

***Minutes matter when a child or family member is missing, especially if the individual has a cognitive impairment or disability that puts them at greater risk of harm.***

***What a Family Member Can Do:***

- Call the police immediately and provide the person's full name, date of birth, height, weight and any unique identifiers.
- Provide a current photo and describe what the person was wearing when last seen.
- Request that the missing person information be entered into the FBI's NCIC Missing Person File.
- If the missing person drives, include make, model and license plate number of the vehicle.
- Tell police about special interests or places the individual may be headed, such as a former residence or place of employment.
- Contact the Clearinghouse at 1-800-346-3543 for support and additional assistance.

***How the Public Can Help:***

- Visit [www.nyalert.gov](http://www.nyalert.gov) and register to receive Clearinghouse alerts.
- Use social media to share those alerts.
- Like [www.facebook.com/nyspublicsafety](https://www.facebook.com/nyspublicsafety) and follow [@NYSPublicSafety](https://twitter.com/NYSPublicSafety) on Twitter for news about cases and alerts.
- Call 9-1-1 if you have information about a case or see an individual featured in an alert.

## Missing and Exploited Children Clearinghouse Fund

Tax-deductible contributions to this fund support the Clearinghouse's work to assist parents, law enforcement and others searching for missing and abducted children.

Visit this link for more information:  
[www.tax.ny.gov/pit/file/voluntary\\_contributions.htm](http://www.tax.ny.gov/pit/file/voluntary_contributions.htm)

Contributions also may be sent to:

New York State Division of Criminal Justice Services  
*Missing and Exploited Children Clearinghouse Fund*  
80 South Swan St.  
Albany, New York 12210



Division of Criminal Justice Services



Missing Persons Clearinghouse  
800-346-3543  
[missingpersons@dcjs.ny.gov](mailto:missingpersons@dcjs.ny.gov)

80 South Swan St.  
Albany, New York 12210



Division of Criminal Justice Services

[www.criminaljustice.ny.gov/missing](http://www.criminaljustice.ny.gov/missing)

**The Missing Persons Clearinghouse 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. The Clearinghouse:**

- Provides support to family members of children, college students and vulnerable adults who are missing, and offers community education programs;
- Administers three alerts that quickly disseminate information about a child, college student or vulnerable adult who is missing and at risk of harm;
- Publicizes cases at the request of family members and law enforcement online, through social media and the distribution of printed and electronic posters;
- Provides short- and long-term investigative assistance to law enforcement; and
- Trains police officers and develops and distributes procedures and best practice guides for law enforcement agencies.

The Clearinghouse operates a toll-free hotline for case intake and leads:

**800-346-3543**

## Alert Program

The Clearinghouse activates three types of alerts:

- **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.
- **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.

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 plazas and toll barriers, airports, bus terminals, train stations, hospitals and other locations.
- Details are displayed on highway signs for up to eight hours.
- Information is shared via Facebook ([www.facebook.com/nyspublicsafety](http://www.facebook.com/nyspublicsafety)), Twitter (@NYSPublicSafety) and online ([www.criminaljustice.ny.gov](http://www.criminaljustice.ny.gov)).
- NYAlert subscribers are notified immediately. Visit [www.nyalert.gov](http://www.nyalert.gov) 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](http://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. [www.amber.ny.gov](http://www.amber.ny.gov)