

NYS Missing Persons Clearinghouse Law Enforcement Information

WHO WE ARE

The Missing Persons Clearinghouse (MPC) is staffed by professionals with extensive experience handling missing person cases. They support law enforcement officials investigating cases involving children under 21, college students and vulnerable adults who have gone missing as well as unidentified person investigations.

HOW WE HELP

- Operate a 24/7 hotline: **800-346-3543**
- Administer three alerts: Missing Child Alert, Missing College Student Alert, Missing Vulnerable Adult Alert
- Publicize cases online, through social media and the distribution of printed and electronic posters
- Provide short- and long-term investigative assistance to law enforcement:
 - Database searches: Accurant, DMV, NCIC Offline, Federal Parent Locator Service, Carfax and others
 - Social media, Open-source Intel searches, Spotlight
 - Assistance with missing person record entry, modify and cancel, entering dental, medical and DNA
 - Flag birth and school records of missing children
- Provide training for law enforcement officers
- Develop and distribute procedures and best practice guides for law enforcement agencies
- Provide support to family members of children, college students and vulnerable adults who are missing
- Community education programs

ALERTS

- **Missing Child Alert:** Activated when a child younger than 21 is missing and believed to be at serious risk of harm or death. This may include special circumstances, such as a cognitive impairment, medical condition, suicidal, or other extreme risk.
- **Missing College Student Alert:** Activated when a college student of any age is missing and is deemed to be at credible risk of harm or death.
- **Missing Vulnerable Adult Alert:** Activated when an individual who is 18 or older; has a cognitive disorder, brain injury or mental disability; is reported missing; and is at credible risk of harm. This includes individuals with autism, dementia or Alzheimer's disease.

Alert Distribution:

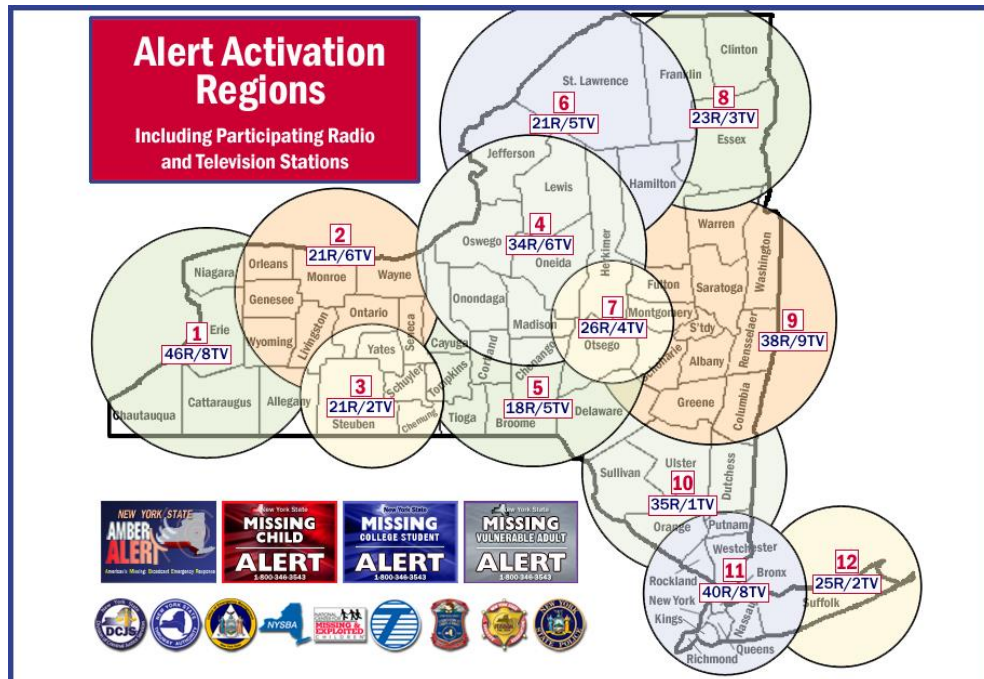
- Information about the person is distributed to police agencies, the media, Thruway variable message signs, plazas and toll barriers, Department of Transportation highway signs, airports, bus terminals, train stations, hospitals, alert subscribers through NY Alert and other locations.
- Details are displayed on highway signs for up to eight hours, but can be extended under certain situations.
- Displayed on the Division of Criminal Justice Services website at www.criminaljustice.ny.gov
- Alerts can remain active for up to 72 hours. If the individual remains missing after that three-day period, details are posted as a non-alert case on the MPC website at www.criminaljustice.ny.gov/missing.

AMBER Alerts are activated for **abducted children younger than 18** who are believed to be at risk of serious bodily harm or death. For more information visit: www.amber.ny.gov or call New York State Police at 518-457-6811

HOW TO REQUEST AN ALERT

1. Call the MPC at **800-346-3543, option 1**
2. Request an alert via the modify screen of the missing person record in the eJustice IJ Portal. *When requesting a Missing Vulnerable Adult Alert, always use the missing person condition of "Vulnerable Adult."*
3. Upload a photo of the missing person, suspect and/or vehicle or similar vehicle to the missing person record in the eJustice IJ Portal or e-mail the photos to missingpersons@dcjs.ny.gov
4. Call the MPC to confirm receipt of the request and photos at 800-346-3543, option 1
5. When the alert has been activated, notify the MPC of any updates in the case and/or when the missing person has been located.
6. When the case is resolved, MPC staff will e-mail the Post Activation Report to the requesting officer. Complete and submit the report with all known details as soon as possible.

Contact the MPC to request an alert as soon as possible; there is no waiting period required. Alerts are most effective when activated as early as possible during an investigation, especially when a missing person is believed to be traveling in a known vehicle.



New York State Division of Criminal Justice Services Missing Persons Clearinghouse

80 South Swan St., Albany, New York 12210

800-346-3543

missingpersons@dcjs.ny.gov

www.criminaljustice.ny.gov/missing



A web application which provides investigative tips and resources for law enforcement.

www.criminaljustice.ny.gov/missing/findthem