whereabouts and cannot make contact with a responsible person having a concern for his or her welfare. This includes persons who, due to a weakened or impaired physical or mental condition, are unable to contact a responsible person having a concern for their well being.
- B. When the OEMC receives a call for service for a found person, a district unit will be assigned to conduct the preliminary investigation.
- C. Persons who fit the definition of a found person will be documented on a Missing/Found Person Case Report (CPD-11.407) and the "FOUND" box will be checked.
- D. When assigned to investigate a found person, the district unit will:
  - 1. proceed to the location of the found person to begin the investigation.
  - 2. take protective custody of the found person and request medical attention, if necessary.
  - 3. attempt to ascertain the identity of the found person. If identified, provide for the return of the found person to the responsible person having a concern for the found person.
  - 4. verify that the found person is not currently reported missing by contacting:
    - a. the Citywide 3 dispatcher;
    - b. the district desk; and
    - c. the Missing Persons Section.
- E. If the found person is a currently missing, the investigating member will ensure that the found person remains in the protective custody of district personnel, and
  - 1. complete a Supplementary Report (CPD-11.411-A), and
  - 2. notify the Missing Persons Section.
- F. If the found person cannot be identified:
  - 1. notify a supervisor of any found person who cannot be identified.
  - 2. make a formal notification to a Citywide 3 dispatcher and request that a formal flash message be broadcast.
  - 3. send an Administrative Message Center (AMC) Message to all units for all found persons. A full description and location where the subject was found will be provided in the message.
  - 4. notify Missing Persons Section and the appropriate area Special Victims

Investigations.

5. ensure the subject remains in the custody of district personnel until turned over to the area Special Victims Investigations personnel for follow-up investigation.
  6. submit a Missing/Found Person Case Report documenting all actions taken including any all-call Messages, flash messages, and AMC messages.
- G. The station supervisor will ensure an AMC message is sent for distribution to all units. A full description and location where person was found will be provided on the AMC message.
- H. Members are reminded that an elderly or disabled found person may have an identification bracelet distributed through the Senior Citizens and Disabled Persons Emergency Identification Program or other social service program. In the event the found person is wearing such a bracelet, the emergency phone number identified on the bracelet will be called and a notification made.

(Items indicated by *italics/double underline* were revised or added.)

Authenticated by: KC

David O. Brown  
Superintendent of Police

20-068 KT/RDR

**ADDENDA:**

1. S04-05-01 - AMBER Alert Notification Plan