



Missing Persons Clearinghouse

New York State Missing Child, College Student and Vulnerable Adult Alert Procedures (Law Enforcement Only)

The following procedure should be followed by a law enforcement agency when requesting the activation of one of the following alerts: Missing Child, Missing College Student or Missing Vulnerable Adult.

1. Request an alert via 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."
2. Upload a photo of the missing person, suspect or similar vehicle to the missing person record in the eJustice IJ Portal or e-mail the photos to missingpersons@dcjs.ny.gov.
3. Call the MPC to confirm receipt of the request and photos at 1-800-346-3543, option 1.
4. Once the alert has been activated, immediately call the MPC to inform them of any updates in the case, including when the missing person has been located.
5. 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.

Please note the following:

Agencies are encouraged to 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.

Missing Child, Missing College Student and Missing Vulnerable Adult Alerts have a maximum activation period of 72 hours.

If the case remains unresolved after that timeframe, the alert will be converted to a standard missing person case. DCJS will continue to publicize the case on its website: www.criminaljustice.ny.gov/missing until the missing person has been located, at which time a cancellation notice will be sent. If New York State Thruway and state Department of Transportation (DOT) highway signs are used to broadcast the alert, those signs are activated for a maximum of eight hours, but an extension can be requested if appropriate.

NYS Missing Persons Clearinghouse Alert Program

Missing Child Alert: Activated when a child younger than 21 is missing and believed to be in danger due to special circumstances, such as a cognitive impairment or medical condition, that place them at serious risk of harm or death.

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. When a vehicle is involved in the disappearance, the Thruway and state DOT are notified and post alert messages on highway signs.

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.

Alerts are only activated at the request of police agencies. Family members should contact their local agency as soon as their loved one goes missing.

Within Minutes of an alert activation

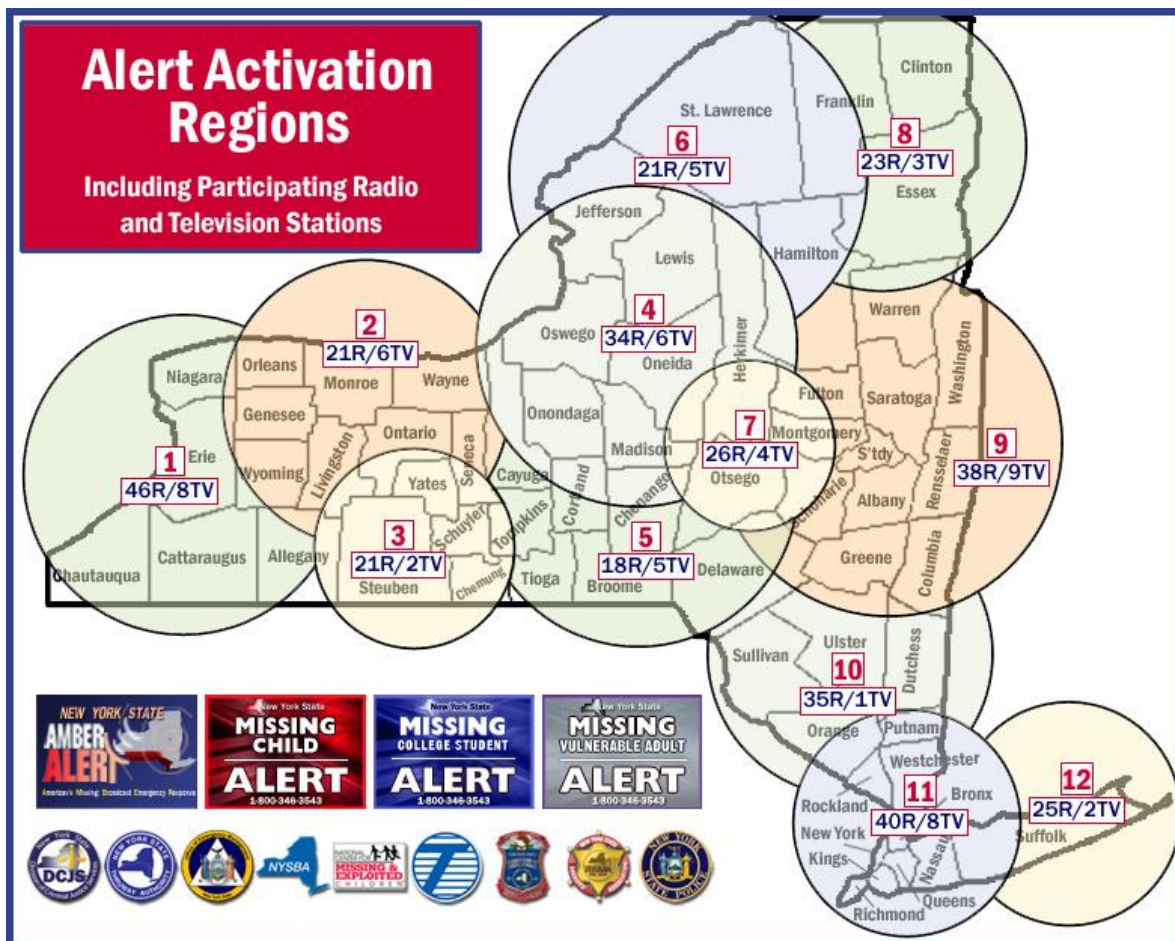
- Information about the person is distributed to police agencies, the media, Thruway highway signs, plazas and toll barriers, Department of Transportation highway signs, airports, bus terminals, train stations, hospitals and other locations.
- Details are displayed on highway signs for up to eight hours.
- Information is shared via Alerts are only activated at the request of police agencies. Family members should contact their local agency as soon as their loved one goes missing.
- NYAlert subscribers are notified immediately. [Sign up today for the NEW NY-Alert](#) or call (888) 697-6972 to subscribe.

How long do alerts remain active?

- Alerts can remain active for up to 72 hours. If the individual remains missing after that three-day period, case details are posted to www.criminaljustice.ny.gov/missing.

How do these alerts differ from AMBER Alerts?

- AMBER Alerts are activated for abducted children younger than 18 who are believed to be at risk for serious bodily harm or death. For more information: www.amber.ny.gov



New York State Division of Criminal Justice Services
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