How to Create a Missing Child Report (MCR)

1. Log on to Florida Safe Families Network (FSFN)
2. Click "Create" at the top left of the desktop and then click "Case Work"
3. Click on the "MCR" under the "Create Case Items" on the left side of page
4. Select the case name under "Cases" on the top right of the page
5. Select the child's name under "Participants" on the bottom right of the page
6. You will then be taken to the Child Information page of the MCR. Make sure that all demographic information is correct. If not, return to person management and make the necessary corrections before proceeding. When information is correct, click yes to continue.

Potential Problems

If you have any problems entering a missing child report, you will need to contact the Statewide Help Desk at 850-487-9400 or Child Location staff at 850-410-8543.

Important Note:

It is important to remember that all MCRs have the potential to be submitted to the Florida Department of Law Enforcement/Missing Endangered Persons Information Clearinghouse (FDLE/MEPIC) and the National Center for Missing and Exploited Children (NCMEC). It is crucial that all information entered be correct and that proper spelling/grammar/punctuation/capitalization be used. For example: when filling out the caller's first name, do not type in JANE or jane. Instead, type in Jane.

What information is needed in the MCR

The following instructions are given in the order in which the pages/tabs appear on the MCR

1. The Child Information Page of the MCR:

A. Date Reported to DCF/CBC

1. Type in the date that the CM learned or was notified that the child was missing

2. Type in as: MM/DD/YYYY (e.g. 08/16/2008).

B. District/Region

1. Choose the child's primary district (The Hillsborough Kids District is "Suncoast")

2. Children who go missing while under courtesy supervision should be assigned to the district where the primary case manager is located (e.g. if the child is missing from district 1 but the primary case manager is located in district 2, choose district 2).

C. Eye Color

1. Choose the option from the drop down box that best describes the child's eye color (e.g. if child has brown eyes, choose "Brown").

2. If the eye color is unknown, leave blank.

3. If there is a picture of the child, check the picture before leaving the information blank.

D. Hair Color

1. Choose the option from the drop down box that best describes the child's hair color (e.g. if the child has black hair, choose "Black").

2. If the hair color is unknown, leave blank.

3. If there is a picture of the child, check the picture before leaving the information blank.

4. If the child wears a wig, changes hair color frequently, has a mohawk or anything that cannot be described with the drop down box, make sure to document it in the Narrative Section of the MCR.

E. Height

1. Type in the child's height. For example, if the child is 5'4", type in as 504.

2. If this information is not known, leave blank.

F. Weight

1. Type in the child's weight. For example, if the child is 120 lbs., type in as 120.

2. If this information is not known, leave blank.

G. Build

1. Choose the option from the drop down box that best describes the child's build. For example, if the child has a medium build, choose "Medium."

2. If the child's build is unknown, leave blank.

H. Complexion

1. Choose the option that best describes the child's complexion. For example, if the child's complexion is light, choose "Light."

2. If this information is not known, leave blank.

I. Teeth

1. Choose the option that best describes the child's teeth. For example, if the child's teeth are crooked, choose "Crooked."

2. If this information is not known, leave blank.

J. Scars/Marks/Tattoos

1. Choose the option from the drop down box that best describes any scars/marks/tattoos associated with the child.

2. If the child has more than one of the listed options, choose multiple. For example, if the child has a tattoo, choose "tattoo." If the child has a tattoo and a body piercing, choose "Multiple."

3. If this information is unknown or the child does not have any scars/marks/tattoos, leave blank.

K. Scars/Marks Description

1. If applicable, briefly describe the scars/marks/tattoos along with the location of the scars/marks/tattoos.

2. Using the example for "Multiple" from above, you would type in "star shaped tattoo on the left shoulder and nose is pierced."
3. If this information is unknown or the child does not have any scars/marks/tattoos, leave blank.
4. If there is a picture of the child, check the picture for any identifying scars/marks/tattoos before leaving this information blank.

L. Case Type

Choose one of the three options from the drop down box. The remaining classifications (Involuntary, Disabled, Disaster, Hague) are highly specialized categories for missing children and should not be utilized without receiving specific instruction from or consulting with the Child Location Staff in Tallahassee.

1. **Runaway** is defined as any child age 12 or older whose whereabouts are currently unknown who is believed to have left his or her placement voluntarily and has been missing for more than four (4) consecutive hours from the time that it was learned that the child's location was unknown.

2. **Endangered** is defined as any child whose whereabouts are currently unknown who is considered to be missing under circumstances that would indicate that the child is at a high degree of risk of immediate physical harm to themselves due to medical or physiological reasons or is believed to be with someone who places them at a high degree of risk. Any child age 11 or younger who is believed to have left his or her placement voluntarily should be classified in this category.

3. **Parental Abduction** is defined as any child whose whereabouts are unknown and is believed to be in the company of a custodial parent who has absconded from care in direct violation of a court order or any child that has been removed from his or her placement by a non-custodial parent whose whereabouts are unknown. If it is believed that the child being in the company of the custodial or non-custodial parent places the child at a high degree of risk the episode should be classified as Endangered.

M. Alert Type

Choose the alert type that best describes the type of missing episode and therefore the type of alert.

Important Note:

All alerts are automated in FSFN. Once a MCR is submitted on a child, the alert is turned on in FSFN. If an alert does not turn on for a specific child, the helpdesk would need to be contacted. Headquarters staff with the Child Location Unit can no longer turn alerts on and off in the FSFN system. Also, an alert will not turn off for a child until the MCR has been completely closed with FDLE. If you do not know whether or not the case is still open with FDLE, please check their website.

N. Missing From date

1.   Type in the date the child was last seen

2.   Type in as: MM/DD/YYYY, for example, 08/16/2008

O. Missing From Location

1. Choose one of the options in the drop down box. For example, "playground/school" if the child was last seen at school.
2. In general, you will need to focus on the following locations for children placed in out-of-home care: Home-Foster, Home-Group Home, Home-Shelter, Gov't facility, Office Bldg., Playground/School, or the location where the child was last seen
3. The Missing From Location for children placed in in-home care should be focused on the type of home. For example, Home-Single Family, Home-Townhouse, Playground/School, or the location where the child was last seen.

P. Missing From Street

Type in the street address where the child was last seen. For example, 123 North Monroe Street. Do not type in "paternal aunt's home." There is no need to type in the City, State or Zip Code as you will enter this information in a separate field.

Q. Missing From Unit Designator

1.   This refers to any apartment number, suite number or the like. For example, Apartment 23.

2.   If there is not a unit designator, leave field blank.

R. Missing From City

Type in the city/town where the child was last seen. For example, Tallahassee

S. **Missing From County**

Choose the county where the "missing from city" is located from the drop down box. For example, Leon

T. **Missing From State**

1. This field will default to Florida.

2. If another State is required, choose the State from the drop down box. For example, Georgia

U. **Zip**

Type in the five-digit Zip Code for the address where the child was last seen.

V. **Missing From Country**

Choose the country where the child was last seen from the drop down box. For example, United States.

W. **Status/Behavior/Attitude Check List**

1. At the end of this page, there is a set of statements dealing with the general status of the child and the general behaviors and attitudes of the child

2. Choose Yes or No for each of the fields listed that best describe the child's behavior and attitude for each category, for example, if the child has runaway before, choose yes under the "Has Runaway Before" statement. If the episode involves a child that is not a runaway and/or the child has never runaway before, choose no

Important Note:
Click on the "View Current Photo" at the top of the page to review the child's photo. It is very important that the most current, quality photo is in FSFN for the missing child. Quality photos are one of the most essential tools in recovering missing children.

2. **The Caller/Law Enforcement Information Page of the MCR:**

Caller Information

Important Note:

The person responsible for entering efforts to locate on the child should be the one that is listed as the caller on the MCR.

The Caller Information will pre-populate using the information contained in FSFN for the person entering the form.

1. If the person filling out the form is the one that should be listed as the "caller" then check the information for accuracy and move on.
2. If the information for the "caller" should be a different individual, click the blue search button to the right of the caller information to search for the correct caller. You would do this in cases where the secondary worker is entering the Missing Child Report, but the primary case worker needs to be placed as the caller.

Law Enforcement Information

Important Note:

The law enforcement information is designed to capture information as it relates to the local law enforcement agency that has taken the missing child report. FDLE and NCMEC will utilize this information to forward potential leads and location information to the local law enforcement agency. It is extremely important that information be entered as accurately as possible.

A. Case Number

1. Type in the Local Law Enforcement (LLE) Agency's Missing Child Report Case number. Please type in the case number using the same format, as the LLE agency would enter it in their system. For example, if Tallahassee Police Department uses 08-123456, then you would enter the report number in that format.
2. If you are unsure or do not know the missing child report case number, contact that local law enforcement agency to confirm or obtain the number prior to entering the MCR into FSFN.
3. If local law enforcement has refused to take a missing child report, you may enter a "dummy" number in this field (i.e. 000000).

B. Date Law Enforcement was notified

Type in the date LLE took a missing child report as: MM/DD/YYYY. For example, 08/16/2008

C. LE Agency (Pick List)

This field contains a drop down box with nearly all of the law enforcement agencies in Florida. If you choose the agency from this list, the system will automatically fill out all of the other necessary information pertaining to the law enforcement agency that you chose. For example, if you choose "Tallahassee Police Department" on the drop down menu, the system will fill out the address and phone number for this agency. If the agency that took the missing child report is not listed in the drop down box, you can type it directly below in the "LE Agency Name."

D. LE Agency Name

If you chose an agency in the drop down menu from above, this is to be left blank. If the agency you needed was not in the drop down menu listed above, you must enter it here. For example, if the law enforcement agency is out of state, type in the name of the agency in this field. For example, Los Angeles Police Department.

E. Address

Only enter the address if you did not select an agency from the drop down menu.

F. City

Only type in the city if you did not select an agency from the drop down menu.

G. State

Only type in the state if you did not select an agency from the drop down menu.

H. Zip

Only type in the zip code if you did not select an agency from the drop down menu.

I. Phone

Only type in the work number if you did not select an agency from the drop down menu.

3. The Narrative Page of the MCR:

A. Relevant Information

1. The narrative is to include only information that is relevant to the missing episode and which would assist in the location of the child.

2. Do not put placement issues, issues with Law Enforcement, or the reason why an MCR was not entered timely in this section.

3. Relevant information for this section would include:

   a. information on where the child was last seen that is not included in another section of the

      MCR

   b. the child's direction of travel

   c. what the child was last seen wearing

   d. the child's possible destination

e. information on prior missing child episodes (where the child went, where the child was located)

f. any information that could not be listed on the MCR, but might be helpful in the location of the child. An example of this would be, "child's hair is naturally brown, but is currently dyed pink" or "child frequents local area video arcades."

4. If there is no information available that would help in the location of the child, please use the following narrative exactly as it appears here: "The child ran away from placement. Direction of travel is unknown. Clothing description is unknown."

5. Please do not use abbreviations or acronyms that are not known by the general public. For example, do not use "CM" for Case Manager or "TPD" for Tallahassee Police Department. Also, make sure to use proper grammar when filling out this section.

4. The Companion/Abductor/Vehicle Information Page of the MCR (if applicable):

Companion/Abductor Information

1. If a child is believed to have left their placement with another individual(s), information pertaining to the individual(s) should be entered on this page. This should include information on custodial and non-custodial parents who have absconded from the supervision of the Department with a child.

2. An entry for each individual that the child may be with is required in this section For example, if a child and his three siblings are abducted by both parents, an entry will be needed for each of the three siblings as a companion, as well as for each parent as an abductor.

Vehicle Information

1. If you have any information on any vehicle that might be involved in the child's disappearance, please enter the information in this section. If this information is not known, leave blank

2. If you have information on more than one vehicle, each vehicle will require an entry.

5. Final Submission

Read through the paragraphs on this page and check the "I Agree" box if you agree with the statements and understand that you are submitting an official legal document to law enforcement personnel.

1. Once you have checked the final submission box, click "save" to save the document.

2. Click the options button on the bottom left of the screen and choose "Missing Child Report" to print a copy of the document.

3. Click the options button again and choose "Approval" to begin the approval process.

How to Approve a MCR

1. After you choose "Approval" at the bottom of the MCR, it will take you to approve the MCR. Click the "Approve" button under "Approval Decision."

2. Under "Supervisor Approval" please choose the blue "Other" button under the supervisor approval box, search for the Hillsborough Kids Missing Child POC name and continue until this person's name is where supervisor's name was. Once this is completed, choose "Continue", until you get back to the original MCR screen and before you close the screen, choose "Save" in the bottom right corner.

3. The Hillsborough Kids Missing Child POC would then go into their approval queue to review the document.

4. If the report is sent to the wrong person, it cannot be approved and will not be reviewed; only the person who created the MCR and the person who the MCR was routed to can re-route the document. Please pay close attention when routing forms to ensure that none are held up in the process by misrouting.

Important Note:
Once you complete the MCR in FSFN, make sure to call Kids Direct to update the child's placement status in FSFN to an abducted, absconded or runaway status.