

**THE CITY OF SHAKER HEIGHTS  
DEPARTMENT OF POLICE**

**GENERAL ORDER:** 4107  
**SUBJECT:** Missing Persons  
**EFFECTIVE DATE:** December 7, 2011  
**REVIEW:** Annually  
**AMENDS/SUPERSEDES:** G.O. 4107 dated  
February 25, 2011  
**CALEA STDS:** 41.2.5-41.2.6

**I. POLICY**

Many missing person reports involve individuals who have voluntarily left home for personal reasons, while other reports are often unfounded or quickly resolved. However, there are many instances in which persons disappear for unexplained reasons and under circumstances where they may be considered at risk. The roles of the dispatcher and initial responding officer are critical in identifying the circumstances surrounding missing persons and in identifying those persons at risk.

Therefore, it is the policy of this agency that all reports of missing persons be given full consideration and attention by members of this agency to include careful recording and investigation of factual circumstances surrounding the disappearance in accordance with this policy. Particular care shall be exercised in instances involving missing children, including runaway, abandonment, abducted, or other missing status. A missing child is considered *at risk* until significant information to the contrary is confirmed. Whether a missing person is an adult or a child, those who may be mentally or physical impaired or others who are insufficiently prepared to take care of themselves are considered *at risk*.

**II. PURPOSE**

The purpose of this policy is to establish responsibilities and guidelines for the investigation of missing persons.

**III. DEFINITIONS FOR MISSING CHILDREN**

- A. NONFAMILY ABDUCTION in which a child is taken by an unknown individual, through force or persuasion, usually in furtherance of additional victimization.
- B. FAMILY ABDUCTION in which a noncustodial family member flees with a child, usually in direct violation of a court ordered custody arrangement.
- C. RUNAWAY child, most often a teenager, who leaves home voluntarily for a variety of reasons.
- D. LOST OR OTHERWISE MISSING child, who becomes separated from parents or caretakers under circumstances not indicating the likelihood of an abduction or voluntary absence.

- E. THROWN AWAY whose caretaker makes no effort to recover the child who has run away or who has been abandoned or deserted.

#### IV. PROCEDURES

##### A. Reporting/Classification of Missing Persons

1. There is no waiting period for reporting a missing person. Missing person reports shall be taken in-person in conformance with the criteria of this policy and the criticality of the incident.
2. A person may be declared "missing" when his/her whereabouts are unknown and unexplainable for a period of time that is regarded by knowledgeable parties as highly unusual or suspicious in consideration of the subject's behavior patterns, plans or routines.
3. An individual may be considered "missing-critical" who meets the foregoing criteria and who, among other possible circumstances:
  - a. May be the subject of foul play;
  - b. Because of age (young or old), may be unable to properly safeguard or care for himself/herself;
  - c. Suffers from diminished mental capacity or medical conditions that are potentially life-threatening if left untreated/unattended;
  - d. Is a patient of a psychiatric institution and is considered potentially dangerous to himself or others;
  - e. Has demonstrated the potential for suicide; or
  - f. May have been involved in a boating, swimming or other sporting accident or natural disaster.
  - g. Persons with Alzheimer's disease or a related dementia who wander from the safety of their homes and caregivers and become lost. See General Order 4123 A Child is Missing Alert Program and General Order 4117 for Alzheimer's Association Safe Return Program.
4. Reports of juveniles who have voluntarily left home (i.e., "runaways") should be classified as such only after thorough investigation.
5. Based on the outcome of initial inquiries, a decision may be made concerning the potential danger posed to the missing person and the urgency of police response.
6. Based on the individual circumstances of each case, the age of the missing person, and whether or not foul play and suspicious circumstances exist, further action required by law will be determined based on that investigation:

- a. If the missing person is at least eighteen (18) but less than twenty-one (21) years of age, a report must be taken and the information contained in the initial report must be entered into National Crime Information Center (NCIC) immediately. If additional information is received regarding a report on a missing person at least eighteen (18) but less than twenty-one (21) years of age, that information must be entered into National Crime Information Center (NCIC) immediately
7. The following conditions apply to missing persons who are 21 years of age and older:
    - a. If foul play is suspected, the information contained in the report must be entered into NCIC within seven (7) days.
    - b. If no foul play and the subject has not returned, the information contained in the report must be entered into NCIC within thirty (30) days.
    - c. If no foul play was indicated initially but evidence of such becomes known to the agency before the end of the seven day period, the information contained in the report must be entered into NCIC before the end of that seven (7) day period.
    - d. If no foul play was indicated initially but evidence of such becomes known to the agency after the seven day period, the information contained in the report must be entered into NCIC within forty eight (48) hours.
  8. When a missing person has been located, all information shall promptly be removed from NCIC.

B. Initial Report Taking

1. The initial report taker must gather as much pertinent information as possible in order to properly classify a missing person report and initiate proper response. This includes the following information:
  - a. Name, date of birth, age, social security number, address, and physical description of the subject and relationship of the reporting party to the missing person.
  - b. Time and location of last known contact and the identity of anyone accompanying the subject.
  - c. The extent of any search for the subject.
  - d. Whether the subject has been missing on prior occasions and the degree to which the absence departs from established behavior patterns, habits or plans.

- e. Whether the individual has been involved recently in:
    - 1) Domestic incidents;
    - 2) Suffered emotional trauma or life crises;
    - 3) Demonstrated unusual, uncharacteristic or bizarre behavior; or
    - 4) Is dependent on drugs or alcohol or has a history of mental illness.
  - f. The current physical condition of the subject and whether the person is currently on prescription medication.
2. If the missing person is a child (**under 18**), inquiry should also determine if the child:
- a. Is or may be with any adult/juvenile who could cause him/her harm;
  - b. May have been the subject of a parental abduction;
  - c. Has previously run away from home, has threatened to do so or has a history of explainable or unexplainable absences for extended periods of time;
  - d. The definition under which the child is reported missing;
  - e. Absent from home for more than 24 hours before being reported as missing.
3. A supervisory officer shall be notified immediately upon classification of a report as "missing-critical."
4. If circumstances indicate the activation of the A Child is Missing Alert Program (ACIMA), see General Order 4123 A Child is Missing Alert Program.
5. **Two Hour Entry Times for Missing Children (under 18) or Unidentified Persons – per LEADS, once any agency has obtained the minimum mandatory data for entry of an NCIC record, the agency has two (2) hours to complete the entry.**
- a. **The 2-hour clock may start if an agency receives a phone call and verbally obtains the minimum mandatory data over the phone.**

OR

- b. **If the agency receives a phone call and an officer is sent to the scene to gather the minimum mandatory data for an NCIC entry, the 2-hour clock begins when the minimum mandatory data for entry is obtained by the officer on the scene.**

C. Preliminary Investigation

The preliminary investigation shall also be used to gather additional information and to take those steps that will aid in the search for and location of a missing person. This includes gathering the following types of information and materials:

1. Complete description of the subject and a recent photograph.
2. Details of any physical or emotional problems identified in items B-1-e and f of this policy.
3. Identity of the last person(s) to have seen the subject as well as friends, relatives, coworkers or associates who were or may have been in contact with the subject prior to disappearance.
4. Plans, habits, routines and personal interests of the subject including places frequented or locations of particular personal significance.
5. Indications of missing personal belongings, particularly money and other valuables.
6. Any suggestions of foul play or accident.
7. In the case of missing children (**under 18**), officers shall be particularly cognizant of information that may suggest the potential for parental abduction or the possibility of stranger abduction, as well as:
  - a. The presence of behavioral problems;
  - b. Past instances of running away;
  - c. Signs of an abusive home environment or dysfunctional family situation;
  - d. Whether the child is believed to be with adults who may pose a danger;
  - e. The name and location of the school attended by the child and any persons who may be responsible for private transportation to and from the location.
  - f. If circumstances indicate the activation of an AMBER Alert (America's Missing: Broadcast Emergency Response System) the Chief of Police shall be contacted. See General Order 4119 for AMBER Alert criteria and activation procedures.
8. Upon verification of a missing person, a missing person report shall be completed and appropriate entries made in state and national information databases in accordance with established procedures (e.g.: NCIC and The National Center for Missing and Exploited Children). (See Section IV.A.6-8).

- a. **Two Hour Entry Times for Missing Children (under 18) or Unidentified Persons – per LEADS, once any agency has obtained the minimum mandatory data for entry of an NCIC record, the agency has two (2) hours to complete the entry.**
  - i. **The 2-hour clock may start if an agency receives a phone call and verbally obtains the minimum mandatory data over the phone.**

OR

- ii. **If the agency receives a phone call and an officer is sent to the scene to gather the minimum mandatory data for an NCIC entry, the 2-hour clock begins when the minimum mandatory data for entry is obtained by the officer on the scene.**
- 9. In the case of persons designated as "missing-critical," a supervisory officer may direct that:
    - a. The dispatcher broadcast to all persons on duty all information necessary to identify the missing person, and
    - b. Authorize mobilization of resources necessary for an area search.

D. Follow-up Investigation

Follow-up investigations of missing persons should include but should not be limited to the following actions and activities:

- 1. Request release of dental records and any fingerprints available.
- 2. Contact hospitals and the coroner's office as appropriate for injured or deceased persons fitting the description of the missing person.
- 3. Thoroughly check the location at which the missing person was last seen and conduct interviews as appropriate with persons who were with the individual or who may work in or frequent the area.
- 4. Conduct interviews with any additional family, friends, work associates, schoolmates and teachers as well as school counselors and social case workers, as appropriate, to explore the potential for foul play, voluntary flight, or, in the case of juveniles, parental kidnapping or running away.
- 5. Provide identification and related information to all elements of this agency, neighboring police agencies and, if parental or stranger-to-stranger abduction is suspected, the FBI.
- 6. Decisions to use local media to help locate missing persons shall be made with the approval of the Chief of Police and the missing person's family.

7. The lead investigator shall maintain routine on-going contact with the missing person's closest relative concerning progress of the investigation. These and other relevant individuals shall be informed that they must notify the lead investigator as soon as any contact is made with the missing person.
8. After a person has been missing for 30 days, use of the Ohio Attorney General's "Project Link" program should be considered. This program uses the DNA samples of relatives of missing persons to be compared against the samples of DNA profiles in the database which are those of unidentified human remains.

The program operates through BCI&I and the Ohio Missing Children Clearing House. The state database link is also linked to other states, which allows searching other states' unidentified remains DNA databases.

If relatives elect to participate in the program, the following procedures should be followed:

- a. Request a "LINK" kit from BCI&I by contacting BCI&I's Criminal Intelligence Unit at (740) 845-2100.
  - 1) The kits are free of charge and contain instructions for usage.
- b. The completed kit should be returned to the following address:

Ohio Bureau of Criminal  
Identification & Investigation  
ATTN: CIU  
P.O. Box 365  
London, OH 43140
- c. Personal belongings may also be submitted for testing such as:
  - 1) Toothbrush, razor, pillow case, hairbrush, inhaler, article of clothing, etc.
- d. Since children inherit half their DNA from their biological mother and the other half from their biological father, the best possible DNA link would come from samples provided by the biological parents or children of the missing person.
- e. Advise providers that no personal identifiable information will be entered into the LINK database. Only their DNA profiles will be searched through the DNA profiles of unidentified human remains in the LINK database.

9. Additional Investigative Resources

- a. Missing Children's Clearing House through the Attorney General's office: 614/466-5610

- b. National Center for Missing Adults: 1/800/690-FIND
- c. Cleveland FBI office: 216/522-1400
- d. A Child Is Missing: 1/888/875-2246
- e. Cuyahoga County Coroner's office: 216/721-5610
- f. <http://www.locateposters.org> - for missing persons posters
- g. CART activation, if warranted
- h. Center for Human Identification: 1/800/763-3147

E. Additional Follow-up Responsibilities of Juvenile Unit for Missing Juveniles

- 1. The report is made available to the Missing Children Information Clearinghouse through the Bureau of Criminal Identification and Investigation.
- 2. No later than 30 days after the original entry into LEADS and NCIC computer networks, Juvenile Unit personnel shall review the original entry for verification and provide the Communication's Center with any additional information (i.e., medical and dental records) to use in updating the entry.
  - a. NCIC forms shall be used for the collection of dental information.
    - 1) Dental History Form (Appendix A).
    - 2) Missing Person Dental Report (Appendix B)
- 3. Juvenile Unit personnel shall institute or assist with appropriate search and investigation procedures.
- 4. Juvenile Unit personnel shall maintain close liaison with the National Center for Missing and Exploited children for the exchange of information and technical assistance in the missing children cases.

F. Unidentified Persons Reports – Whether Living or Deceased

- 1. The responding officer shall obtain a complete description of the individual.
- 2. **Two Hour Entry Times for Missing Children (under 18) or Unidentified Persons – per LEADS, once any agency has obtained the minimum mandatory data for entry of an NCIC record, the agency has two (2) hours to complete the entry.**
  - a. **The 2-hour clock may start if an agency receives a phone call and verbally obtains the minimum mandatory data over the phone.**

OR



- b. **If the agency receives a phone call and an officer is sent to the scene to gather the minimum mandatory data for an NCIC entry, the 2-hour clock begins when the minimum mandatory data for entry is obtained by the officer on the scene.**
- 3. Utilize all available resources to aid in identification of the person.
  - a. If the unidentified person is determined to be a child, the National Center for Missing & Exploited Children may be used.
- 4. Upon identification confirmation, all agencies and information systems previously contacted for assistance will be notified and updated. (See Section IV.A.6-8)
  - a. A copy of any Locate, clearance, or cancel received or sent on shall be forwarded to the Investigative Bureau by Communications Center personnel sending or receiving such information.

G Abandoned Children

- 1. Responding officer shall take the child into custody.
- 2. If the child appears to have any health concerns, appropriate medical attention shall be provided to him/her.
- 3. Interview the child to attempt to determine the circumstances of the abandonment and the identity of parents/guardians.
- 4. The Juvenile Unit shall conduct an appropriate investigation to determine possible criminal charges against the parent/guardian.

H. Ohio's SAFE HAVENS for NEWBORNS Law Requirements

To provide the birth parents of a newborn an alternative to abandonment of the child, Ohio's Safe Havens law permits a parent of a newborn infant who has not been abused or neglected, and is less than 30 days old to lawfully surrender the child to:

- a medical worker at a hospital
- a medical worker at a fire department or other emergency service organization
- or a peace officer at a law enforcement agency.

Officers should familiarize themselves with the requirements of this law as outlined below:

- 1. Only the birth parent(s), mother or father, can surrender the infant to a safe haven. The law provides protections from prosecution only for the child's parents.
- 2. A birth parent may take a newborn infant to a safe haven at any time until the

child is thirty (30) days old without prior notification to the safe haven.

3. The birth parent is NOT required to provide ANY information, including their name to the authorized Safe Haven official. It is suggested that the parent be asked to provide any basic medical information concerning the infant (Appendix C), however, no information may be compelled from the birth parent.
4. If the infant needs medical attention, it must be provided. The Safe Haven official accepting the infant must contact Cuyahoga County Children and Family Services, who will take custody of the infant for placement with an adoptive home.
5. If any of the criteria above are not met such as the infant appears abused, neglected, older than 30 days old, or it appears that the person may not be the actual birth parent of the infant, officers may detain the person, and conduct a complete investigation.

I. Recovery of Missing Persons and Case Closure

1. Competent adults, having left home for personal reasons, cannot be forced to return home. Officers locating such individuals shall:
  - a. Advise them that they are the subject of a missing person investigation;
  - b. Ask if they desire the reporting party or next-of-kin to be notified of their whereabouts; and
  - c. Make provisions to transmit this information to the reporting party or next-of-kin if permitted by the missing person.
2. In all cases, reporting parties shall be informed of the well-being of located missing persons.
  - a. Unless criminal matters necessitate other action, desires of missing persons not to reveal their whereabouts shall be honored.
3. Missing persons shall be questioned to establish the circumstances surrounding their disappearance and whether criminal activity was involved.
4. In cases involving juveniles, officers shall ensure that
  - a. The juvenile receives medical attention if necessary in a timely manner;
  - b. Initial questioning of the youth identifies the circumstances surrounding the child's disappearance, any individuals who may be criminally responsible and/or whether an abusive or negligent home environment was a contributory factor; and
  - c. That parents, guardians and/or the person reporting the missing youth are notified in a timely manner.

5. Upon location of a missing person, all agencies and information systems previously contacted for assistance will be notified or updated.
  - a. A copy of any Locate, clearance, or cancel received or sent on LEADS shall be forwarded to the Investigative Bureau by Communications Center personnel sending or receiving such information.
6. Where indicated, proper follow-up action shall be taken for abuse and neglect cases.
7. The follow-up report shall include a complete narrative on the whereabouts, actions and activities of children while missing.
8. Where indicated, criminal charges shall be filed with the prosecutor's office.


J. Cuyahoga County Sheriff's Office  
Missing Persons Facebook Page Law Enforcement Protocol

Any law enforcement agency in Cuyahoga County may submit active missing person cases. Investigative Unit personnel shall be responsible for these submissions and only those submissions utilizing the following protocols will be accepted.

- a. The missing person must be entered into the LEADS/NCIC database prior to submission to the Sheriff's Office.
- b. All submissions will be done electronically. No mailed submissions will be accepted.
- c. All submissions must have a photograph of the missing person supplied by the investigating law enforcement agency.
- d. The attached format for submitting information must be strictly adhered to (Appendix D).
  - i. The form must be: filled out completely, picture inserted, saved, then emailed to [jfobrien@cuyahogacounty.us](mailto:jfobrien@cuyahogacounty.us). CCSO will convert the submission to Facebook language.
  - ii. In the case of a missing juvenile, prior to submission, a copy of the completed form should be printed and a line added, "I/We grant permission for the Cuyahoga County Sheriff's Office to feature my Missing Child on Facebook," with space for the guardian to initial.
- e. There must be an email link attached to the submission back to the originating law enforcement agency, preferably directly to the detective assigned to the case. No submissions will be accepted and posted on the Facebook page without an email link.

- f. The Sheriff's Office will not assume responsibility for monitoring or investigating leads submitted by the community to the originating law enforcement agency.
- g. The Sheriffs Office will *assist*, upon request, any law enforcement agency, with a tip or lead generated by the public that was forwarded to the appropriate agency via the Sheriff's Office Facebook page.
- h. County law enforcement agencies in the county are limited to a maximum submission of ten (10), missing persons and five (5) cold case missing persons per week. "Cold Case" status will be determined by the originating submitting agency. Missing persons can be either adult or juveniles but no more than ten (10) per week.
  - i. For "Cold Case" determination, see G.O. 4202 Case Screening System.
- i. It will be the responsibility of the submitting Investigative Unit personnel to contact the Sheriffs Office when the missing person is found and the LEADS/NCIC entry is cleared, so the person can be removed from the Facebook page.

Approved by the order of:



D. Scott Lee  
Chief of Police

DENTAL HISTORY INFORMATION

Missing Person's Name \_\_\_\_\_ Date of birth \_\_\_\_\_

Investigating Agency's Name \_\_\_\_\_ Agency Case Number \_\_\_\_\_

Investigating Officer's Name \_\_\_\_\_

.....  
The information requested on these forms will be used to assist in the identification process. Your cooperation in completing these forms is appreciated.

AUTHORIZATION TO RELEASE DENTAL RECORDS

I am the parent/legal guardian/next of kin of the above-named missing person and I hereby authorize the release of medical records to assist criminal justice agencies in locating the missing person.

\_\_\_\_\_  
Signature of Parent/Legal Guardian/Next of Kin

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State and Zip

\_\_\_\_\_  
Telephone Number

## NCIC Missing Person Dental Report

**SECTION 1**

Patient Name: \_\_\_\_\_ Age at Disappearance: \_\_\_\_\_ Case #: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Date Completed: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone #: \_\_\_\_\_ NCIC #: \_\_\_\_\_ X-Rays Available?  Yes  No  
 Dental Models Available?  Yes  No Dental Photographs Available?  Yes  No

### DENTAL CHARACTERISTICS

**SECTION 2**

<b>Upper Right</b>	
01 (18)	_____
02 (17)	_____
03 (16)	_____
04 (15)	_____
05 (14)	_____
06 (13)	_____
07 (12)	_____
08 (11)	_____
<b>Upper Left</b>	
09 (21)	_____
10 (22)	_____
11 (23)	_____
12 (24)	_____
13 (25)	_____
14 (26)	_____
15 (27)	_____
16 (28)	_____

<b>Lower Left</b>	
17 (38)	_____
18 (37)	_____
19 (36)	_____
20 (35)	_____
21 (34)	_____
22 (33)	_____
23 (32)	_____
24 (31)	_____
<b>Lower Right</b>	
25 (41)	_____
26 (42)	_____
27 (43)	_____
28 (44)	_____
29 (45)	_____
30 (46)	_____
31 (47)	_____
32 (48)	_____

(Numbers in parenthesis represent FDI System.)

**SECTION 3**

### DENTAL CODES

- |  |  |
|--|--|
| X = Tooth has been removed or did not develop            | F = Facial or Buccal Surface Restored                          |
| V = Tooth is unrestored or no information (Default Code) | L = Lingual Surface Restored                                   |
| M = Mesial Surface Restored                              | C = Lab Processed or Prefabricated Restoration                 |
| O = Occlusal/Incisal Surface Restored                    | R = Endodontic Treatment                                       |
| D = Distal Surface Restored                              | / = Tooth present but clinical crown missing (i.e. fractured)* |

(\*The code "/" is used differently for the Unidentified Person Dental Report)

**SECTION 4**

### DENTAL REMARKS

ALL (All 32 teeth are present and unrestored)       UNK (No dental information available)

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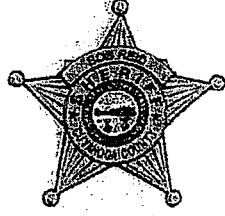


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Ohio Department of Job and Family Services  
**VOLUNTARY MEDICAL HISTORY FOR SAFE HAVENS**

County _____		Today's Date _____																																								
Child's First Name _____		Birth Date _____	Check all that apply																																							
<input type="checkbox"/> Male <input type="checkbox"/> Female		Time of Birth _____	<input type="checkbox"/> Asian <input type="checkbox"/> African American <input type="checkbox"/> Hawaiian/Pacific Islander <input type="checkbox"/> Native American																																							
<b>ABOUT THE PREGNANCY</b>																																										
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<b>FAMILY HEALTH HISTORY</b>																																										
Check if any apply to the birth father, birth mother, or extended family (e.g., aunt, uncle, sister, brother, cousin, grandparent, etc.)																																										
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Was the baby born? <input type="checkbox"/> At Home <input type="checkbox"/> At the Hospital <input type="checkbox"/> Other: please explain _____																																										
Was the baby premature? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure If Yes, how many weeks premature? _____		Did you receive pre-natal care? <input type="checkbox"/> Yes <input type="checkbox"/> No																																								
Did you take prescribed medication(s) during your pregnancy? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what? _____		Did you take over-the-counter medication(s) during your pregnancy? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what? _____																																								
This form is being provided to you in order to obtain medical information about your child. The form may be fully or partially completed, and may be completed at the same time as delivering the child and no legal consequence will result from failure to complete any part of this or at a later time. This form is completely voluntary.																																										

# Cuyahoga County Sheriff's Office



## Missing Person

Type Missing Person Name Here

**Classification** Type in: Missing Adult / Endangered Missing Adult / Missing Juvenile / or Endangered Missing Juvenile

**Date of Birth:**

**Date Missing:**

**From City/State**

**Age at Time of Disappearance:**

**Gender:**

**Race:**

**Height:**

**Weight:**

**Hair Color**

**Eye Color**

**Complexion**

**Identifying Characteristics**

**Clothing**

**Circumstances of Disappearance/  
Facts of Interest**

**Investigative Agency / Case #**

**Officer Contact (NAME, EMAIL, PHONE):**

Click On this space, then click Insert / Picture / From File