

Policy and Procedures



Title	Reporting and Monitoring Missing Children			
Program	Programs			
Status	Approved	Policy Number	FSMO609	
Origin Date	8/01/04	Revision Date	1/01/07	Revision Number

Policy Summary	To establish procedures and guidelines for identifying and reporting information related to missing children. Facilitate communication between Family Services of Metro Orlando and identify the responsibilities of the case management organizations.		
Scope	This policy is applicable to Orange and Osceola County Case Management Organization staff responsible for children under supervision.		
Reference(s)	CFOP 175-85	Form Reference	

Protocol

Effective immediately, The Case Management Organization (CMO), upon learning of a child believed to have run away or missing, will follow procedural notifications set forth in CFOP 175-85. The notification process will occur immediately.

FSMO Responsibilities for Reporting Missing Children:

- (1) If the foster parent or caregiver has not contacted law enforcement and filed a missing child report, the FCM must do so immediately. (The FCM making the report must obtain a written copy of the Law enforcement report, if available, and the law enforcement case number). The FCM must gather all information that may assist with locating the child and provide it to law enforcement. The FCM must also notify the child’s parents, legal custodian, relatives or foster parent; his or her immediate supervisor; the child’s Guardian ad Litem; the child’s therapist; and any other person the FCM deems essential, in a timely matter.
- (2) During business hours to report a child missing, call FSMO @ 407-398-7975 and ask for the FSMO point of contact person. If the Point of Contact is not in there will a back up person available.
- (3) To report a child missing after 5 pm call the FSMO on-call CAU number 407-398-7338. This number is available to all CMOs and community partners. This number is answered 24/7/365. If the person reporting the child missing is not the FCM, the on-call CAU person will call the appropriate CMO to report the child missing with a reminder to complete the MCRF by 12 noon the next business day. The FSMO Point of Contact will be available to the FSMO on-call unit for any questions or issues regarding procedures for missing children.
- (4) The next business day, the FSMO on-call person will inform the FSMO point of contact the name of the child missing and any pertinent information made available from the night before. The FDOC will contact the appropriate CMO FCM and supervisor with a reminder to complete the MCRF by 12 noon. Once the MCRF is received the FPOC will review it and submit to the CISU on the same day.
- (5) The FSMO point of contact will assist the FCM if necessary in making the report to local law enforcement.
- (6) Once the MCRF is completed, it will be FSMO’s Point of Contact responsibility to edit and transmit the form to the Central Office Investigative Unit (CISU). It needs to be transmitted to CISU the same day it is received at FSMO. It is the responsibility of the FPOC to ensure the information on the MCRF is filled out correctly on this form.

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- (6) The CISU will activate the HomeSafenet (HSn) alert. The MCRF application must be completed and submitted the same business day if the child is reported missing before 4:30pm and the FPOC or FSMO back up will submit to the CISU same day.
- (7) The Central Office Investigative Unit will activate the alert in HSn. The FCM is **not** to activate the alert.

FSMO Point of Contact Tracking and Monitoring Responsibilities of Missing Children;

- (1) Daily reconcile all issues related to children not being properly reported as missing to local law enforcement or not being closed to local law enforcement, issues list comes from CISU.
- (2) Reconcile HSn Runaway exceptions report weekly, the FSMO Point of Contact with enter information as necessary into HomeSafenet, CAU secondary to enter all information.
- (3) Report habitual runaways to Behavioral Assessment Services program – has run 3 or more times. Habitual runners will be placed in a different colored folder.
- (4) Review HSn notes weekly to check efforts to locate missing children to ensure completeness, accuracy and quality. Weekly effort to locate information is obtained from HSn notes and entered into the MCRF and the effort log. The effort log is used as a management tool and sent to community partners so they can review their progress in efforts to recover missing children. The information in HSn is summarized in the MCRF.
- (5) Daily reports in excel on the Missing Persons Tracking sheet are generated to show new run episodes and runaway recoverys. This report is sent to our community partners.
- (6) Until further notice, the weekly efforts log and the daily list will be sent to the District 7 designee and the FSMO Contract Manager.
- (7) Engage in investigative strategies and assist in identifying, developing, and implementing new strategies that can be utilized to search for missing children.
- (8) Schedule and chair missing child staffings on all children that are missing for over 30 days and 90 days. Standing committee meetings will be coordinated and chaired by the point of contact bi-monthly.
- (9) Attend court proceedings as needed and serve as primary interface for DCF.
- (10) Closely follow the endangered cases.

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The Family Case Manager (FCM) responsibilities when a child is missing include:

- (1) After notification to law enforcement, the foster parent or caregiver contacts the FCM. If the foster parent or caregiver has not contacted law enforcement and filed a missing child report, the FCM must do so immediately. (The FCM making the report must obtain a written copy of the Law enforcement report, if available, and the law enforcement case number). The FCM must gather all information that may assist with locating the child and provide it to law enforcement.
- (2) The FCM must notify the child's parents, legal custodian, relatives or foster parent; his or her immediate supervisor; the child's Guardian ad Litem; the child's therapist; and any other person the FCM deems essential. These notifications must be made timely.
- (3) The FCM is responsible for completing the web-based Missing Child Reporting Form (MCRF). The completed form will be transmitted to FSMO's Point of Contact (FPOC). If the child is reported missing before 4:30pm, the MCRF must be completed and sent to FSMO the same day.
- (4) The FCM is responsible for e-mailing a recent photo of the child to the FSMO's Point of Contact as soon as the MCRF application is completed.
- (5) Within 24 hours of reporting the child missing the FCM will complete an unusual incident report (UIR) and forward to the FSMO approved fax number. The CMO placement unit needs to make the CAU aware a child is missing, unless it was reported after 5pm to the CAU on-call number. If the CMO does not make the CAU aware, the bed payment might be denied making the CMO responsible for payment. FSMO reserves the right to hold a bed and authorize payment for the bed longer than 3 days if is deemed medically necessary for the child.
- (6) As soon as possible, the FCM shall, with the assistance of Child Welfare Legal Services, file notice with the court that the child has been reported as a missing child. The circumstances surrounding the runaway episode and efforts to locate should be included in the report. Efforts to locate the child must be included in all judicial reviews.
- (7) The FCM is responsible to document in HSn all contacts with law enforcement and the following information:
 1. The date the child ran away or was determined missing.
 2. The date the Family Case Manager was advised the child was missing.
 3. Law enforcement agency with jurisdiction and missing child report number.
 4. Date and time the Missing Child Reporting Form was transmitted to the FPOC. (FCM can assume it was sent to the CISU the same day they sent it to FSMO, if the FSMO point of contact did not call them back to get more information.
 5. The CAU must end the current placement and update as runaway, absconded or abducted.
- (9) The FCM will make efforts to locate the child. This will occur at minimum, weekly, for the first three months a child is missing and monthly for every additional month thereafter. (For example, contacting the family, legal custodians, relatives, Guardian ad Litem, provider agencies, friends,

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the Missing Children Information Clearing House, the National Center of Missing and Exploited Children, DJJ and law enforcement.) Due to the critical need for timely information, all efforts must be documented in the child's HSn record immediately and not to exceed twenty-four hours.

- (10) While the child is missing, the FCM will retain primary responsibility for case management activities such as judicial reviews, court appearances, attend staffings on their missing children, and contact with parents and relatives.
- (11) If the child is residing in another state or nation (or children placed pursuant to the Interstate Compact on the Placement of Children –ICPC) the FCM will immediately contact the social service worker providing supervision to request their assistance in the reporting of the child as missing to law enforcement in the jurisdiction where the child was residing. For children not placed pursuant to ICPC, the FCM will contact the caregiver with whom the child was residing and request their assistance in reporting the child as missing. The FCM will follow all missing children procedures in addition to notifying the ICPC Office as soon as possible that the child has been reported as missing and of the efforts to locate the child.

Family Case Manager and FSMO responsibilities when a missing child has been located:

- (1) Law enforcement will contact the FCM as listed on the law enforcement report when a missing child is located. If law enforcement is not involved in the recovery of the child, the FCM will immediately notify law enforcement that the child has been recovered.
- (2) The FCM must notify the FSMO Point of Contact when a missing child has been recovered.
- (3) The FPOC will resolve the episode in the Missing Child Tracking System (MCTS).
- (4) The FCM and/or supervisor must facilitate the transportation of the child upon recovery.
- (5) The FSMO Point of Contact is the liaison with the Central Investigative Support Unit. The FPOC will advise central office when a child has been recovered. The Central Investigative Support Unit will end the HomeSafenet alerts.
- (6) The FCM will notify the CMO Placement Unit that the child has returned. The CMO is responsible for making the placement for the child. Children with a runaway history present many challenges to caregivers. Multiple attempts are generally necessary to locate an appropriate placement for a child upon recovery. Efforts to locate a placement shall not be made in the presence of the child.
- (7) Once placement is made, the FCM needs to update HSn with the child's new placement information and take the child off of runaway status.
- (8) All habitual runaways (three times or more) will be referred to the Behavior Analysis Services Project upon notification of recovery. The FPOC will make the referral, however the FCM will be

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responsible to provide the Program with the documents (CBHA, Psychological evaluations, JR's, etc.) they need to make an assessment. The child or the caregiver will be contacted within two business days and the assessment process initiated. The contact person is the Positive Behavior Change, Senior Behavioral Analyst.

- (9) The FCM must submit a status report advising the court the child has been recovered and outline the child's intervention plan.
- (10) The FCM must contact the parents, custodian/caretakers, Guardian ad Litem, and other professionals as appropriate and advise the child has returned.