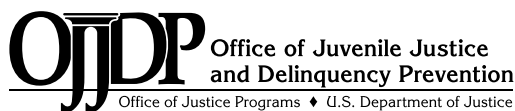


Checklist for Public-Safety Telecommunicators When Responding to Calls Pertaining to Missing, Abducted, and Sexually Exploited Children



Target is the Founding Sponsor of the National Emergency Child Locator Center (NECLC), established to reunify children and their families during times of disaster. NECLC establishes a toll-free Hotline to receive reports of displaced children during disasters. Since 1946 Target Corporation has given 5% of its income to the community to support arts, education, and the social services. Today that adds up to more than \$3 million each week.



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This publication is adapted from the Association of Public-Safety Communications Officials International's (APCO) ANS 1.101.2-2010 *Standard for Public Safety Telecommunicators when Responding to Calls of Missing, Abducted, and Sexually Exploited Children*, written by the Joint Steering Committee on Call Center Best Practices in Cases of Missing, Abducted, and Sexually Exploited Children. The Standard was approved July 12, 2010, by the APCO International Standards Development Committee (SDC) and July 28, 2010, by the American National Standards Institute (ANSI). This version replaces APCO ANS 1.101.1-2007.

INTRODUCTION AND CONSIDERATIONS

Reports of missing, abducted, and/or sexually exploited children may be among the most difficult, challenging, and emotionally charged cases public-safety telecommunicators and law-enforcement agencies will ever experience. The attitude and approach taken when responding to these incidents may determine whether the child is recovered promptly and safely or remains missing and/or in an exploitive environment. Each stage of the case, therefore, from initial call through case closure, forms a critical component of a thorough child-protection response. Since public-safety telecommunicators are the agency's initial first responders and have the primary responsibility to receive, process, transmit, and/or dispatch calls, the manner in which the initial call is managed by the public-safety telecommunicator forms the foundation and direction of the overall response to incidents involving missing, abducted, and/or sexually exploited children.

All agencies must provide its members with the necessary tools and training enabling them to act quickly and decisively when confronted with reports of missing, abducted, and/or sexually exploited children. The single most important tool an agency may provide is a clearly worded policy containing logical procedures and best practices for public-safety telecommunicators to follow when receiving calls pertaining to these incidents.

This checklist should be used in combination with the *Standard for Public Safety Telecommunicators when Responding to Calls of Missing, Abducted, and Sexually Exploited Children*. To access this document and obtain more information visit www.missingkids.com/911.

Risk Factors and Call-Intake Considerations

The public-safety telecommunicator must

1. Gather information to assess the initial risk to a child and determine an appropriate response consistent with agency policy pertaining to the missing, abducted, or sexually exploited child incident.
2. Document and investigate each call thoroughly. Often cases ending in the murder of an abducted child are initially reported to public-safety telecommunicators as missing-child incidents rather than abduction or runaway incidents. Research findings show the typical victim of child abduction ending in murder is an 11-year-old, white girl from a middle-class family with good family relationships.¹ Risk factors are not always obvious at first glance so be sure to thoroughly intake each call.
3. Complete their role in protecting children through swift yet comprehensive intake of incident/call information along with comprehensive collection of relevant record-history information so officers have what they need to establish appropriate field response. Determine if the caller is able to identify any known risk factors for family abduction. Ask the caller if he or she
 - Knows of previous threats of abduction or actual abductions
 - Knows if the abducting parent believes the other parent has abused the child and this belief is corroborated by family members and friends

¹Katherine M. Brown, Robert D. Keppel, Joseph G. Weis, and Marvin E. Skeen. *Investigative Case Management for Missing Children Homicides: Report II*. Olympia, Washington: Office of the Attorney General, State of Washington, and Office of Juvenile Justice and Delinquency Prevention, Office of Justice Programs, U.S. Department of Justice, May 2006, pages 14-15, accessed August 21, 2010, at [www.atg.wa.gov/uploadedFiles/Another/Supporting_Law_Enforcement/Homicide_Investigation_Tracking_System_\(HITS\)/Child_Abduction_Murder_Research/CMIIIPDF.pdf](http://www.atg.wa.gov/uploadedFiles/Another/Supporting_Law_Enforcement/Homicide_Investigation_Tracking_System_(HITS)/Child_Abduction_Murder_Research/CMIIIPDF.pdf).

- Knows if the abducting parent is paranoid or delusional
- Knows if the abducting parent has a criminal history
- Knows if the abducting parent is severely sociopathic
- Knows if the abducting parent is a citizen of another country who was in a mixed-culture marriage which is ending
- Believes the abducting parent feels alienated from the legal system and has a family/social-support system in another community²

Additional Procedural Considerations

Public-safety telecommunicators should

1. Focus on initial intake, direction of first field response, and facilitation of ongoing case management. The focus of the public-safety telecommunicator should not be whether the case will qualify for an America's Missing Broadcast Emergency Response (AMBER) Alert. AMBER Alert processes do not supersede nor in any way replace the core functions of law enforcement's operational and investigative response, but instead support those functions by creating a system of public notifications about the incident. The ability to effectively use an AMBER Alert system in these cases is predicated on law enforcement and public-safety telecommunicators' initial intake, direction of first field response, and facilitation of ongoing case management.
2. Be trained and qualified to recognize basic call-handling and intake policies within their agency.

²Janet R. Johnston, Inger Sagatun-Edwards, Martha-Elin Blomquist, and Linda K. Girdner. *Early Identification of Risk Factors for Parental Abduction*. Washington, DC: Office of Juvenile Justice and Delinquency Prevention, Office of Justice Programs, U.S. Department of Justice, March 2002, NCJ 185026, pages 6-7, accessed August 23, 2010, at www.ncjrs.gov/pdffiles1/ojdp/185026.pdf.

3. Be fully aware of and compliant with federal statutes. The National Child Search Assistance Act of 1990 requires all federal, state, and local law-enforcement agencies to enter, without delay, reports of missing children younger than 18 into the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) database. The Adam Walsh Child Protection and Safety Act of 2006 mandates missing-child cases are entered into NCIC by law enforcement within two hours of receipt. The Prosecutorial Remedies and Other Tools to end the Exploitation of Children Today (PROTECT) Act of 2003 extends the requirements of law enforcement to enter the report of a missing 18- to 20-year-old into NCIC without delay and conduct an investigation into the young adult's disappearance.

GOALS FOR INITIAL INTAKE

GOALS

1. Obtain and verify incident location along with caller's contact information.
2. Maintain control of the call.
3. Communicate the ability to **help** the caller.
4. Obtain information methodically and strategically through systematic inquiry to be captured in the agency's intake format.
5. Recognize the potential urgency of the missing-child incident and immediately begin the proper notifications consistent with agency policy.
6. Perform all information entries and disseminations, both initial and update. This includes mandatory, accurate entry of information about the missing child into NCIC including vehicle information if known.

All information should be simultaneously entered as it is obtained by the public-safety telecommunicator into an electronic format, when available, that will feed/populate any directed messages sent to law enforcement in conjunction with live broadcasts.

This checklist shall be used to help ensure the appropriate information is obtained. The public-safety telecommunicator should obtain additional information as needed.

CALL-INTAKE OVERVIEW

Through primary call intake work to obtain as much of the information listed below as possible.

1. Verify the caller's address or location, and obtain the caller's contact information.
2. Obtain the caller's name and relationship to the missing, abducted, and/or sexually exploited child.
3. Obtain the child's full descriptive information including but not limited to the child's name; age; sex; race; height; weight; hair color; eye color; complexion; clothing; any other identifiers such as eyeglasses or contact lenses, braces, piercings, scars, marks, tattoos; other unique physical attributes such as a limp; and any identifiable items in the child's possession such as a bicycle, skateboard, backpack, or toy.
4. Verify where and when the child was last seen.
5. Obtain the suspect/companion's full descriptive information, if available, including but not limited to name; age; sex; race; height; weight; hair color; eye color; complexion; clothing; any other identifiers such as eyeglasses or contact lenses, piercings, scars, marks, tattoos; and any other unique physical attributes such as a limp.
6. Obtain a detailed description of the suspect/companion's vehicle, including color, year, make, model, and license plate/tag, if it is believed to have been used in transporting or abducting the child.
7. Verify if the suspect/companion is related to or has knowledge of the child.
8. Obtain information about the circumstances surrounding the disappearance such as if the child was playing outside or taken from home.
9. Request the caller have recent photographs available for law enforcement upon their arrival depicting how the child looks now. Digital photographs/electronic

images are best, but hard-copy photographs may be scanned for use with NCIC records or missing-child posters. The photographs should be e-mailed to the agency handling the case or given to the responding officer so those authorities may relay back to the communications center where the photographs will be uploaded and entered into the NCIC record.

Location

- 1.** Request exact location of the incident such as structure addresses, street names, intersections, directional identifiers, and mile posts along with caller's contact information
- 2.** Request landmarks or estimated proximity to landmarks if specifics are not known
- 3.** Tell caller and any witnesses to remain at the current location, unless determined unsafe, until law enforcement arrives
- 4.** Request the names and locations of the caller and any additional witnesses

What is the Emergency?

- 1.** Ascertain exactly what happened
- 2.** Determine if there are any known/witnessed injuries
- 3.** Determine if weapons were involved
- 4.** Go to the tab titled "Abductions" if reported as an abduction
- 5.** Go to the tab titled "LIMs" if reported as lost, injured, or otherwise missing
- 6.** Go to the tab titled "Runaways/Throwaways" if reported as a runaway
- 7.** Go to the tab titled "Child Sexual Exploitation" if reported as child sexual exploitation

ABDUCTIONS

Definitions

NONFAMILY ABDUCTION involves a child who has been wrongfully taken by a nonfamily perpetrator through the use of physical force, persuasion, or threat of bodily harm.

FAMILY ABDUCTION occurs when, in violation of a custody order, a decree, or other legitimate custodial rights, a member of the child's family, or someone acting on behalf of a family member, takes or fails to return a child. This is also referred to as parental kidnapping and custodial interference.

Time Frames

1. When did this happen? **Determine if the incident is in progress.**
2. Where was the child last seen?
3. What special regional considerations, if any, such as wildlife, weather, or wilderness exist?
4. Who was last seen with the child?
5. Who last saw the child? Are the answers to questions 4 and 5 the same? If so
 - Ensure this information is conveyed to investigative personnel.
 - Complete the needed background checks for investigative personnel as authorized. If possible these should be accomplished concurrently by other personnel to avoid any delay in gathering and entering the child's information.
6. What was the direction of travel?
7. What are the relationships among the child, suspect, and caller?

Child

1. Determine the child's
 - Name.
 - Sex.
 - Race.

- Age/Date of Birth (DOB).
 - Primary language. Is the child proficient in English?
 - Height.
 - Weight.
 - Hair color.
 - Eye color.
 - Complexion.
 - Physical attributes such as marks, scars, tattoos, or limp.
 - Clothing worn at time he or she was last seen. Request the caller describe the clothing from head to foot, outer layer to inner layer, including
 - Hat/Head.
 - Coat.
 - Shirt/Blouse.
 - Dress/Skirt.
 - Pants/Shorts.
 - Shoes.
 - Socks.
 - Unique identifiers on clothing such as color, logo, or wording.
2. Ask the caller if
- The child had any large items with him or her such as a bicycle, skateboard, backpack, or toy? If so gather descriptive information including color, size, style, brand, and any markings or logos.
 - The child was with anyone such as an adult, another child, or a pet?
 - Anyone was injured?
 - The child is taking medication, or if there are any medical conditions or disabilities, either mental or physical? **If critical medications are taken, when are the next doses needed?**
 - The child has a cellular telephone? **DO NOT have anyone try to call the cellular telephone. Immediately forward this information for investigative follow-up. Field units may request your support in executing silent-tracking methods.**

Suspect

1. Determine the suspect's
 - Name.
 - Sex.
 - Race.
 - Age/DOB.
 - Primary language. Is the suspect proficient in English?
 - Height.
 - Weight.
 - Hair color.
 - Eye color.
 - Complexion.
 - Physical attributes such as marks, scars, tattoos, or limp.
 - Clothing worn at time of incident. Request the caller describe the clothing from head to foot, outer layer to inner layer, including
 - Hat/Head.
 - Coat.
 - Shirt/Blouse.
 - Dress/Skirt.
 - Pants/Shorts.
 - Shoes.
 - Socks.
 - Unique identifiers on clothing such as color, logo, or wording.
2. Ask the caller if
 - The child is familiar with the suspect?
 - What relation if a relative?
 - Who allegedly has custody?
 - What, if any, custody disputes exist?

- Any weapons were involved/possessed?
 - The suspect has a history of violence or mental illness?
 - The suspect has a cellular telephone? **Work with investigations in executing silent-tracking methods.**
3. Assist responding law enforcement with thorough background information gathering and checks as swiftly as possible. The information should include
 - Any and all prior entries about the suspect, child, family, location, or proximity of the incident.
 - Any suspicious activity in the area.
 - Any history of attempted abductions in the area.
 - Any prior activity with your agency, surrounding agencies, and/or federal and state/territorial sex-offender registries.
 - Public Records and/or Internet searches.
 4. Contact the National Center for Missing & Exploited Children® (NCMEC) at 1-800-THE-LOST® (1-800-843-5678) to register the case.

Vehicle

1. Obtain vehicle information through the **C.Y.M.B.A.L.S.** format.
 - **Color.**
 - **Year.**
 - **Make/Model.**
 - **Body with additional descriptors** such as rust, dents, other damage, or stickers.
 - **License Plate;** if available initiate plate/tag inquiry.
 - **State.**
2. Ascertain any technology used such as OnStar®, LoJack®, or other onboard navigation systems.

LOST, INJURED, OR OTHERWISE MISSING (LIMs)

Definition

The **LOST, INJURED, OR OTHERWISE MISSING** child is defined as a child who has disappeared under unknown circumstances. The incident may range from the child wandering off and becoming lost to the child being abducted, but nobody witnessed the act. These circumstances sometimes involve “foul play,” where those reporting the incident are attempting to cover up a crime involving the child.

Time Frames

1. When did this happen?
2. Where was the child last seen?
3. What special regional considerations, if any, such as wildlife, weather, or wilderness exist?
4. Who was last seen with the child?
5. Who last saw the child? Are the answers to questions 4 and 5 the same? If so
 - Ensure this information is conveyed to investigative personnel.
 - Complete the needed background checks for investigative personnel as authorized. If possible these should be accomplished concurrently by other personnel to avoid any delay in gathering and entering the child’s information.
6. What mode of travel was the child using? Was the child walking or using an alternate mode such as a bicycle, skateboard, or vehicle? Gather descriptions of any alternate modes of travel including color, style, brand, and additional descriptors if available.
7. What was the direction of travel?
8. What suspicious circumstances, if any, were there?
9. What steps have been taken to locate this child? Has someone contacted those who may have seen the child such as school-resource officer, after-school-activity leader, other family members, friends, or neighbors?
10. When, if ever, has this happened before?
11. What is the caller’s relationship with the child?

LIMs

Child

1. Determine the child's
 - Name.
 - Sex.
 - Race.
 - Age/DOB.
 - Primary language. Is the child proficient in English?
 - Height.
 - Weight.
 - Hair color.
 - Eye color.
 - Complexion.
 - Physical attributes such as marks, scars, tattoos, or limp.
 - Clothing worn at time he or she was last seen. Request the caller describe the clothing from head to foot, outer layer to inner layer, including
 - Hat/Head.
 - Coat.
 - Shirt/Blouse.
 - Dress/Skirt.
 - Pants/Shorts.
 - Shoes.
 - Socks.
 - Unique identifiers on clothing such as color, logo, or wording.
2. Ask the caller if
 - The child had any large items with him or her such as a bicycle, skateboard, backpack, or toy? If so gather descriptive information including color, size, style, brand, and any markings or logos.
 - The child was with anyone such as an adult, another child, or a pet?
 - Anyone was injured?

- The child is taking medication, or if there are any medical conditions or disabilities, either mental or physical? **If critical medications are taken, when are the next doses needed?**
- The child has a cellular telephone? **DO NOT have anyone try to call the cellular telephone. Immediately forward this information for investigative follow-up. Field units may request your support in executing silent-tracking methods.**

Companion or Suspect

1. Determine the companion or suspect's
 - Name.
 - Sex.
 - Race.
 - Age/DOB.
 - Primary language. Is the companion or suspect proficient in English?
 - Height.
 - Weight.
 - Hair color.
 - Eye color.
 - Complexion.
 - Physical attributes such as marks, scars, tattoos, or limp.
 - Clothing worn at time of the incident. Request the caller describe the clothing from head to foot, outer layer to inner layer, including
 - Hat/Head.
 - Coat.
 - Shirt/Blouse.
 - Dress/Skirt.
 - Pants/Shorts.
 - Shoes.
 - Socks.
 - Unique identifiers on clothing such as color, logo, or wording.

2. Ask caller if
 - The child is familiar with this person?
 - What relation if a relative?
 - Who allegedly has custody?
 - What, if any, custody disputes exist?
 - Any weapons were involved/possessed?
 - The companion or suspect has a history of violence or mental illness?
 - The companion or suspect has a cellular telephone? **Work with investigations in executing silent-tracking methods.**
3. Assist responding law enforcement with thorough background information gathering and checks as swiftly as possible. The information should include
 - Any and all prior entries about the suspect, child, family, location, or proximity of the incident.
 - Any suspicious activity in the area.
 - Any history of attempted abductions in the area.
 - Any prior activity with your agency, surrounding agencies, and/or federal and state/territorial sex-offender registries.
 - Public Records and/or Internet searches.
4. Contact NCMEC at 1-800-THE-LOST (1-800-843-5678) to register the case.

Vehicle

1. Obtain vehicle information through the **C.Y.M.B.A.L.S.** format.
 - **Color.**
 - **Year.**
 - **Make/Model.**
 - **Body** with **additional descriptors** such as rust, dents, other damage, or stickers.
 - **License Plate**; if available initiate plate/tag inquiry.
 - **State.**
2. Ascertain any technology used such as OnStar, LoJack, or other onboard navigation systems.

RUNAWAYS OR THROWNAWAYS

Definitions

The **RUNAWAY** child, often a teenager, leaves home voluntarily for a variety of reasons. This would include any child 17 years of age or younger.

The **THROWNAWAY** child is someone whose caretaker makes no recovery effort after the child has run away, who has been abandoned/deserted, or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.

Time Frames

1. When did this happen?
2. Where was the child last seen?
3. What special regional considerations, if any, such as wildlife, weather, or wilderness exist?
4. Who was last seen with the child?
5. Who last saw the child? Are the answers to questions 4 and 5 the same? If so
 - Ensure this information is conveyed to investigative personnel.
 - Complete the needed background checks for investigative personnel as authorized. If possible these should be accomplished concurrently by other personnel to avoid any delay in gathering and entering the child's information.
6. What mode of travel was the child using? Was the child walking or using an alternate mode such as a bicycle, skateboard, or vehicle? Gather descriptions of any alternate modes of travel including color, style, brand, and additional descriptors if available.
7. What was the direction of travel?
8. What suspicious circumstances, if any, were there?

9. What steps have been taken to locate this child? Has someone contacted those who may have seen the child such as school-resource officer, after-school-activity leader, other family members, friends, or neighbors?
10. When, if ever, has this happened before?
11. What is the caller's relationship with the child?
12. What ideas or suspicions exist about where the child may have gone?
13. What notes, letters, or threats, if any, were located pertaining to this incident?

Child

1. Determine the child's
 - Name.
 - Sex.
 - Race.
 - Age/DOB.
 - Primary language. Is the child proficient in English?
 - Height.
 - Weight.
 - Hair color.
 - Eye color.
 - Complexion.
 - Physical attributes such as marks, scars, tattoos, or limp.
 - Clothing worn at time he or she was last seen. Request the caller describe the clothing from head to foot, outer layer to inner layer, including
 - Hat/Head.
 - Coat.
 - Shirt/Blouse.
 - Dress/Skirt.
 - Pants/Shorts.
 - Shoes.

- Socks.
 - Unique identifiers on clothing such as color, logo, or wording.
2. Ask the caller if
- The child had any large items with him or her such as a bicycle, skateboard, backpack, or toy? If so gather descriptive information including color, size, style, brand, and any markings or logos.
 - The child was with anyone such as an adult, another child, or a pet?
 - The child is taking medication, or if there are any medical conditions or disabilities, either mental or physical? **If critical medications are taken, when are the next doses needed?**
 - The child has a cellular telephone? **DO NOT have anyone try to call the cellular telephone. Immediately forward this information for investigative follow-up. Field units may request your support in executing silent-tracking methods.**

Companion or Suspect

1. Determine the companion or suspect's
- Name.
 - Sex.
 - Race.
 - Age/DOB.
 - Primary language. Is the companion or suspect proficient in English?
 - Height.
 - Weight.
 - Hair color.
 - Eye color.
 - Complexion.
 - Physical attributes such as marks, scars, tattoos, or limp.
 - Clothing worn at time he or she was last seen. Request the caller describe the clothing from head to foot, outer layer to inner layer, including

- Hat/Head.
 - Coat.
 - Shirt/Blouse.
 - Dress/Skirt.
 - Pants/Shorts.
 - Shoes.
 - Socks.
 - Unique identifiers on clothing such as color, logo, or wording.
2. Ask the caller if
 - The child is familiar with this person?
 - What relation if a relative?
 - Who allegedly has custody?
 - What, if any, custody disputes exist?
 - Any weapons were involved/possessed?
 - The companion or suspect has a history of violence or mental illness?
 - The companion or suspect has a cellular telephone? **Work with investigations in executing silent-tracking methods.**
 3. Contact NCMEC at 1-800-THE-LOST (1-800-843-5678) to register the case.

Vehicle

1. Obtain vehicle information through the **C.Y.M.B.A.L.S.** format.
 - **Color.**
 - **Year.**
 - **Make/Model.**
 - **Body with additional descriptors** such as rust, dents, other damage, or stickers.
 - **License Plate**; if available initiate plate/tag inquiry.
 - **State.**
2. Ascertain any technology used such as OnStar, LoJack, or other onboard navigation systems.

ADDITIONAL CONSIDERATIONS

Most departments cannot “do it all” when faced with an emergency response to the abduction of a child. Child Abduction Response Plans, Action Plans, Interagency Agreements, and Incident Command Management Programs should be developed so law enforcement at the scene will have access to a well-established and reliable framework of resources and assistance. Available resources, such as the ones noted below, must be researched **before** the incident, not during.

1. Conduct Computer Aided Dispatch (CAD) searches for any information regarding that area such as lewdness, attempted abductions, and suspicious persons. Alert appropriate responding law enforcement of results.
2. Consider requests for incident command and mutual aid.
3. Consider establishing tactical perimeter posts if no immediate field command exists.
4. Consider local, county, regional, and statewide/territorial broadcast as appropriate.
5. Consider establishing a dedicated frequency and dispatcher for the incident.
6. Initiate immediate leads/case-management system. The Simple Leads Management System may be obtained from NCMEC free-of-charge by contacting NCMEC’s Case Management Support at 1-800-THE-LOST (1-800-843-5678). To download the system visit www.missingkids.com, and from the home page click on the “Resources for Law Enforcement” link. Then respectively click on the “Links, Lists, and Tools,” and “Simple Leads Management Software” links.
7. Coordinate resource deployment for field units such as air support and search dogs including the National Association for Search & Rescue® (NASAR) and Urban Search and Rescue (US&R). For more information respectively visit www.nasar.org and www.fema.gov/emergency/usr.
8. Request staging area from Incident Commander to be conveyed to responding law enforcement.
9. Consider creating posters if photographs are available. NCMEC has circulated millions of photographs of missing children and a current recovery rate of 97.5%.

Resources which should be used, and for which contact information should be readily available and organized within your communications center should include, but not be limited to

- 1.** Federal law-enforcement agencies such as the FBI and U.S. Immigration and Customs Enforcement (ICE). For more information respectively visit www.fbi.gov and www.ice.gov.
- 2.** NCMEC at 1-800-THE-LOST (1-800-843-5678). Resource publications may be found at www.missingkids.com.
- 3.** Sex-offender tracking/mapping, attempted-abduction tracking/mapping, and public-record database searches. To obtain contact NCMEC's Case Analysis Division at 1-800-THE-LOST (1-800-843-5678).
- 4.** CART (Child Abduction Response Teams). For more information about CART training visit www.amber-net.org and click on the "Training Schedule" link.
- 5.** CAD System.
- 6.** Law Enforcement Terminal Data System.
- 7.** NCIC Databases. For more information regarding NCIC visit www.fbi.gov. From the home page, under the "Use Our Resources" heading, click on the "For Law Enforcement" link. Then click on the "NCIC, or National Crime Information Center" link. Consider using the "CA" flag for abductions.
- 8.** Nlets, The International Justice & Public Safety Network. For more information visit www.nlets.org.
- 9.** Leads/Tips management system/software. This software is available free-of-charge from NCMEC.
- 10.** Mobile-Data Terminals for communications with field personnel and law enforcement.
- 11.** Public-Information Officers.
- 12.** Search and Rescue teams.
- 13.** K-9 teams.

14. Aviation search resources. For more information research the Forward Looking Infrared System (FLIRS).
15. Global-Positioning Systems.
16. Night-vision equipment.
17. Scanning equipment for photographs and documents.
18. Digital-camera equipment.
19. Mobile-incident, command-post vehicle.
20. Telephone-bank resources/infrastructure.
21. Logging recording system.
22. Instant call-capture and retrieval system through automatic number identification (ANI).
23. Additional staffing.
24. Logistical considerations.

AMBER Alerts

If your agency is involved in an incident for which an AMBER Alert is activated the action items noted below, while important to the primary investigation, will be critically important in supporting accurate activation, messaging, and alert updates.

1. Complete Broadcast and Messaging Follow-Up

- Complete all documentation as defined by agency policy and technology.
- Ensure all agency and state/territorial/regional personnel involved in the AMBER Alert approval and activation process have been notified and supplied with all appropriate information.
- Establish/activate dedicated communication line(s) for incident updates from law-enforcement personnel. As updates are received
 - Make all appropriate broadcasts/rebroadcasts.
 - Develop and disseminate all appropriate electronic messaging.

2. Manage Leads/Tips

- Establish workload and lines of responsibility for taking calls regarding the abduction. If necessary call in additional staff members and supervision.
- Capture leads/tips for investigative staff members and supervisors for determination of validity and subsequent update broadcasts. Consider using leads/case-management software to accomplish this.

3. Follow-Up on Any AMBER Alert Activations and Updates

- Update the NCIC record with the “AA” flag to indicate activation of an AMBER Alert.
- Ensure contact with NCMEC is made. When the proper flags, “CA” and “AA” are used in NCIC, NCMEC will contact your agency. Help ensure contact is properly routed if your communications center is not responsible for interaction with NCMEC. The FBI is automatically notified as well.
- Contact NCMEC at 1-800-THE-LOST (1-800-843-5678).
- Make all appropriate record updates accurately and swiftly.

4. Follow-Up on AMBER Alert Cancellations

- Cancel AMBER Alerts when necessary without delay. In an effort to protect the integrity of the AMBER Alert Program, responsible cancellation is just as important as appropriate activation. If the public is searching for children who have already been recovered, confidence in this program may be lost.
- Alert everyone about the cancellation using the methods employed to issue the alert.

CHILD SEXUAL EXPLOITATION

Child Sexual Exploitation

A CyberTipline® report at NCMEC is a report regarding the sexual exploitation of a child. For more information regarding the CyberTipline visit www.cybertipline.com or call 1-800-843-5678.

Child Sexual Exploitation Classifications on the CyberTipline

These definitions may vary from the definitions used in your jurisdiction.

Possession, Manufacture, and Distribution of Child Pornography

Child pornography is defined as a visual depiction of a minor younger than the age of 18 engaged in sexually explicit conduct (18 U.S.C. § 2256). It is a federal crime to possess, manufacture, and/or distribute child pornography (18 U.S.C. §§ 2251 *et seq.*).

Online Enticement of Children for Sexual Acts

It is a federal crime to use the Internet to knowingly persuade, induce, entice, or coerce a child younger than the age of 18 to meet for sexual acts or attempt to arrange such a meeting (18 U.S.C. § 2422(b)).

Child Prostitution

It is a federal crime to knowingly recruit, entice, harbor, transport, provide, or obtain by any means a child younger than the age of 18 to engage in a commercial sex act. It is also illegal to benefit, either financially or by receiving anything of value, from participation in a child prostitution venture (18 U.S.C. § 1591).

Sex Tourism Involving Children

It is a federal crime for a U.S. citizen to travel abroad intending to engage in sexual activity with a child younger than 18 that would be illegal if it occurred in the U.S. (18 U.S.C. § 2423). Individuals who commit these crimes are subject to prosecution in the U.S. even if the crime was committed on foreign soil.

Extrafamilial Child Sexual Molestation

Extrafamilial child sexual molestation is the sexual molestation of a child by someone other than a family member.

Unsolicited Obscene Material Sent to a Child

It is a federal crime to send obscene material to a child younger than the age of 16 if the sender knows the recipient is younger than the age of 16 (18 U.S.C. § 1470).

Misleading Domain Name

It is a federal crime to knowingly use a misleading domain name on the Internet with the intent to deceive a minor into viewing material that is harmful to minors (18 U.S.C. § 2252B(b)).

Misleading Words or Digital Images on the Internet

It is a federal crime to knowingly embed words or digital images into the source code of a website with the intent to deceive a minor into viewing material that is harmful to minors (18 U.S.C. § 2252C).

Extrafamilial Versus Intrafamilial Sexual Abuse/Exploitation

Extrafamilial sexual exploitation involves a nonfamily member. Intrafamilial sexual exploitation is sexual abuse by a family member. A family member is defined as a person who is related by blood or marriage. Traditional cases of intrafamilial sexual abuse are not covered by NCMEC; however, non-traditional incest cases are covered, as well as all extrafamilial cases.

Examples of non-traditional incest cases may include the offender

- Abusing or exploiting other children in addition to his or her own children
- Taking pictures of his or her own children or others in sexual situations
- Prostituting his or her child

Other Resources Regarding Child Sexual Exploitation

NCMEC's Child Victim Identification Program (CVIP) serves as the national clearinghouse for child-pornography cases across the country and is the main point of contact to international agencies about child-pornography victims. Not only can case and image information be queried at NCMEC, which may be important in securing convictions and sentences, but the CVIP Analysts, after working with child-pornography images for years, have extensive institutional knowledge of the pictures and suspects. All of this information may be useful to law-enforcement agencies, whether they have worked numerous child-pornography cases before or this is the first child-sexual-exploitation case they have worked.

NCMEC's Exploited Children Division (ECD) provides technical assistance to law-enforcement agencies and prosecutors in child-exploitation investigations and serves as a resource center for families, law enforcement, and the public about the issues surrounding the sexual exploitation of children.

In June 2003 the FBI, in conjunction with NCMEC and the U.S. Department of Justice's (DOJ) Child Exploitation and Obscenity Section, launched the Innocence Lost National Initiative. Their combined efforts were aimed at addressing the growing problem of domestic child sex slavery in the form of child prostitution in the United States.

In the years since its inception, the Initiative has resulted in the development of 38 dedicated task forces and working groups throughout the United States involving federal, state, and local law-enforcement agencies working in tandem with U.S. Attorney's Offices. For more information about this Initiative visit www.fbi.gov/innolost/innolost.htm.

Other Types of Child Sexual Exploitation Cases

Most law-enforcement agencies are mandated by law to notify their child-protective services agency and/or prosecutor's/district attorney's office of any intrafamilial abuse. This protocol needs to be established **before** a call is received. When a traditional incest case by a family member is encountered other organizations may be considered such as

Childhelp®

15757 North 78th Street
Scottsdale, Arizona 85260-1629
1-800-4-A-CHILD (422-4453)
480-922-8212/Fax: 480-922-7061
www.childhelp.org

Child Welfare League of America

2345 Crystal Drive, Suite 250
Arlington, Virginia 22202-4815
703-412-2400/Fax: 703-412-2401
www.cwla.org

Child Welfare Information Gateway

Children's Bureau/ACYF
1250 Maryland Avenue, Southwest, Eighth Floor
Washington, DC 20024-2141
1-800-394-3366
Fax: 703-385-3206
www.childwelfare.gov

QUESTIONS

Questions for the Reporting Person (RP) Regarding Child Pornography

NOTE: Images of nude children may constitute child pornography. The suggestions noted below are designed to help the public-safety telecommunicator obtain critical information that may no longer exist once investigative personnel are called.

Where Did the RP View the Child Pornography?

Website

1. What is the specific Uniform Resource Locator (URL) or Web address?
2. When did the RP access the website?
3. Describe the images including the type of activity and estimated age of the child.
4. Did the RP find an e-mail address or any other identifying information for the person who created this website?
5. Does this website require a username and password?

Newsgroup

1. What was the exact name of the newsgroup?
2. What is the e-mail address of the individual who posted the child-pornography images? Get the complete information about the e-mail address and screenname of the posting person.
3. How many postings did this individual make?
4. Describe the images viewed including the type of activity and estimated age of the child.
5. What time and date were these postings made?

E-Mail

1. What is the e-mail address of the individual who sent the child pornography?
2. How many images were sent?
3. What time and date were the e-mails sent to the RP?

4. Describe the images including the type of activity and estimated age of the child.
5. Was this an unsolicited e-mail or did the RP have prior communications with this individual?
6. Did the RP “save” any of the e-mails and/or images?

Chatroom

1. What is the name of the chatroom, and where is it located such as AOL, Inc.[®], or Yahoo![®]?
2. What was the suspect’s screenname or e-mail address?
3. How many child-pornography images were viewed or traded?
4. Describe the images including the type of activity and estimated age of the child.
5. What was the exact time and date of this incident?
6. Did you write down any of the related chat or images?

Internet Relay Chat (IRC)

1. What was the exact name of the channel on which the network is located such as DALnet, Eris Free network or EFnet, or Undernet?
2. What was the offender’s nickname/handle?
3. Do you know the specific Internet Protocol (IP) address the suspect was using?
4. How many child-pornography images were posted or traded by this suspect?
5. Describe the images including the type of activity and estimated age of the child.
6. What was the exact time and date of this incident?
7. Did you write down any of the related chat or images?

“I Seek You”: A Type of Instant Messenger Program (ICQ)

1. What was the offender’s ICQ number and e-mail address?
2. How many child-pornography images did this individual send?
3. Describe the images including the type of activity and estimated age of the child.
4. Did you write down any of the related chat or images?

For All Reports of Child Pornography

- 1.** Did you download the child-pornography images?
- 2.** Did you specifically save these images onto a particular drive on your computer? If so, where?

Questions for the RP Regarding Child Sexual Molestation

The questions outlined here are intended to provide intake assistance for both public-safety telecommunicators as well as field/investigative officers to help ensure no aspect of intake for these incidents is missed.

Questions Regarding the Incident

- 1.** Who is the caller? If the caller is the victim or the first person to whom the victim disclosed the information
 - Immediately forward the call to a sworn investigator.
 - Carefully explain the call is being forwarded to an investigator and maintain communication to prevent the caller from thinking he or she has been cut off or placed on hold.
- 2.** If the caller is not the victim or the first person to whom the victim disclosed the information ask him or her if the child is in immediate danger? It is critical the public-safety telecommunicator and investigating officer work as a team to carefully gather and compile the information noted below, with the ultimate goal of protecting the victim and supporting a successful prosecution of the offender(s).
 - How was the child victimized?
 - When and where did the victimization occur?
 - When and to whom did the child first disclose the victimization? This information needs to be immediately conveyed to the investigator if the call was not already forwarded to that person.

Questions Regarding the Suspect

1. What is the relationship between the suspect and child?
2. What is the relationship between the RP and suspect?
3. What access, if any, does the suspect still have to the child victim?
4. What access, if any, does the suspect have to other children?

Critical Questions to Ask

1. Is there any contact information?
2. Has the child been examined medically?

Questions for the RP Regarding Child Victims of Prostitution

If the RP has information about a suspect, such as a pimp or john, or concrete information about the child victim ask the series of questions noted below based on the child's status.

If the Child Is Currently Missing

1. How does the child know the suspect?
2. How long has the child known the suspect?
3. Is it believed the suspect took the child over state/territorial boundaries?
4. Has the child changed his or her circle of friends recently? If so, has the RP provided the names of those people?
5. Where is the child being victimized?
6. If that is not known, are there any local hangouts believed to be fronts for prostitution?

If the Child is Not Currently Missing

1. Why does the RP believe the child is a victim of prostitution?
2. How does the RP know this information?

3. Has the child been victimized in this way in the past?
4. How does the child know the suspect, if there is a suspect, and what length of time have they been associating?
5. Are there any additional children who may be currently victimized in this way? If so, has the RP provided the names of those people?
6. Where is the child being victimized? If that is not known, are there any local hangouts believed to be fronts for prostitution?

Questions for the RP Regarding Online Enticement of Children for Sexual Acts

If the Case Involves a Child and Suspect

1. What is the suspect's e-mail address?
2. What is the child's e-mail address?
3. How long have they been communicating on the Internet?
4. What Internet forums, chatrooms, or social-networking websites were they using to communicate?
5. Have their conversations been sexually explicit and/or have they discussed the possibility of the child or suspect traveling to meet in person?
6. Has the child received any images from the suspect?
 - Are they pictures of the suspect?
 - Are they pornographic in nature?
7. Does the RP have any logged conversations or saved e-mails?
8. Have the child and suspect communicated over the telephone?
9. Has the suspect or child sent anything to one another through the U.S. Postal Service® or other delivery services?
10. Does the RP believe the child will run away or meet the suspect in person?

**QUESTIONS:
ONLINE
ENTICEMENT**

If the Case Exclusively Involves a Known Suspect

1. Why is the RP reporting the suspect?
2. What is the suspect's e-mail address, screenname, or handle?
3. What was the time and date of the incident?
4. What Internet forums, chatrooms, or social-networking websites was the suspect using?
5. Was the suspect being sexually explicit in his or her communications?
6. Does the RP have any logged conversations or saved e-mails?

If the Case Exclusively Involves a Child

1. How was the child victimized?
2. What is the child's e-mail address, screenname, or handle?
3. What was the time and date of the incident?
4. What Internet forums, chatrooms, or social-networking websites was the child using?

If the Child May Be Missing With an Adult Internet Companion

1. What is the suspect's e-mail address?
2. What is the child's e-mail address?
3. How long have they been communicating on the Internet?
4. What Internet forums or chatrooms were they using to communicate?
5. Did the child meet the suspect on a social-networking website?
 - A social-networking website is an online community where people from all over the world can meet and share common interests. There are several hundred social-networking websites. Most of them are free to join and allow users to set up their own personalized profile or blog. Often, users will list their location, age, gender, and interests. Many social-networking websites also allow users to post pictures, make comments on other people's profiles or blogs, and search for other users.
 - Well-known, social-networking websites include Facebook, Hi5, MySpace®, Twitter, and Xanga®.

6. Have their conversations been sexually explicit and/or have they discussed the possibility of the child or suspect traveling to meet in person?
7. Has the child received any images from the suspect?
 - Are they pictures of the suspect?
 - Are they pornographic in nature?
8. Does the RP have any logged conversations or saved e-mails?
9. Have the child and suspect communicated over the telephone?
10. Have the suspect or child sent anything to one another through the U.S. Postal Service or other delivery services?

Additional Resource Information Regarding Online Enticement

Internet Crimes Against Children (ICAC) Task Forces

The U.S. Department of Justice currently provides funding for more than 60 ICAC Task Forces across the United States. They serve as an excellent resource for assistance when investigating Internet-related crimes committed against children. Visit www.icactraining.org to locate the Task Force serving your area.

Electronic Service Providers

Electronic Service Providers (ESP) are required to report apparent child pornography to the CyberTipline in accordance with Title 18 U.S.C. 2258A. Whoever provides an electronic communication service or a remote computing service to the public through a facility or means of interstate or foreign commerce is required to report. NCMEC created a secure CyberTipline specifically for ESPs. This secure website requires the ESP to register in order to obtain a username and password. Once registered an ESP may begin to report apparent child pornography to the secure CyberTipline. Only registered ESPs have the ability to upload images of apparent child pornography to the report. Only registered ESPs are given a receipt for complying with Title 18 U.S.C. 2258A when they submit a report using the secure mechanism.

LOCAL RESOURCES

The form consists of three sections, each beginning with a small circle on a vertical red line. Each section is followed by a series of horizontal lines for writing.

- Section 1: Circle on the first horizontal line, followed by 7 more horizontal lines.
- Section 2: Circle on the first horizontal line, followed by 7 more horizontal lines.
- Section 3: Circle on the first horizontal line, followed by 7 more horizontal lines.

ADDITIONAL INFORMATION

Below please find helpful links.

- NCMEC website www.missingkids.com
- Information pertaining to sex offenders www.missingkids.com/sexoffenders
- Information pertaining to AMBER Alerts www.missingkids.com/amber
- U.S. Department of Justice information about AMBER Alerts www.amberalert.gov
- Information about NCMEC training www.missingkids.com/training
- Information to help law enforcement www.missingkids.com/lawenforcement
- Information to help telecommunicators and about training www.missingkids.com/911
- Information about AMBER Alert training www.amber-net.org

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