Los Angeles County

Workforce Development, Aging & Community Services

Bringing Our Loved Ones Home (BOLOH) Task Force

Recommended Strategies and Initiative

Task Force recommendations and strategies to manage the safety of children and adults at greater risk for wandering and/or becoming lost in Los Angeles County, including the planning of a voluntary program focused on expediting the recovery time of individuals who are missing.

STRATEGIES TO BRINGING OUR LOVED ONES HOME

Enhanced Coordination

A1 Creating Capacity for Inter-Agency Collaboration, Coordination and Implementation of BOLOH Initiative

A2 Identification of BOLOH Initiative Liaisons

A3 Coordination and Communication Protocols

A4 BOLOH Multi-Disciplinary Team Meetings

A5 Law Enforcement Investigational Checklists

A6 Hospital Diligent Search (Jane/John Doe) Checklist

Technology Solutions

B1 Project Lifesaver Tracking, Pilot Study

B2 Proactive Registry: New vs. Leveraging and Integrating

B3 Personal Technology Resources: Layering alarms, registries, tracking, alerts

B4 Biometrics: Photos, Facial Recognition, Fingerprints

B5 Community Alerts Systems

B6 Provider Databases, Mutual Aid, Search & Rescue Dogs, and Other Similar Systems

Education & Training

C1 First Responder Education: 911, Law enforcement, EMS/Fire

C2 Social Service Provider Education: 211, AAAs, Long-term services & supports

C3 Health Care Provider Education: Continuum of Care

C4 Preventive Caregiver Training: Managing Behaviors and Using Technology Solutions

Social Engagement

D1 Community Awareness Campaign: Proclamation, LA Metro, District Events

Acknowledgment

WDACS appreciates the assistance and participation from our community partners and representatives from the various County agencies for their invaluable contributions to the BOLOH Taskforce. Special acknowledgment to our Academic Research Partners Dr. Adria Navarro and Dr. Kate Wilber.

WDACS would also like to thank Supervisor Janice Hahn and Kathryn Barger who introduced the motion to establish BOLOH to address this problem.

LOS ANGELES COUNTY

BRINGING OUR LOVED ONES HOME

DRAFT

TABLE OF CONTENT

I. INTRODUCTION 4
II. TASK FORCE OVERVIEW 7
III. BOLOH CONCEPTUAL MODEL 8
IV. BOLOH INITIATIVE 9
Domain A: Enhanced Coordination 12
A1. Creating Capacity for Inter-Agency Collaboration, Coordination and Implementation of BOLOH Initiative 12
A2. Identification of BOLOH Initiative Liaisons 13
A3. Coordination and Communication Protocols 13
A4. BOLOH Multi-Disciplinary Team Meetings 14
A5. Law Enforcement Investigational Checklists 14
A6. Hospital Diligent Search (Jane/John Doe) Checklist 15
Domain B: Technology Solutions 16
B1. Project Lifesaver Tracking, Pilot Study 16
B2. Proactive Registry: Leveraging and Integrating 17
B3. Personal Technology Resources: Layering alarms, registries, tracking, alerts 17
B4. Biometrics: Photos, Facial Recognition, Fingerprints 18
B5. Community Alerts Systems 19
B6. Provider Databases, Mutual Aid, Search & Rescue Dogs, and Other Similar Systems 19
Domain C: Education & Training 21
C1. First Responder Education: 911, Law Enforcement, Emergency Medical Services (EMS)/Fire 21
C2. Social Service Provider Education: 211, AAAs, Long-Term Services & Supports 21
C3. Health Care Provider Education: Continuum of Care (Emergency Departments through Skilled Nursing Facilities) 22
C4. Preventive Caregiver Training: Managing Behaviors and Using Technology Solutions 22
Domain: D. Social Engagement 24
D1. Community Awareness Campaign: Proclamation, LA Metro, District Events 24
V. FUNDING RECOMMENDATIONS 25
VI. BOLOH INITIATIVE IMPLEMENTATION TIMELINE 26
VII. APPENDICES 27
Appendix A. Workgroup Recommendation Summaries 27
Appendix B. Project Lifesaver Proposal 36
Appendix C. Personal Technology Resources 38

DRAFT

Appendix D. Law Enforcement Checklists 42
Appendix E. Hospital Diligent Search Checklist 51
Appendix F. BOLOH Core Group and Other Key Stakeholder Agencies (potential list) 52

DRAFT

I. INTRODUCTION

On February 28, 2017, the Los Angeles County Board of Supervisors established the ***Bringing Our Loved Ones Home*** Task Force (hereafter, the "Task Force"). The Task Force was led by the Department of Workforce Development, Aging and Community Services (WDACS), in collaboration with multiple stakeholders. The Board requested participation from the Chief Executive Office, Los Angeles County Sheriff's Department, Department of Public Social Services, as well as Department of Mental Health-Office of the Public Guardian, Commission on Disabilities, Commission on Local Governmental Services, Los Angeles County Commission on Older Adults (Commission on Aging), Countywide Criminal Justice Coordination Committee, and Alzheimer's Greater Los Angeles.

Los Angeles County has a problem that is largely hidden: the growing numbers of vulnerable missing persons

Records show[1] that nearly 28,000 people representing 22% of all the people reported as missing in 2016 for the state of California, went missing in Los Angeles County. Many of these persons have conditions such as autism, Alzheimer's disease, related dementias, and other complex neurobehavioral conditions that affect memory, judgment, cognitive functioning, and/or ability to communicate with and relate to others. Due to these vulnerabilities they are considered among the critical missing persons, with many becoming lost for months and some even years. Experts suggest these statistics are not fully reflective of the scope of the vulnerable missing person problem. When factoring in historic demographic changes, our concerns becomes a call for action.

The population of people with intellectual disabilities increased by 53% over the 35 year period 1960-95, equal to 1.2% per year. The Center for Disease Control indicated that one in 68 U.S. children is now diagnosed with autism—placing Los Angeles County estimates at more than 135,000 children—a surge from two years prior finding one in 88. Research indicates that half of children with autism (49%) will run away or "elope" at least once. Rates are even greater for adults with dementia-related symptoms, with a prevalence of 60% to go missing at least once. Local Alzheimer's organizations estimate 166,000 County residents were diagnosed with Alzheimer's disease in 2015 and project a momentous increase of 67% by 2030. Therefore, the numbers of persons at risk for wandering and/or getting lost looms larger every single day, it also includes vulnerable residents without a clear diagnosis. These physical, mental and emotional conditions usually make it difficult for someone who is lost to identify themselves or

In California, law enforcement agencies are required to report missing person cases to the Missing Persons System, an automated database used by authorized law enforcement and criminal justice agencies via the California Law Enforcement Telecommunications System (CLETS). In recent years an average of 25,000 active missing person cases have been reported annually. Among these 17,792 (76%) were children under the age of 18 and 9,943 (24%) were adults age 18 and older.

provide information that can help them return home. Distraught family members, friends, and communities devote countless hours and resources to locating these persons and may still come up empty. Los Angeles County has programs and human resources to help with search and detection efforts. However, given the magnitude of the problem and the vulnerability of the target population, much more remains to be done to ensure the safety and well-being of those at risk and to provide peace of mind and support to the family members and others that care for them.

To help the County prevent and respond to incidents of vulnerable missing persons, the Bringing Our Loved Ones Home Task Force developed Strategies in Four Domains driven by underlying core values

The Task Force, which included representatives from County agencies and key stakeholders, was convened eleven times over ten consecutive months from April to December 2017. To help understand and organize current practices and potential opportunities, four workgroups were established. These workgroups, which ultimately evolved into the four domains of the Task Force's efforts were: 1) Enhanced Coordination, 2) Technology Solutions, 3) Education & Training, and 4) Social Engagement.

In addition to seventeen (17) strategies, organized into the four (4) domains and described below, Task Force members underscored several core values. These included the importance of cultural competence, the value of supporting and empowering caregivers, the key role of well-trained first responders, and the need to inform and coordinate the vast array of safety net service providers throughout L.A. County.

Information about the composition, activities, and processes of the Task Force is provided in the following section.

Prevention is the Ultimate Goal

As policy makers work to improve the County's response, the best outcome is prevention. Prevention strategies are designed to stop situations in which high risk individuals wander away from the safety of their caregivers. Prevention is cost effective and reduces terror, trauma and anguish for those loved ones and those who are missing. The ***Task Force's vision is: to sufficiently protect vulnerable children and adults to minimize critical missing incidents in the Los Angeles Region.***

Given the nature of the characteristics associated with being missing, however, prevention is not always possible. Those who are at risk may be prone to wander or, like Nancy Paulikas, they may simply get lost in an instant and lack the ability to find their way back. Some are uncomfortable wearing, or adept at shedding, identifying information that would help locate them. Therefore, in addition to prevention, a comprehensive approach requires programs and practices that can assist with locating and identifying high risk people who are missing.

DRAFT

Mission: The Board established the Bringing Our Loved Ones Home Task Force to explore and evaluate practices and opportunities that will help reduce the number of vulnerable people who are missing and locate people quickly when they go missing.

Toward these ends, the Task Force was established to explore the feasibility of developing a voluntary Countywide program designed to achieve two objectives: 1) keep track of those at risk for going missing, including both children and adults, and 2) in the shortest time possible, locate and return individuals who wander away from their families and caregivers. To achieve these objectives, the Task Force has been charged with the following:

- Identify and explore the best available tracking devices and make recommendations on one or more that offer promise for effective implementation in Los Angeles County;
- Offer guidance and a timeline for needed training;
- Develop proposals for a community outreach program(s);
- Estimate costs associated with these activities; and
- Provide a comprehensive report of the Task Force's findings and recommendations to the Los Angeles County Board of Supervisors by December 31, 2017.

The Target Population Includes People with a Variety of Risk Factors

Criteria to determine an at-risk or critical missing person is defined by the California Department of Justice (PC § 14215). Evidence or indications that the person is "at risk" includes, but is not limited to, any of the following:

1) The person missing is the victim of a crime or foul play;
2) The person missing needs medical attention;
3) The person missing has no pattern of running away or disappearing;
4) The person missing may be the victim of parental abduction; and/or
5) The person missing is mentally impaired.

This initiative is necessary to address the mounting population determined to be mentally impaired and very likely to be in need of medical attention.

II. TASK FORCE OVERVIEW

Stakeholders generously shared their knowledge and expertise at one or more of the ten (10) Task Force meetings. Inspiration for this work was fostered by the critical missing case of Nancy Paulikas. Ms. Paulikas' family and friends draw from their experiences with a variety of networks within Los Angeles County. As they continued an exhaustive search for Nancy, their knowledge—grounded in this dire experience—informed and provided momentum to the Task Force.

Nancy Paulikas has been missing for over a year. Steve Lopez, of the LA Times, describes her disappearance in chilling terms, "It's like she has been swallowed up by the sprawl, lost in a teeming city where it's possible to go unnoticed and unrecognized. A city in which if you appear disoriented or homeless you blend into a flock, tens of thousands strong." Nancy, an alumna of the UCLA School of Engineering, had been known for her brilliant mind and love of the outdoors. Several years before her disappearance, she had been diagnosed with dementia, and although she enjoyed family outings, she was not prone to wandering, which is one of the most challenging behaviors that are often characteristics of this illness.

On October 16, 2016, during a visit with family to the Los Angeles County Museum of Art, she stopped to use the bathroom and then she vanished. Her husband believes that she likely came out of the restroom just moments before he did, and set out to look for him. Surveillance video from nearby businesses shows her walking southwest a few moments later. All these months since, despite every effort to locate her, her disappearance has remained a mystery.

Task Force convenings included an array of presentations from content experts within Los Angeles County and beyond, including personnel from nearby counties (e.g., San Diego) and those working with national programs. Presentations highlighted promising approaches and lessons learned in efforts to prevent and address missing incidents, including the use of registries and tracking technology. These initial meetings led to fundamental knowledge across a diverse task force, especially on the challenges for first responders of these wandering and missing incidents. A conceptual strategy emerged, involving a three-year multi-year initiative designed to promote and facilitate necessary action focused on **protecting, locating and identifying persons likely to go missing.**

The Task Force established four (4) workgroups to understand practices and opportunities that became the **four (4) domains**. Please refer to Appendix A for workgroup recommendation summaries. Each workgroup explored and shared their work in one of these areas:

- **Enhanced Coordination**,
- **Technology Solutions**,
- **Education & Training**, **and**
- **Social Engagement**.

Additional information from key stakeholders was sought to add clarity to specific issues, practices, and/or resources. Two (2) surveys were conducted electronically by WDACS personnel using Survey Monkey software. The initial survey was open to a general audience and provided a collection of technology resources, as well as training information related to the initiative. The second survey was designed for law enforcement officers and conducted through support from the chair of the Countywide Criminal Justice Coordination Committee—covering forty-six (46) law enforcement agencies—to learn more about current operational practices and trainings.

III. BOLOH CONCEPTUAL MODEL

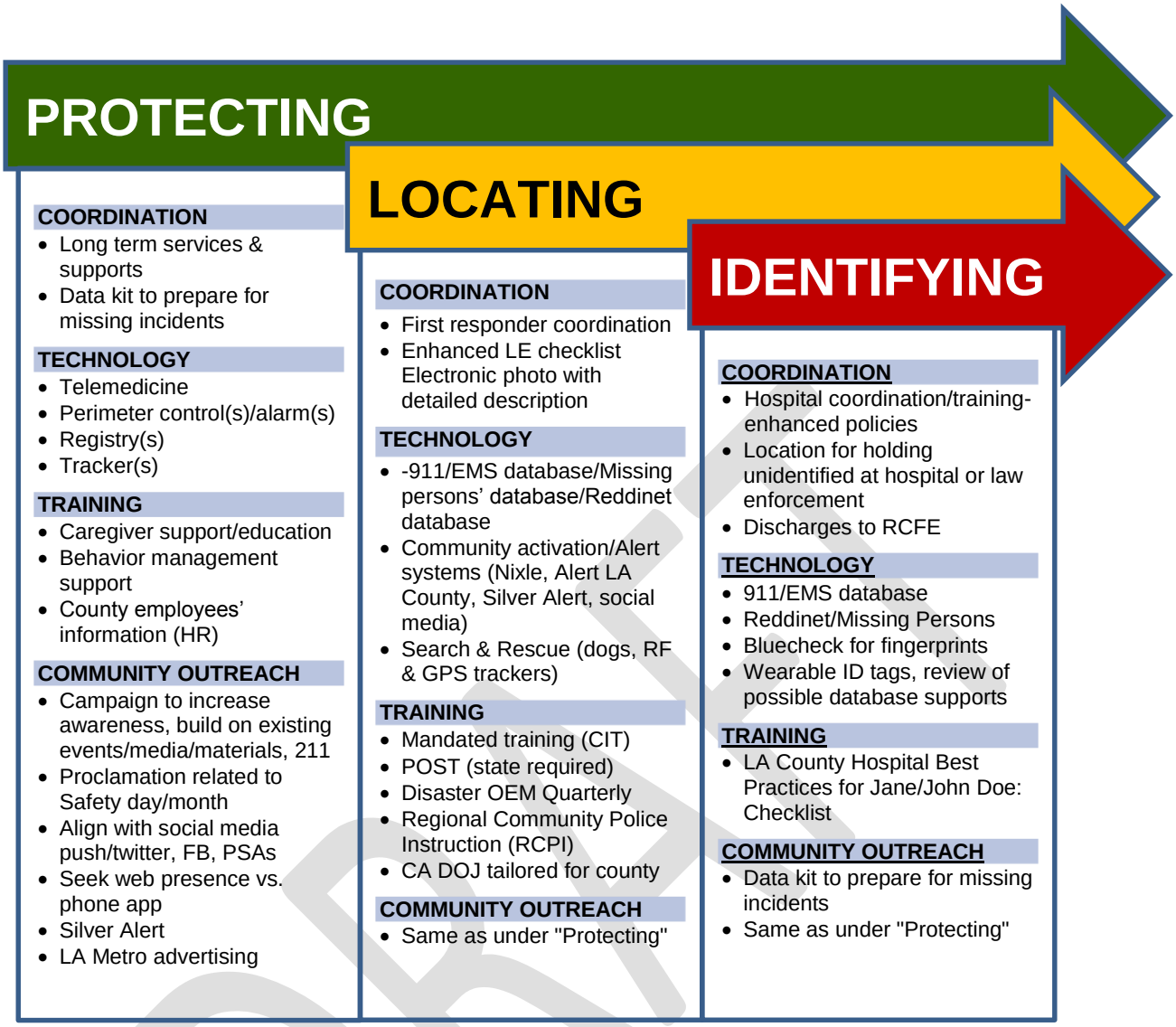
To guide its work, the Task Force recommended strategies from each of the four (4) domains to fit into a three-step road map as shown in the chart below. The road map represents:

1) Activities geared to protecting at risk people from having a critical missing incident,

2) Locating them when they are missing, and

3) Identifying people who are found but whose identify is unknown.

DRAFT



IV. BOLOH INITIATIVE

Recognizing that this societal issue has increased considerably, **the Task Force recommends that Los Angeles County approves the Bringing Our Loved Ones Home (BOLOH) Initiative** which consists of seventeen (17) strategies for Los Angeles County to address the problem of vulnerable missing persons. These include ten (10) priority strategies to be implemented in the short-term. This initiative would build on the Task Force's work and the progress that has been made to ensure the safety of people at risk of going missing. It would continue the development of effective tools to locate and identify those who are missing using the framework and the four (4) domains: enhanced coordination, technology solutions, education and training, and social engagement.

Successful implementation of the BOLOH Initiative will require additional planning, design and execution to continue to build on the work of the Task Force, the collaboration among County departments and externally among the Initiative's founding partners and diverse stakeholders from across the County. Given the scale, complexity and potential of this Initiative, an appropriate mandate from the Board is critical to ensuring successful inter-agency coordination, engagement of all eighty-eight (88) cities within Los Angeles County and of other stakeholders, careful monitoring of the Initiative's progress, and coordination of this Initiative with other Board priorities such as the **Homeless Initiative and Purposeful Aging Los Angeles Initiative (PALA).**

THE BOLOH TASK FORCE RECOMMENDS THAT THE LOS ANGELES BOARD OF SUPERVISORS:

1. Endorse the "Bringing Our Loved Ones Home" Initiative, which will provide leadership for an innovative, three-year effort in the County of Los Angeles (County) to prevent at risk individuals from wandering and/or getting lost. Missing children, young adults and older adults are susceptible to wandering and getting lost. Thus, this Initiative will enhance the coordination and communication amongst agencies to ensure the safety and security of at-risk individuals residing in Los Angeles County.

2. Authorize Workforce Development, Aging and Community Services (WDACS) as the lead County department in collaboration with the City Department of Aging that will bring together County and city agencies and key stakeholder groups to spearhead a three-year evaluation, planning and implementation process.

3. Endorse the following Seventeen (17) strategies, which include ten (10) priority strategies whose implementation will begin in Fiscal Year 2018/19. These strategies are presented under four (4) domains and the priority strategies are shown in red as follows:

A. Enhanced Coordination

- A1 Creating Capacity for Inter-Agency Collaboration, Coordination and Implementation of BOLOH Initiative
- A2 Identification of BOLOH Initiative Liaisons
- A3 Coordination and Communication Protocols
- A4 BOLOH Multi-Disciplinary Team Meetings
- A5 Law Enforcement Investigational Checklists
- A6 Hospital Diligent Search (Jane/John Doe) Checklist

B. Technology Solutions

- B1 Project Lifesaver Tracking, Pilot Study
- B2 Proactive Registry: New vs. Leveraging and Integrating
- B3 Personal Technology Resources: Layering alarms, registries, tracking, alerts
- B4 Biometrics: Photos, Facial Recognition, Fingerprints
- B5 Community Alerts Systems

DRAFT

B6 Provider Databases, Mutual Aid, Search & Rescue Dogs, and Other Similar Systems

C. Education & Training

C1 First Responder Education: 911, law enforcement, EMS/fire

C2 Social Service Provider Education: 211, AAAs, Long-term services & supports

C3 Health Care Provider Education: Continuum of Care

C4 Preventive Caregiver Training: Managing Behaviors and Using Technology Solutions

D. Social Engagement

D1 Community Awareness Campaign: Proclamation, LA Metro, District Events

DRAFT

Domain A: Enhanced Coordination

Priority Strategy A1	Enhanced Coordination
	Creating Capacity for Inter-Agency Collaboration, Coordination and Implementation of BOLOH Initiative

Recommendation:

Contingent upon available funding, establish a Unit within the Lead Agency (WDACS) that will plan and lead implementation of the 17 recommended strategies, in collaboration with key agencies and stakeholders. Direct the Lead Agency, in collaboration with the County's Chief Executive Office, to develop a proposed annual budget for the Unit, including anticipated staffing needs, using existing resources to the extent possible to cover the Unit's operating costs.

Description:

WDACS will monitor and follow through on the planning, design and execution of the proposed strategies within the recommended BOLOH three-year Initiative timeline as indicated under Section VI of this report. The new unit will work with key agencies, stakeholders and liaisons to:

- Develop proposals on specific tasks with budgetary requirements and implementation time frames
- Facilitate inter-agency and inter-professional coordination of efforts to ensure strategy outcomes are met within the recommended BOLOH Initiative implementation timeline. A list of potential steering committee member agencies and other critical stakeholders is provided in Appendix F.
- Organize and facilitate the BOLOH Initiative steering committee and Multi-Disciplinary Team (MDT) meetings
- Prepare periodic reports about implementation of BOLOH Initiative recommended strategies.
- Oversee the provision of training and social engagement (community education and coordinated awareness campaign) strategies.

Population(s) Targeted:

- At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability.

Funding:

TBD

Lead Agency(ies)/Supporting Agency(ies)

WDACS

DRAFT

Priority Strategy A2	Enhanced Coordination
	Identification of BOLOH Initiative Liaisons
Recommendation:	
Mandate key agencies to designate a liaison or centralized contacts within key agencies that serve BOLOH population.	
Description:	
In order to best leverage existing programs, systems and resources, designating liaisons within key agencies is critically needed to expedite the recovery time of individuals who are missing. Liaisons within each of the key agencies could assist in information sharing and coordination of efforts. The lead agency will maintain a registry of all designated liaisons or centralized contacts within key agencies and facilitate a network of response to missing-person incidents.	
Population(s) Targeted:	
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability	
Funding:	
N/A	
Lead Agency(ies)/Supporting Agency(ies)	
WDACS/Key agencies to be identified by WDACS	

Priority Strategy A3	Enhanced Coordination
	Coordination and Communication Protocols
Recommendation:	
Authorize WDACS to develop and implement communication protocols among all key agencies and their liaisons, develop strategies for media notification and collaboration as well as strategies for social media outreach and advocacy on all wandering incidents.	
Description	
Law enforcement agencies currently follow strict protocols in responding to situations involving missing persons/wanderers, California Law Enforcement Telecommunications System (CLETS), and database used by law enforcement throughout the state. However, there is a need to assess current interdepartmental communications and response protocols for law enforcement and non-law enforcement agencies alike to improve/enhance or create protocols if none exists and to ensure the proper utilization of the BOLOH liaison function. WDACS/Lead Agency will work collaboratively with the BOLOH Steering Committee to develop, promote and implement the protocols Countywide. Additionally, strategies for securing media involvement, including working with key agency PIO, to secure social media platforms for a comprehensive community outreach campaign. WDACS will also work with DMH to explore the need to develop communication and outreach strategies involving mental health and homeless service providers to assist in identifying and locating missing individuals.	

DRAFT

Population(s) Targeted:
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability.
Funding:
N/A
Lead Agency(ies)/Supporting Agency(ies)
WDACS/DMH and LAHSA

Priority Strategy A4	Enhanced Coordination
	BOLOH Multi-Disciplinary Team Meetings
Recommendation:	
Authorize WDACS to establish a Multi-Disciplinary Team (MDT) comprised of key County agencies to regularly meet and provide support to first responder agencies during incidents of missing persons in Los Angeles County.	
Description	
BOLOH MDT meetings will create a platform for collaboration and coordination of efforts by key agencies to provide support in responding to incidents of missing-persons. The BOLOH MDT collaboration concept is modeled after the elder abuse forensic centers, which have proven to be highly successful in the intervention and resolution of elder and dependent adult abuse matters. The lead agency, in collaboration with the BOLOH steering committee, will determine the MDT member agencies and meeting protocols.	
Population(s) Targeted:	
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability	
Funding:	
N/A	
Lead Agency(ies)/Supporting Agency(ies)	
WDACS/LASD and other law enforcement agencies	

Priority Strategy A5	Enhanced Coordination
	Law Enforcement Investigational Checklists
Recommendation:	
Direct the Sheriff's Department to coordinate with the 45 other law enforcement agencies for the review, refinement, and dissemination of: 1) "at-risk" determination/definition, 2) alert criteria, and 3) Investigational checklists for missing persons and found unidentified person investigations. Please refer to Appendix D for more information on law enforcement checklists.	
Description	
Process review of existing departmental policies across law enforcement agencies, penal code mandates, and the array of existing technology (perimeter controls, registries/databases,	

DRAFT

tracking devices programs, and alerts). Goal is to aggregate investigational information in the law enforcement checklist(s) for clarity on best practices to be used and with added efficiencies. Dissemination and training objectives are also to be established and met.
Population(s) Targeted:
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability.
Funding:
N/A
Lead Agency(ies)/Supporting Agency(ies)
LASD/WDACS

Priority Strategy A6	Enhanced Coordination
	Hospital Diligent Search (Jane/John Doe) Checklist
Recommendation:	
Direct DHS to provide leadership, in collaboration with DMH and DPH, in the development of best practices for identifying vulnerable children and adults that have gone missing.	
Description	
Social service providers in hospitals and across the care continuum are often in the role of doing a diligent search to help identify a patient that is unable to provide their own name. A meeting was convened to explore this work with County hospital social work managers from LAC+USC and Harbor UCLA. Practices were reviewed and are utilized in both the emergency departments, as well as for inpatients of LA County hospitals. Those present were able to provide details from their own experiences with their work to provide diligent searches. The use of a checklist for added efficiency includes suggested processes, contacts, agencies, and key phone numbers in an effort at coordination (see Appendix F). This information can be utilized in departmental procedures for education and training purposes. Creativity has been extremely helpful, as well as collaboration with EMS/Fire personnel, who document in the mandated Electronic Patient Care Record (EPCR) and can share the “run sheet” with hospital personnel. The use of fingerprinting has also been a successful method to determining a patient’s identity, yet significant barriers inconsistently arise.	
Population(s) Targeted:	
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability.	
Funding:	
N/A	
Lead Agency(ies)/Supporting Agency(ies)	
DHS/ WDACS, DMH, DPH, Fire, and the Hospital Association of Southern California.	

DRAFT

Domain B: Technology Solutions

Priority Strategy B1	Technology Solutions
	Project Lifesaver Tracking, Pilot Study

Recommendation:

Direct the Sheriff's Department to go forward with the purchase of equipment and take all the necessary action to participate in the Project Lifesaver Program.

Approve a budget of $20,000 for the Sheriff's Department to join Project Lifesaver as a member agency and pay for the New Agency Start-up Package. (LASD has received written confirmation from Project LifeSaver International that the agency can be designated to provide access to the services to residents in Los Angeles County). Additionally, funding is requested to subsidize individuals and families who are unable to afford Project Lifesaver.

Description:

While there are three cities in LA County that have arranged to participate in Project Lifesaver (PL), Glendale is the most established with their small cohort of approximately 20 consumers. It is recommended that the BOLOH initiative foster this initial phase 1-giving Sheriff's the training and equipment to serve PL customers throughout the County, to be available to other jurisdictions through Mutual Aid agreements already in place, allowing residents anywhere in the County to arrange for the program independently. Phase 2-plan a pilot project of PL for low-income residents that have high risk for going missing. Phase 3-plan an awareness campaign to increase access to the technology by those that need the service through information, referrals, as well as approving the program as a vendor for various "purchase of service" dollars.

Population(s) Targeted:

- At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability.

Funding:

Please refer to Funding Recommendations document.

Lead Agency(ies)/Supporting Agency(ies)

LASD/ WDACS

DRAFT

Strategy B2	Technology Solutions
	Proactive Registry: Leveraging and Integrating

Recommendation:

Direct WDACS to explore the possibility of developing and implementing an electronic communication platform that integrates with the County computing environment to track individuals reported missing.

Description:

While a database of information on at risk persons is a critical step, it is expensive to set up a large freestanding registry, such as the one in San Diego. The Task Force learned that without enough support, these warehouses of information become out of date and fairly useless. However, WDACS will explore the possibility of developing and implementing an electronic communication platform which will provide a system for device integration through the leading wireless service providers and serve as the immediate data collection point. This will involve data repository, analytics, alert system and application hosting.

Population(s) Targeted:

- At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability.
- Providers across the health, social services, and law enforcement continuum.

Funding:

Please refer to Funding Recommendations document.

Lead Agency(ies)/Supporting Agency(ies)

WDACS/CEO

Priority Strategy B3	Technology Solutions
	Personal Technology Resources: Layering alarms, registries, tracking, alerts

Recommendation:

Direct WDACS, in partnership with LA City Department on Aging, to refine the technology resources for ease of use by families and caregivers to allow them to gain access to available services that can fit their budget. Please refer to Appendix C for information on technology resources.

Description:

Task Force members learned early on that there are pros and cons to most of the existing technology for assisting vulnerable persons. Also, that there are categories such as: alarm/perimeter controls, registry programs, GPS and RF (radio frequency) tracking technology and various community alerts to let others know there is someone in need of rescue. The layering of these systems can provide a set of fall backs, depending on the scenarios that occurs, should one or another system not be effective alone. A preliminary list of technology resources is provided in Appendix C. Funding is requested to subsidize individuals who may not be able to afford personal technology resources. Additionally, Identification of possible

DRAFT

funding sources such as grants and donations will be explored to subsidize individuals or their families.
Population(s) Targeted:
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability. • Providers across the health, social services, and law enforcement continuum
Funding:
Please refer to Funding Recommendations document.
Lead Agency(ies)/Supporting Agency(ies)
WDACS/LADOA.

Strategy B4	Technology Solutions
	Biometrics: Photos, Facial Recognition, Fingerprints
Recommendation:	
Direct Sheriff's Department to continue to integrate technology for vital biometrics, such as electronic photos and fingerprinting, in collaboration with WDACS, County Counsel and the CEO's office.	
Description:	
People with special needs that wander and go missing have often the problem of not being able to identify themselves; communicate information about their needs or who provides for their care. When responding to these incidents, information that is timely, accurate, searchable, and accessible across the entire County is critically needed to provide for the safety of the person involved. Some law enforcement agencies, as in the example of Sacramento County Sheriff's Department, have adapted and are utilizing a photo-based personal-file system that includes information about people with special needs, based on a voluntary enrollment by the person's caregiver. Current Missing Person databases in Los Angeles County do not include photos. There is some information that this could change at the state Department of Justice (DOJ), greatly aiding this recovery work. In addition, there are challenges in the interpretation of the rules for fingerprinting a person in the hospital, someone who technically cannot consent. However, a photo-based personal file system to be securely hosted by the Sherriff's Department that can be accessible by all law enforcement agencies throughout Los Angeles County would serve as an important component of BOLOH safety program.	
Population(s) Targeted:	
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability. • Providers across the health, social services, and law enforcement continuum.	
Funding:	
N/A	
Lead Agency(ies)/Supporting Agency(ies)	
LASD/WDACS	

DRAFT

Priority Strategy B5	Technology Solutions
	Community Alerts Systems
Recommendation:	
Direct Sheriff in partnership with LAPD and other city law enforcement agencies to determine the alert systems that best meet the needs for involving the community in searching for those who go missing. Encourage families and caregivers to be knowledgeable about available systems as well.	
Description:	
There are several community alert systems, such as Nixle, Amber Alert, Silver Alert, Alert LA County. Some of these systems are used by parts of the County and others are rarely use. Greater understanding is needed about their use and perhaps explore protocols or clearer expectations on how these can be used more routinely. For example there was a lack of clarity on the Silver Alert Program criteria, noting unlike Amber Alert, vehicle involvement was not required. LASD and WDACS will also work with California Highway Patrol to see if the criteria and address barriers to activating the Silver Alert system can be reviewed and modified as appropriate in response to the concern that there has been much less use of the Silver Alert system.	
Population(s) Targeted:	
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability. • Providers across the health, social services, and law enforcement continuum.	
Funding:	
N/A	
Lead Agency(ies)/Supporting Agency(ies)	
LASD/WDACS	

Strategy B6	Technology Solutions
	Provider Databases, Mutual Aid, Search & Rescue Dogs, and Other Similar Systems
Recommendation:	
Direct Sheriff's Department to work with First Responders on the procedural clarity with the use of rescue dogs, accessing various existing databases (ReddiNet, EPCR, CLETS, etc.), and on strengthening cooperation across jurisdictions to avoid time delays in responding to missing-person incidents.	
Description:	
Great opportunities to locate individuals that go missing exist with the use of rescue dogs, accessing various existing databases (ReddiNet, EPCR, CLETS, etc.), and bringing in mutual aid across jurisdictions. The use of these technologies and procedural matters need to be	

DRAFT

clearer to all those in the care partnerships, so time is not wasted (overlaps with coordination domain).
Population(s) Targeted:
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability. • Providers across the health, social services, and law enforcement continuum.
Funding:
Please refer to Funding Recommendations document.
Lead Agency(ies)/Supporting Agency(ies)
LASD/LAFD, LA City Fire Department, and other law enforcement agencies.

DRAFT

Domain C: Education & Training

Priority Strategy C1	Education & Training **First Responder Education: 911, Law Enforcement, Emergency Medical Services (EMS)/Fire**
Recommendation:	
Authorize WDACS to develop a training curriculum and a training plan, based on a needs assessment, provide training of trainers who will train first responders, personnel of key agencies and community members as appropriate. The plan will include details about the target trainees, training delivery method, timeline and cost. Specialized training in this area would enhance first responder mobilization and recovery practices of critical at risk missing individuals.	
Description:	
BOLOH Task Force findings supported the notion that training for first responders in the areas of wanderer response and intervention was overall inconsistent in content and execution in Los Angeles County. Additionally, investigational information and data seems to be understood differently and is not consistently accessed, disseminated and clearly understood across departments and disciplines. For example, use of the EPCR (electronic patient care report) database managed by EMS/Fire Departments exists as a mandate of the Affordable Care Act, and stores valuable information that can aid law enforcement investigations, yet may not be consistently reviewed.	
Population(s) Targeted:	
• At risk populations including children and adults with mental impairment, cognitive impairment, and/or developmental disability. • Providers across the health, social services, and law enforcement continuum	
Funding:	
Please refer to Funding Recommendations document.	
Lead Agency(ies)/Supporting Agency(ies)	
WDACS/LASD, DMH	

Priority Strategy C2	Education & Training **Social Service Provider Education: 211, AAAs, Long-Term Services & Supports**
Recommendation:	
Direct WDACS, to collaborate with key stakeholders such as, DMH, DPSS, City of Los Angeles and County of Los Angeles Departments on Aging, Regional Centers and other key agencies to provide various focused education events to designated social services agencies. The agencies identified and targeted to receive the BOLOH Initiative training are social services agencies or entities designed to disseminate resources and other critical information to the general public. This information will be used to protect and prevent persons from going missing.	
Description:	

DRAFT

Providers from all parts of the social service spectrum will benefit from more information about preventing, locating and identifying vulnerable populations. Case studies and learning about best practices will aid these providers in serving families and those they care for.
Population(s) Targeted:
• 211 providers • Public information officers • Area Agency on Aging resource specialists • Senior Center personnel • Case managers across managed care and community services
Funding:
Please refer to Funding Recommendations document.
Lead Agency(ies)/Supporting Agency(ies)
WDACS/ WDACS/LTC Ombudsman

Strategy C3	Education & Training
	Health Care Provider Education: Continuum of Care (Emergency Departments through Skilled Nursing Facilities)
Description:	
Direct Department of Health Services, in collaboration with California Department of Public Health (the licensing agency for Long-Term Health Care Facilities) and California Department of Social Services Community Care Licensing Division (the licensing agency for non-medical Long-Term Care Facilities), to coordinate several education events focused on BOLOH Initiative information designed to protect and prevent persons from going missing.	
Description:	
There have been some recent cases in the media that point to the fact that individuals can go missing in the health care system itself. Reasons are unclear, yet more needs to be done to determine patient identities when possible. These trainings will reinforce best practices and increase awareness of each other's roles.	
Population(s) Targeted:	
• Health care providers in hospitals. • Health providers in the community. • Long-Term Care Facilities (Residential Care Facilities for the Elderly). • Long-Term Health Care Facilities (Skilled Nursing Facilities).	
Funding:	
NA	
Lead Agency(ies)/Supporting Agency(ies)	
DHS/WDACS, LTC Ombudsman, CDPH, CCL	

Strategy C4	Education & Training
	Preventive Caregiver Training: Managing Behaviors and Using Technology Solutions

DRAFT

Recommendation:
Direct WDACS to identify, promote and assist in the coordination of preventive caregiver training with emphasis on avoiding critical missing incidents by managing behaviors and utilizing technology resources.
Description:
Several evidence-based caregiver courses exist that may require additional content to comprehensively address wandering and missing incidents, such as Savvy Caregiver and Powerful Tools for Caregiving. Social service organizations such as Alzheimer's Greater Los Angeles and Autism Interactive Solutions, Inc. that are involved with the Task Force are providing these training opportunities frequently. WDACS will coordinate with these agencies to leverage existing training programs.
Population(s) Targeted:
• Caregivers to children with mental impairment, cognitive impairment, and/or developmental disability. • Caregivers to adults with mental impairment, cognitive impairment, and/or developmental disability.
Funding:
N/A
Lead Agency(ies)/Supporting Agency(ies)
WDACS/Alzheimer's Greater Los Angeles, Autism Interactive Solutions, Inc.

DRAFT

Domain: D. Social Engagement

Strategy D1	Social Engagement
	Community Awareness Campaign: Proclamation, LA Metro, District Events

Recommendation:

Authorize WDACS to develop and implement community awareness campaign strategies including toolkits, Special Day designations, use of LA Metro, use of Social Media, etc.

Description

In collaboration with the BOLOH Steering Committee, WDACS will plan a professional campaign focused on increasing awareness, as well as changing behaviors to make Los Angeles a safe place to live for all individuals who have wandering propensities. WDACS will also assist the community with understanding the current missing persons' issues and the role on prevention and in locating those that need our help. Emphasis will be placed on calling 911 to report urgent issues and calling 211 if more information is needed.

The BOLOH Community Awareness Campaign will include Countywide outreach events, LA County employee coordinated community outreach, and target other outreach opportunities such as LA Metro for dissemination of crucial information. WDACS will also explore the possibility of including a campaign message about responding to a missing-person incident in all County contracts, similar to the message about the "Baby Safe Surrender Law" that is already being included in the contracts.

The specific BOLOH Community Awareness Campaign efforts will include, but not limited to, the following:

1) Developing a targeted (Statewide/Countywide) Campaign toolkit and other print materials..
2) Conducting City/County sponsored outreach events at community fairs and exhibitions.
3) Designating a special day for County/City Proclamations, "At-Risk Wandering Day" for example.
4) Using Social Media platforms such as Twitter, Facebook, etc. to disseminate Outreach message.
5) Creating an at-risk wandering website (similar to BOLOH Website) to include: educational awareness materials, available trainings, event schedules, response protocols, contact information etc.

Population(s) Targeted:

- Residents of Los Angeles County and City

Funding:

Please refer to Funding Recommendations document.

Lead Agency(ies)/Supporting Agency(ies)

WDACS/DCFS, Alzheimer's Greater Los Angeles, and Regional Centers.

DRAFT

V. FUNDING RECOMMENDATIONS *

#	Strategy	FY 2018/19	FY 2019/20	FY 2020/21
Enhanced Coordination				
A1	Creating Capacity for Inter-Agency Collaboration, Coordination and Implementation of BOLOH Initiative	TBD	TBD	TBD
A2	Identification of BOLOH Initiative Liaisons	N/A	N/A	N/A
A3	Coordination and Communication Protocols	N/A	N/A	N/A
A4	BOLOH Multi-Disciplinary Team Meetings	N/A	N/A	N/A
A5	Law Enforcement Investigational Checklists	N/A	N/A	N/A
A6	Hospital Diligent Search (Jane/John Doe) Checklist	N/A	N/A	N/A
Technology Solutions				
B1	Project Lifesaver Tracking, Pilot Study	35,000	10,000	10,000
B2	Proactive Registry: New vs. Leveraging and Integrating	75,000	45,000	15,000
B3	Personal Technology Resources: Layering alarms, registries, tracking, alerts**	10,000	10,000	10,000
B4	Biometrics: Photos, Facial Recognition, Fingerprints	N/A	N/A	N/A
B5	Community Alerts Systems	N/A	N/A	N/A
B6	Provider Databases, Mutual Aid, Search & Rescue Dogs, and Other Similar Systems	N/A	N/A	N/A
Education & Training				
C1	First Responder Education: 911, law enforcement, EMS/fire	300,000	250,000	200,000
C2	Social Service Provider Education: 211, AAAs, Long-term services & supports	N/A	75,000	50,000
C3	Health Care Provider Education: Continuum of Care	N/A	N/A	N/A
C4	Preventive Caregiver Training: Managing Behaviors and Using Technology Solutions	N/A	N/A	N/A
Social Engagement				
D1	Community Awareness Campaign: Proclamation, LA Metro, District Events	350,000	200,000	200,000
Total Funding Recommendations		**770,000**	**590,000**	**485,000**

Note:

Funding recommendations are projected estimates of costs and does not include budget for proposed Lead Agency staffing costs.

***** Implementation activities for priority strategies shown in red will start in FY 2018-2019.

DRAFT

VI. BOLOH INITIATIVE IMPLEMENTATION TIMELINE

Strategies	Short-Term One Year	Medium-Term 1 – 2 Years	Long-Term 2 – 3 Years	Lead Agency
Domain A. Enhanced Coordination				
A1. Creating capacity for Inter-Agency Collaboration, Coordination and Implementation of BOLOH Initiative	X			WDACS
A2. Identification of BOLOH Initiative Liaisons	X			WDACS
A3. Coordination and Communication Protocols	X			WDACS
A4. BOLOH Multi-Disciplinary Team Meetings	X			WDACS
A5. Law Enforcement Investigational Checklists	X			LASD
A6. Hospital Diligent Search (Jane/John Doe) Checklist	X			DHS
Domain B. Technology Solution				
B1. Project Lifesaver Tracking, Pilot Study	X			LASD
B2. Proactive Registry: New vs. Leveraging and Integrating			X	WDACS
B3. Personal Technology Resources: Layering alarms, registries, tracking, alerts	X			WDACS
B4. Biometrics: Photos, Facial Recognition, Fingerprints			X	LASD
B5. Community Alerts Systems	X			LASD
B6. Provider Databases, Mutual Aid, Search & Rescue Dogs, and Other Similar Systems			X	LASD
Domain C. Education and Training				
C1. First Responder Education: 911, law enforcement, EMS/fire	X			WDACS
C2. Social Service Provider Education: 211, AAAs, Long-term services & supports		X		WDACS
C3. Health Care Provider Education: Continuum of Care		X		DHS
C4. Preventive Caregiver Training: Managing Behaviors and Using Technology Solutions			X	WDACS
Domain D. Social Engagement				
D1. Community Awareness Campaign: Proclamation, LA Metro, District Events		X		WDACS

Note:

BOLOH Initiative Implementation timeline is a projected estimate and assumes approval of BOLOH Initiative Unit.

* Implementation activities associated with Short-Term strategies will start on July 1, 2018.

** Implementation activities associated with Medium-Term strategies will start on July 1, 2019.

*** Implementation activities associated with Long-Term strategies will start on July 1, 2020.

VII. APPENDICES

Appendix A. Workgroup Recommendation Summaries

The BOLOH Task Force meeting on August 3, 2017 involved two (2) workgroup sessions. The workgroups were Coordination Opportunities and Technology (Devices/databases). The workgroups were provided with background information for review and discussion.

Technology Workgroup Objectives: The objective of the Technology Workgroup was to review and explore the best available technologies for implementation. This workgroup was provided with a list of 27 technologies/systems that were already identified through the BOLOH Survey, presentations in the previous BOLOH meetings and other sources. The specific objectives of the Workgroup discussion were to identify:

A. Any missing solutions.

B. Advantages and drawbacks of these solutions.

C. The most significant barriers to implementation, and to provide recommendations to avoid or offset these obstacles.

Coordination Workgroup Objectives*:* The objective of the Coordination Workgroup was to review and explore existing opportunities that enhance the response to At Risk Missing Persons and identifying:

A. Barriers and challenges.

B. Best practices to consider.

C. Recommendations for enhanced coordination.

Workgroup members utilized their rich experiences to thoroughly discuss relevant ideas and strategies. The main discussion points and recommendations provided by the two (2) workgroups are summarized below:

I. Technology (Devices/Databases) Workgroup

A. Technologies to be Considered

The Workgroup made the following recommendations regarding the type of technologies to be included in the project:

- Technologies that allow intensive searching of missing people.
- Database systems.
- GPS technologies whenever feasible.
- Appropriate wearable devices that apply to the specific needs and preferences of clients.

DRAFT

- A mix of technologies, and not just one, to maximize effectiveness based on service needs, search locations, technology capabilities, and cost.
- Devices with longer battery life.

Specific types of technologies/systems such as photo recognition technologies and MedicAlert systems were mentioned to ensure that they were included in the list of technologies for review. The workgroup was informed that all of these technologies were already included in the list.

B. Barriers to Implementation

The following ideas were suggested as some of the drawbacks of the available systems/technologies that may act as barriers to implementation:

- High Cost of devices and/or user fees.
- Some of the devices being easy to be lost or stolen.
- Data breach and confidentiality issues.
- Limited range capability of devices.

C. Possible Next Steps

- Explore the possibility of coordination of database system providers with law enforcement agencies.
- Utilize 2-1-1 LA County.
- Look into fallback systems.
- Figure out costs of technologies.
- Include population statistics.
- Explore geographic range of each tracking device/technology.
- Include education/training program about the technologies to use.
- Find out if Department of Justice has some similar and successful programs.

II. Coordination Opportunities Workgroup

A. Law Enforcement Protocols

LAPD shared information about Law Enforcement Protocols in responding to situations involving missing persons/wanderers, California Law Enforcement Telecommunications System – CLETS (DOJ), and database used by law enforcement throughout the state. LAPD provided the following information:

DRAFT

1. Per CA mandate (PC 14211) law enforcement has 2 hours to input information into the CLETS system. Missing person information is included in the Violent Crime Information Center and the National Crime Information Center Databases.

2. Unit Dispatched.

3. Information not immediately available and included in initial report must be entered into the system no later than 60 days after the event by the investigating agency.

4. High Priority for LAPD is Children, Alzheimer's etc. - Priority and response dictated by resources.

5. Law Enforcement sends out a "be on the look-out" notification to law enforcement jurisdictions, to all ER hospitals via the Reddinet System etc.

B. Barriers

1. Time is an obstacle when it comes to responding to assist missing persons.

2. LAPD indicates that the sheer volume of missing persons reports impacts response/intervention.

3. Alerts can take four (4) days to one (1) week at times.

4. HP Silver Alert — Alerts are typically only initiated when a vehicle is involved. Alerts are sent to TMC Screens immediately.

5. Agencies/organization notified as part of "be on the lookout" or any other type of alert/notification may be too limited. Key agencies that serve the "wanderer" population or are in consistent contact with them may not receive "real-time" notification. For example, LA Metro, homeless services agencies, mental health service agencies, non-acute care facilities, residential placement facilities etc. are not involved as part of the alert/notification process.

6. Lack of intradepartmental and interdepartmental communication and response protocols.

7. HIPPA and other statues relating to confidentiality may be a barrier in the sharing of information amongst agencies.

8. Lack of designated contact(s) within certain agencies to be responsible to receive and respond to notifications.

9. Lack of consistent media exposure - If request for media release – Department will release to website.

10. Social media such as Twitter and Facebook should be more widely and consistently used to notify the general public.

DRAFT

C. Best Practices

1. CLETS

2. Reddinet

3. Law Enforcement agencies and Fire Department have defined protocols and practices but there is always room for improvement and enhancement.

D. Possible Next Steps for Enhanced Coordination

1. Assess current law enforcement protocols including LAPD, LASD, including municipal departments, and CHP, as well as first responders such as LAFD and City FD for possible enhancements/improvements.

2. Assess current intradepartmental communications and response protocols for non-law enforcement agencies to improve and enhance or create protocols if none exist.

3. Legislation may be necessary to institute more defined/enhanced requirements for missing person's statues to specifically include BOLOH population.

4. More Consistent Media Exposure (Radio, TV included alerts similar to Severe Weather Notifications, Social Media etc.).

5. Broaden Communication and Cooperation to County/City Departments and other organizations such as LA Metro, Homeless Services Programs, Mental Health Services Program, other Non-Acute Hospital Facilities, schools, US Postal Service, etc.

6. Develop/Procure a centralized database of missing person's information to be accessed by designated agencies such as law enforcement, fire, etc. or expand the capabilities of Reddinet. (DHS to explore).

7. Add photos and other critical information to the database.

8. Create a Guide (For Citizens/Public and or Professionals) that provides steps on what to do, how to report etc.

9. Create specialized, centralized agency or entity to coordinate all things related to missing persons (wanderers) including communication of law enforcement agencies, Fire and other first responders. Include the responsibility of outreaching to media and other agencies such as LA Metro to disseminate information.

Should the creation of a new department not be feasible, explore other possible options that would support the idea of designated/centralized contacts within key agencies and create network of response.

DRAFT

III. Training and Community Awareness/Outreach

The BOLOH Task Force meeting on August 16, 2017 involved two (2) workgroup sessions. The workgroups previously identified included: Training and Community Awareness/Outreach. The workgroups were provided with background information for review and discussion.

The objective of the Training Workgroup was to review and explore training opportunities that are currently in existence for first responders in Los Angeles County and to identify any area of improvement in the curriculum and methods of training delivery. The specific objectives of the Workgroup discussion were to identify:

A. What training is currently provided to first responders?

B. What training needs can be enhanced/added?

C. What next steps are needed?

The objective of the Community Awareness/Outreach Workgroup was to review and explore existing community awareness/outreach opportunities and to identify gaps and areas of improvement to ensure a more informed society and enhanced community response to missing At-Risk persons.

A. What types of activity are needed to include the community as partners for enhancing the responses to At Risk Missing Persons?

B. What Community events currently occur and could possibly include Protecting and Locating information?

C. What Community Outreach Steps can we recommend?

Workgroup members tapped into their varied knowledge and experience in both areas and provided invaluable feedback and recommended strategies/approaches to the areas of training and community awareness/outreach. The main discussion points and recommendations provided by the two workgroups are summarized below:

IV. Training Workgroup

A. Training currently in existence

The Workgroup identified training programs that are currently implemented in Los Angeles County:

- Legislative mandates (SB 11) for CIT (critical incident training) 40 hr training includes topics useful for response to At Risk Missing Persons (LASD, CHP, LAPD – hundreds trained within each agency to date)

- CA DOJ provides guidance on state laws regarding response to “critical missing”, LAPD reports state will provide local training

- DOJ has list of Best Practices

- POST training exists on Autism
- Be Safe the Movie and simulation events for “eyes on” training to bring LE and those with spectrum disorders together
- Multiple Interactive Learning Objectives (MILO) simulation used by LASD
- Alzheimer’s Greater Los Angeles, Alzheimer’s Association, National Brotherhood, LA Caregiver Resource Center have dementia and caregiver trainings on difficult behaviors such as wandering
- Savvy Caregiver training includes training to prevent wandering
- County hospitals have policy/procedures for Jane/John Does brought to emergency departments

B. What training needs could be enhanced

The following were suggested as areas of enhancement/improvement with current First Responder Training:

- Use the existing Operation of Emergency Management (OEM) structure for rotating training exercises across first responders
- Review content and quality related to response for At Risk Missing Persons in CIT-mandated 40 hr training
- Consider POST training to see if additional or updated content needed
- County employee information/training with focus on prevention and caregiver support
- Health care system response to Jane/John Doe – develop Best Practices for County hospitals, offer to private Southern CA hospitals

C. Possible Next Steps

- Determine need for content enhancements in existing trainings: de-escalation, empathy, disease specific information (e.g., Autism, Alzheimer’s), increase more “eyes on” training via simulation/experiential opportunities
- Review/disseminate DOJ Best Practices
- Consider CA DOJ training to law enforcement
- Review criteria to encourage use of alert systems: Silver Alert, Nixel, Alert: LA County
- Determine need for 911 and 211 operator review/training for these situations
- Review need for coordinated health care trainings

DRAFT

V. Community Awareness/Outreach Workgroup

A. What types of activities are needed to include the community as partners for enhancing the response to At Risk Missing Persons? What Community outreach steps can we recommend?

- Develop a targeted (Statewide/Countywide) Campaign on At-Risk Wandering Populations. The campaign may include the following types of activities:

  1) County/City Proclamations such as "At-Risk Wandering Day" for example.

  2) Conduct Awareness Fairs/Events/Expos - City/County Sponsored

  3) Social Media Push: Twitter, Facebook etc.

  4) Creation of an at-risk wandering website (similar to BOLOH) to include: educational awareness materials, available trainings, events, response protocols, contact information, etc.

  5) Creation of a Phone App (Google Play and iPhone) with information similar to website, such as LASD Website

  6) Public Service Announcements (PSA)

  7) Universal Cell Phone Alerts modeled after Amber and Silver Alerts.

  8) Billboards

  9) Public Transportation Advertising (Metro)

     - Hiring/Procuring a Public Relations Firm to develop a professional campaign based on the BOLOH Task Force final recommendations.

     - Central Agency/Department created or identified to oversee the Campaign and all coordinating efforts surrounding at-risk wandering populations.

     - Identified Target Populations for Outreach Activities

       1) Public/Community at large

       2) Faith Based Organizations

       3) Caregivers/Parent Support

       4) Neighborhood Councils

       5) School Events

       6) Homeless Services/LAHSA

DRAFT

7) Regional Center-Staff, Families/Participants

8) Camps

9) Senior Centers including County/City

10) State Level/County Level Policy Makers

11) Hospitals and Health Care Providers

12) Health Insurance Organizations

13) Include/incorporate as part of PALA initiative and Dementia Friendly Initiative/Dementia Friends

- Dedicated Outreach and communications to County Agencies including Law Enforcement (in addition to training)

  1) Distribute "Wandering" info/emergency alerts to all County/City staff via email, paystub alerts etc.

  2) Include informational literature in HR onboarding of new staff

  3) Possibly include language and acknowledgment in all County/City contracts

- Explore Funding Opportunities for Awareness Campaigns

  1) Corporations (Private): First Five, Uni-Health Foundations etc.

  2) Public Agencies: Funding via: BOS/County/Departmental Budgets/City: Scholarships etc.

  3) Philanthropy

  4) Grant Funding

  5) Funding for Live Scan – Blue Check

B. What Community events currently occur and could possibly include Protecting and Locating information? Also, what Outreach and Information Materials are currently in existence?

- **Community Outreach Currently Occurring:** <u>Note: Apparently there are no outreach events currently in existence which specifically address wandering issues.</u>

  1) Autism Walks – Autism Speaks

  2) Dementia Walks

  3) Purposeful Aging Los Angeles (PALA)

DRAFT

4) Dementia Friendly Initiative (Dementia Friendly Cities)

5) Wellness Initiative (Blue Zones)

6) National Alzheimer's Month

7) National Autistic Month

8) Regional Center

- **What Material is Currently Available:**

1) Alzheimer's Fact Sheet – Great LA Alzheimer's Association

2) "Wandering" Telenovelas developed by Great LA Alzheimer's Association

3) LASD- Missing Persons Phone App, Facebook Account

4) ADEAR (Federal Program- NIA)

5) UCLA – Geriatric Program – Wandering video

6) If I need Help

7) National Association of Autism

8) A Caregiver's Guide to Wandering Program: McGruff Safe Kids

10) Cedar Sinai, Kimberly Falconer may have additional materials.

- **What content should Outreach Materials contain; Outreach Toolkit:**

1) Prevention vs. Intervention

2) Caregivers vs. General Public Tip sheets

3) Resources including available technologies, wearable IDs etc.

4) Intervention/Response to incidents: Who to call: Mental Evaluation Teams

   a) LASD – MET,

   b) SMART- LAPD/DMH

   c) PET- DMH

DRAFT

Appendix B. Project Lifesaver Proposal

Project LifeSaver:

- Provides timely response to save lives and reduce potential injury for adults and children who wander due to Alzheimer's, autism, and other related conditions or disorders.
- The system works with radio technology and specially trained search and rescue teams. Clients who are enrolled in Project Lifesaver wear a small transmitter on the wrist or ankle that emits an individualized tracking signal. If an enrolled client goes missing, the caregiver notifies their local Project Lifesaver agency, and a trained emergency team responds to the wanderer's area. Most who wander are found within a few miles from home, and search times have been reduced from hours and days to minutes.
- Utilizes PLI-1000 Personal Locator System, which is claimed to be the newest radio frequency based tracking system that is available to member agencies and to caregivers of loved ones who are prone to wandering.
- The PLI-1000 Personal Locator System includes: One PLI-1000 receiver with attached Yagi antenna, one (1) nylon case, one (1) pre-preset 216 MHz 60 day transmitter with oval case, one 9V receiver battery, six (6) transmitter batteries, six (6) transmitter bands, one (1) transmitter tester, and an instructional guide.
- Recovery times for Project Lifesaver International (PLI) clients is reported to average 30 minutes — 95% less time than standard operations.
- Training for a new agency includes two (2) days of on-site instruction for up to seven (7) people provided by a State Coordinator (a law enforcement professional certified by PLI to train others) or by PLI's own staff.
- PLI also provides one-day training for up to seven (7) officers to be trained as instructors and re-certify staff every two years. Each new agency will also receive training on Alzheimer's and Autism, as well as other disorders, to help when responding to a missing client.

Lead Agency: LASD can be the default agency to cover for the entire County.

Other Key Agencies:

Cities may join as an associate member if they so desire. That would really only be useful if they want to be able to hand out the transmitters themselves and be considered a direct affiliate with Project Lifesaver.

Cities may also opt to be full members themselves, as is the case in Glendale, Monrovia and La Verne. But, that may be unnecessary, and the County can save the other agencies a lot of expense as the Sheriff's Department can cover for the entire County – including all cities within. Through existing mutual aid agreements, the Sheriff's Department will send a tracking team to any city that requests support if a patient elopes.

Resource Requirements:

Funding for the following activities would be needed:

Hardware and initial Training

DRAFT

- The quote from Project Lifesaver for all hardware to certify the LASD and serve every city therein is attached. This is the most cost-effective approach to implementing this program in all 88 cities and unincorporated areas – all at once. The total cost is estimated at about $20,000.
- Stipend to cover the training of seven (7) LASD staff.
- Overtime expenses to conduct searches in the event of a callout Countywide. This is much cheaper than dedicating staff to the project full time. If many callouts are not received, then the actual expenses would be very minimal and funds would be returned.
- The breakdown of the cost is as shown in the chart below:

Project Lifesaver International
815 Battlefield Blvd South
Chesapeake, Virginia 23322
Tel: (757) 546-5502
www.projectlifesaver.org
Dedicated to bringing your loved ones home!
A Non-Profit Organization

Customer	
Agency	Los Angeles County Sheriff's Office
Address	1277 N Eastern Ave
City	Los Angeles, CA 90063-3217
Phone	
Attention	

Misc.	
Date	10/12/17
Order No.	
Rep	
FOB	
Other	

Quantity	Description	Unit Price	Total
1	New Agency Start-up Package for joining Project Lifesaver	$3,950.00	$3,950.00
2	PLI-3000 Receivers for Helicopters	$1,025.00	$2,050.00
2	Modified Dave Clark Aviation Headsets for Helicopters	$575.00	$1,150.00
12	One Year 60 day Transmitter Kits Specials - includes one transmitter, one year supply of batteries and bands, and one battery tester	$300.00	$3,600.00
4	Emergency Response PLI-3000 Kits - includes one; receiver, headset, transmitter, year supply of batteries and bands, nylon carry case, ac adaptor, omni antenna	$1,470.00	$5,880.00
24	1 year supply of batteries and bands for for 12 transmitters	$16.20	$388.80
1	Airborne Training Course Fee and Tuition (50% discount)	$500.00	$500.00
1	Travel Expense for one instructor to conduct ESS Basic Operator Course, ESS Instructor Course, Airborne Certification Course	$2,198.00	$2,198.00
1	2% equipment discount - New Agency	-$340.38	-$340.38
		Sub Total	$19,376.42
		Shipping	$396.25
	Tax Rate		n/a
	Tax Rate		n/a
		Total	$19,772.67

Payment	
Name:	
CC #	
Expires	
Remarks:	

Finance Charge of 1.5% per month (18% Annual Rate) will be applied to amount due over 30 days

Appendix C. Personal Technology Resources

The following resources were collected in Fall 2017 by participants of the Bringing Our Loved Ones Home (BOLOH) Task Force in Los Angeles County. This listing is not exhaustive, there are many vendors and a growing body of technological applications. The following resources are organized by various approaches to technology assistance for persons at risk of going missing:

1. Registries,
2. Tracking Systems, and
3. Community Alert Systems.

Another non-technological category involves *Advance Planning,* which includes retaining personal descriptive information, along with electronic photo and biometric identifiers (e.g., fingerprints and/or DNA via hair strand/fingernail clipping). Layering of these approaches is advised, to build in redundancies and added protection for persons with risk of having a critical missing incident.

REGISTRIES	DESCRIPTION
1. MedicAlert Foundation	• MedicAlert LEAP Program with MedicAlert IDs that connect with an Emergency Response Center, which grants law enforcement immediate access to member's health information. • Works with local and national partners: Alzheimer's of Greater LA and National Autism Association, law enforcement agencies & families. • See website: www.medicalert.org • Local Contact: Justin Noland, VP of Marketing MedicAlert LEAP Program
2. If I Need Help	• Registry system, starts with caregiver signing up for free membership • Establishes a profile and emergency questions/answers within caregiver's controlled Special Needs Registry. • The Registry captures vital information about the person with special needs, such as current medications, communication preferences, and caregiver contact information. In a crisis situation, the Registry provides a quick data sheet to first responders, the media, and search teams. • Provides wearable ID that includes a unique QR Code for each individual. The QR Code can be scanned to connect to the member's online profile page for assisting the wearer to return home safely. • Website: https://ifineedhelp.org
3. Take Me Home Program	• A regional photo-based database system hosted by San Diego Sheriff's Department and accessible by all law enforcement agencies in San Diego • Works by allowing family members to submit confidential information about their dependent family members with special needs such as Autism, Dementia, mental illness, blindness, etc.

DRAFT

	• A picture can also be added to the database and law enforcement personnel can use photo recognition in the field and to check for possible matches in the database. • Contact San Diego Sheriff's Department: www.sdsheriff.net/tmh/index.html
4. Santa Clarita Registry for Persons with Special Needs	• A community Registry system for area resident, operated by the City of Santa Clarita. • Website: www.santa-clarita.com/city-hall/departments/recreation-community-services-and-open-space/emergency-management/special-needs-registry
TRACKING SYSTEMS	**DESCRIPTION**
5. Project Lifesaver International	• Provides timely response to save lives and reduce potential injury for adults and children who wander due to Alzheimer's, autism, and other related conditions or disorders • Utilizes PLI-1000 Personal Locator System which is a radio frequency tracking system available to member agencies and to caregivers of loved ones who are prone to wandering. • National website: https://projectlifesaver.org/
6. GPS SmartSole	• Provides three types of tracking solutions: the wearable GPS SmartSole, the Take-Along Tracker 3G stand-along device, and a digital option in the Track My Workforce iOS and Android App. • Each of these tracking methods report to our IoT GTX Monitoring Portal which is accessible through any internet connected device and a Smart Locator app. • Website: http://gpssmartsole.com/gpssmartsole/
7. AngelSense	• GPS and voice monitoring solution to keep children with special needs safe and well cared-for. • The solution includes a wearable GPS device - designed to address sensory issues and a friendly app based on smart analytics. Parents use this product to get alerts for location changes and locate lost child with live updates. • Website: https://www.angelsense.com/
8. Sengistix	• Sengistix utilizes a wide variety of coordinated sensors to provide a "complete package" of custom monitoring tailored to meet unique individual needs. • It allows to continually monitor activity, or lack of activity, through a 24/7 Sengistix Response Center to ensure that individuals are safe. • Website: www.sengistix.com

DRAFT

9. Care Trak	• Described as the "original Law Enforcement Rescue Program" that electronically tracks people with Alzheimer's who wander and special needs children. • It is a telemetry (radio waves) based tracking system that sends waves much like a local broadcast radio station. • The sensitivity of Care Trak telemetry is designed to create pinpoint accuracy with average nationwide location time reported as under 30 minutes • Products include: Perimeter System, Mobile Locator, Wrist Transmitter. • Website: www.caretrak.com
10. EyezOn Emergency and GPS Tracker	• Real-time tracking through EyezOn portal from computer or smartphone. • Create safe or unsafe zones, emergency "Help Me" Button, receive emergency alerts by e-mail or SMS at up to 30 contacts. • New "Smart Phone" optimized version of the EyezOn portal. • Website: www.eyezon.com
11. Freedom Watch	• GPS watch for Alzheimer's and dementia patients, known as the "Freedom Watch", is a GPS Wandering Tracking and Emergency Alert Watch. • It uses RF (radio frequency), GPS, and GSM (cellular network) technology to communicate position data. This technology can detect a wandering event and curtail it by providing relevant and timely location information to the caregiver. • Website: www.cybermationinc.com/freedom-watch.html
12. Care Point Watch	• Wearable technology based on Apple iWatch and Samsung Gear devices. Fully independent, no cell phone needed. Can go anywhere there is cellular or Wi-Fi coverage. • One touch emergency trigger that conferences in a professional call center (optional) as well predefined friends/family. Streaming of sensor data including Heart rate, location, steps, and movement, including fall detection. • Bi-Directional, predefined friend/family may at any point connect to device and speak with individual, as well as check aforementioned sensor data.Water Resistant • Water resistant, includes wearable device, sim card, and charger. • Website: www.carepoint.xyz
13. GizmoHub	• GizmoHub app lets you call, find and control your GizmoPal and GizmoGadget wearables for children. • Download and install this Verizon app on your phone to setup one or more gizmos.

DRAFT

	• Website: https://play.google.com/store/apps/details?id=com.vzw.gizmopal&hl=en
14. Amber Alert GPS system	• The Amber Alert GPS Smart Locator is a child friendly product that works hand-in-hand with a parent app and portal, keeping families connected with tracking information and voice functionality. • Track little ones online or from a mobile app – location information is updated every five minutes. • Allows to set up safe zones to get informational alerts, such as a child entering or leaving school, as well as SOS alerts, indicating the child may feel threatened or is not feeling well via voice call, text and/or email. • Website: https://amberalertgps.com
COMMUNITY ALERT SYSTEMS	**DESCRIPTION**
15. Amber Alert	• Broadcast emergency system for abducted minors used in all 50 states. • Website: www.amberalert.gov
16. Silver Alert	• Broadcast system issues and coordinates alerts following the unexplained or suspicious disappearance of an elderly person, or a person who is developmentally disabled or cognitively impaired. • Website: www.chp.ca.gov/news-alerts/silver-alert
17. Nixle	• Offers free and paid notification services for local police departments, county emergency management offices, municipal governments and their agencies within the United States. • Website: www.nixle.com
18. Alert LA County	• Emergency mass notification system that will be used to contact County residents and businesses via recorded phone messages, text messages or e-mail messages in case of emergency. Need to register cell phone lines. • Website: www.lacounty.gov/emergency/alert-la/
19. Nextdoor	• Nextdoor is a private social networking service for neighborhoods, it is based in San Francisco, California. • Website: www.nextdoor.com

DRAFT

Appendix D. Law Enforcement Checklists

MISSING PERSON · AT-RISK & ALERT CRITERIA This investigative aid is intended to help guide first responders and may not include *every* classification or criteria required	DAILY REPORT No. / UNIFORM REPORT No.

PENAL CODE § 14215(a) As used in this section, "missing person" includes, but is not limited to, any of the following: (1) An at-risk adult. (2) A child who has been taken, detained, concealed, enticed away, or retained by a parent in violation of Chapter 4 (commencing with Section 277) of Title 9 of Part 1. (3) A child who is missing voluntarily or involuntarily, or under circumstances not conforming to his or her ordinary habits or behavior and who may be in need of assistance. (c) As used in this section, "child" is any person under 18 years of age.

APPLIES YES	NO	**"AT RISK" DETERMINATION FOR MISSING PERSON, PER PENAL CODE § 14215** Click here for California Legislative Information (Amended by Stats. 2016, Ch. 544, Sec. 1. Effective January 1, 2017.)
√	√	(b) As used in this title, "at-risk" means there is evidence of, or there are indications of, any of the following: 1) The person missing is believed to be the victim of a crime or foul play.
		2) The person missing is in need of medical attention.
		3) The person missing has no pattern of running away or disappearing - out of character to be missing, miss work or school, never missed before, etc.
		4) The person missing may be the victim of parental abduction (see Penal Code §§ 277, 278, 278.5, 278.7)
		5) The person missing is mentally impaired (includes danger to self or suicidal, danger to others, unable to care for themselves), cognitively impaired or developmentally disabled (Incl. Alzheimer's, dementia, Autism, etc.)

APPLIES YES	NO	**"CRITICAL" DETERMINATION FOR MISSING CHILD** (Refer to each Department's Manual of Policies and Procedures)
		The missing child meets one or more of the "at risk" criteria above.
		Does the missing child's age qualify for "critical" status based on Departmental Policy & Procedures?

APPLIES YES	NO	**"AMBER ALERT" CRITERIA (Government Code § 8594)** Click Here for California AMBER Alert Information from the CHP (Refer to each Department's Manual of Policies and Procedures)
		There is a confirmed abduction, or a child has been taken by anyone, including, but not limited to, a custodial parent or guardian (e.g., witness verification, alternative explanations for a child's absence was eliminated)
		The victim is 17 years of age or younger, or of proven mental or physical disability.
		There is reason to believe the victim is in imminent danger of serious bodily injury or death.
		Information is available that, if disseminated to the general public, could assist in the safe recovery of the victim (vehicle information is not a requirement to activate an AMBER Alert).

To **initiate in the County of Los Angeles, contact the LASD Sheriff's Communication Center at (323) 881-8100. For questions regarding an AMBER Alert or the other resources available for missing children cases may be directed to** ENTAC **at (916) 843-4199 or via email at entac@chp.ca.gov** (CLICK **HERE for email link if connected to internet).**

APPLIES YES	NO	**"ENDANGERED MISSING ADVISORY" (EMA) CRITERIA** Click Here for California OES Information Bulletin from the CHP (Refer to each Department's Manual of Policies and Procedures)
		The police agency has reasons to believe the person is at risk or endangered.
		Assistance in distributing information to help locate the individual(s) is desired
		A juvenile is reported missing and there is no indication or confirmation that an abduction occurred.
		A person with a known medical condition, such as dementia, is reported missing.

An EMA generally consists of an Emergency Digital Information Service (EDIS) message, Critical Reach flyer, BOLO **broadcasts, U.S./Mexico border notification, and notification to the National Center of Missing and Exploited Children. For Los Angeles County, contact the LASD Sheriff's Communication Center at (323) 881-8100.**

DRAFT

APPLIES YES	NO	"SILVER ALERT" PROGRAM CRITERIA (Government Code § 8594.10) Click Here for Government Code Reference (Refer to each Department's Manual of Policies and Procedures)
		The missing person is 65 years of age or older, developmentally disabled, or cognitively impaired.
		The investigating law enforcement agency has utilized all available local resources.
		The law enforcement agency determines the person has gone missing under unexplained or suspicious circumstances.
		The law enforcement agency determines the person is in danger because of age, health, mental or physical disability, environment or weather conditions, the person is in the company of a potentially dangerous person, or other factors indicating the person may be in peril
		There is information available that, if disseminated to the public, could assist in the safe recovery of the missing person

In the County of Los Angeles, first contact the LASD Sheriff's Communication Center at (323) 881-8100 or SCCBridge@lasd.org. If criteria is met, the California Highway Patrol will assist the investigating law enforcement agency by activating changeable message signs, issuing BOLO alerts, sending EDIS messages and posting electronic flyers.

TERMS & EXPLANATION OF RESOURCES

"APBnet" - APBnet is an image-based system linking state, county, and local law enforcement. APBnet can capture and immediately distribute color photographs and images to law enforcement agencies, the media, and other organizations. The system can also forward information via fax to businesses, hospitals, schools, the media, and agencies without an APBnet system.

Be-On-The-Lookout (BOLO) - BOLOs will be issued/broadcast by CHP Communication Centers to CHP personnel located in the affected areas. BOLOs will contain suspect, victim, and vehicle information, if available.

Critical Reach and **Lost Child Alert Technology Resource (LOCATER)** - The California Highway Patrol (CHP) utilizes the Critical Reach system throughout the state. The National Center for Missing and Exploited Children (NCMEC) utilizes Lost Child Alert Technology Resource (LOCATER) throughout the nation. Both are web-based programs that enhances law enforcement's ability to recover missing children by providing them with the tools necessary to rapidly disseminate images and information locally and nationally. The programs are capable of simultaneously sending information and photographs to multiple locations. LOCATER has the ability to create posters in Spanish.

"Cognitively impaired" means affected by a cognitive impairment, as defined in Section 14522.4 of the Welfare and institutions Code. CA Government Code § 8594.10 (d)(2).

"**Developmentally disabled**" means affected by a developmental disability, as defined in subdivision (a) of Section 4512 of the Welfare and Institutions Code. CA Government Code § 8594.10 (d)(1).

"Emergency Alert System" (EAS) - The Emergency Alert System (EAS) is a nationwide system accessed through the Office of Emergency Services (OES) and designed to inform the public of an emergency. Employing audible warning tones, EAS utilizes the public radio and television systems to disseminate vital information to the public.

"Emergency Digital Information Service" (EDIS) - EDIS delivers official information about emergencies and disasters to law enforcement, news media and the public in California. Electronic emergency bulletins posted to EDIS are available by e-mail and pager from various providers, who voluntarily provide this service. Bulletins are posted on the EDIS Web site (http://edis.oes.ca.gov) for access by the media, law enforcement agencies, and the public.

Los Angeles County Information Web Page This web page (http://lacounty.info) obtains AMBER Alert information from the Sheriff's Communications Center to inform Los Angeles County employees of the situation.

"Silver Alert" means a notification system, activated pursuant to subdivision (b), designed to issue and coordinate alerts with respect to a person who is 65 years of age or older, developmentally disabled, or cognitively impaired, and who is reported missing. CA Government Code § 8594.10 (a).

"Wireless Emergency Alerts Program" (WEA) - The Wireless Emergency Alerts will allow consumers with WEA-capable smartphones and feature phones to automatically receive free AMBER Alert messages, along with Presidential and Imminent Threat Alerts. When a subscriber with a WEA enabled cellular phone is within range of the activated cell tower they will receive the AMBER Alerts, even if the wireless customer is not from the area. The program is an "opt out" program, meaning subscribers do not have to enroll in the program to receive alerts. The WEA AMBER Alert notification is automatically sent from National Center for Missing and Exploited Children (NCMEC) at the time of the AMBER Alert activation. The message includes an audible tone followed by a text-like message.

DRAFT

MISSING PERSON · INVESTIGATION CHECKLIST This investigative aid is intended to help guide first responders and may not include *every* possible follow up action needed or required				DAILY REPORT No. / UNIFORM REPORT No.
DONE √	**N/A √**	**TIME**	**HANDLED BY**	**INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)**
				Interview the informant at the scene;
				Fill out the Missing Person Report
				Obtain a Daily Report No. or Uniform Report No. (enter at above right)
				Obtain an authorized signature on the "Authorization to Release Dental/Skeletal X-rays/Photograph and Description Information of Missing
				Obtain a recent photograph of the missing person and note the date that the photograph was taken;
				Determine age of the missing person (MP) and clarify how determined.
				Determine if MP has any known medical issues that require attention.
				Determine whether MP is suicidal. If so, document the indicators.
				Determine mental health status and any prescribed medication. Try to make contact with and note in report any physician or psychologist believed to be treating the MP.
				Determine whether MP has a cell phone, the number, and where it is.
				Determine whether MP has credit card(s) and if they are accounted for. Indicate in the report any issuing bank information. Discuss with detective(s) who will call and alert the issuer(s) about the missing person's status and seek assistance about when/where last used.
				Advise reporting party of the need to call in the event new information is received or the person's location becomes known.
				Determine status of the missing person's vehicle(s). Have vehicle "wants" entered into NECS without unnecessary delay. Note in report.
				Consider requesting air support for the search, as needed.
				Consider requesting gang or narcotics unit support, as needed.
				Contact Medical Alert Center (MAC) at (866) 940-4401 to alert emergency rooms regarding status of missing person.
				Request Communications/Dispatch conduct hourly broadcasts for MP.
				If designated "At-Risk" or "Critical" then initiate a search log (the log shall contain the area searched, name and employee number of person searching area, and time area searched)
				Pertinent facts should be telephoned, radioed or sent via MDT / MDC to the watch commander if required by Department Policy.
				Notify area patrol units via radio and/or MDC broadcast.
				Contact made by telephone to alert adjacent Police Departments/Stations and Sheriff Station(s)
				Does reporting party have access to view the missing person's social media account(s)? Document that inquiry in the initial report.

DRAFT

DONE √	N/A √	TIME	HANDLED BY	INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)
				Strive to make entry into NCIC within one hour or sooner, if practical, of taking the report. Per Penal Code § 14205, law enforcement agencies receiving a missing person's report of someone who is under 21 years of age, or there is evidence the person is at risk, shall transmit the report to the California Department of Justice for inclusion in the Violent Crime Information Center and the National Crime Information Center (NCIC) databases within two hours after receipt of the report. This may be accomplished by establishing a record in the National Missing and Unidentified Persons System (MUPS). When missing person information is entered into the MUPS system, it is automatically filed in NCIC.
				Conduct a thorough search of the interior of the house, as well as the attic, under house, yard, garage, out buildings, basement, abandoned refrigerators, trunks, boxes, etc.
				Check attractive nuisances, e.g., abandoned vehicles, crawl spaces, etc.
				Inquire about the exact location, time and date the child was last seen and whether the child is a habitual runaway.
				Ask parents of the child, length of time at present address, whether divorced or separated, whereabouts of divorced parents and attitude toward the child;
				If the missing person was seen at a different location, another patrol unit must be sent to that location and additional assistance should be requested when necessary.
				The immediate ground area shall be patrolled with particular attention given to accident areas (lakes, streams, new construction, etc.), local business locations, movies, hobby and toy stores, etc.
				Immediate neighbors and all persons in position along the last known route traveled by the missing child shall be contacted.
				Conduct hourly checks of location(s) known to frequent + home.
				Ascertain whether the missing person had a cellular phone, cellular or GPS locator device on their person, in a backpack, etc. If so, obtain the details and subscriber information for emergency "pinging" of that device. Document that inquiry in the initial or supplemental report(s).
				Ascertain whether the missing person is registered with the MedicAlert Foundation and wearing a bracelet, necklace, etc. Document that inquiry in the initial or supplemental report(s). Notify MedicAlert about missing person Mon-Fri 6am-5pm PST by calling (800) 432-5378
				Ascertain whether the missing person is registered with the Project Lifesaver International [(877) 580-5433 to verify] and wearing an RF transponder. Document that inquiry in the initial or supplemental report(s).

DRAFT

MISSING PERSON · INVESTIGATION CHECKLIST This investigative aid is intended to help guide first responders and may not include ***every*** possible follow up action needed or required				DAILY REPORT No. / UNIFORM REPORT No.
DONE √	**N/A √**	**TIME**	**HANDLED BY**	**INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)**
				Notify LA County Sheriff's Communications Center when a Mobile Communications Unit (MCU) is needed for "Mutual Aid" to track a Project Lifesaver International transponder by calling (323) 881-8100. Other agencies with RF receivers for tracking includes: - Glendale Police Dept. 818-937-8702 - Monrovia Police Dept. 626-256-8000 - La Verne Police Dept. 909-596-1913 - Thousand Oaks Police Dept. 805-494-8252 - Rialto Police Dept. 909-820-2578
				Ascertain whether the missing person is registered with the LoJack SafetyNet Tracking™ System and wearing a locator. Document that inquiry in the initial or supplemental report(s). Notify LoJack SafetyNet when a missing person requires tracking by calling (877) 434-6384
				Determine whether the missing person was wearing shoes, backpack, clothing, hat, etc. with personal identification shown, such as name and/or address. Document that inquiry in the initial or supplemental report(s).
				Determine whether the missing person was wearing shoes, backpack, clothing, hat, etc. with a UPC or QR Code affixed thereto. If so, where is the code registered? Follow-up accordingly and document that inquiry in the initial or supplemental report(s). 123456
				Obtain information regarding the last known whereabouts of the
				Obtain names, addresses, phone numbers and relationship of all relatives;
				Obtain names, addresses and phone numbers of all friends and neighbors of the parents;
				Obtain names, addresses, phone numbers and schools of all the child's friends;
				Determine recent trips taken, places recently attended, shows the missing person was interested in;
				Ask about hobbies and activities missing person is interested in and location of any such hobby areas; and
				Try to obtain a signed statement from the reporting party regarding last known circumstance and time the missing person was last seen.
				Determine location of any nearby swimming pools, horse stables or other entertainment centers.
				Determine the need for search or rescue team(s) to assist in search.
				Determine the need for canine search (Patrol K9).

DRAFT

DONE √	N/A √	TIME	HANDLED BY	INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)
				Determine the need for loodhounds: – Via LAPD RACR (213) 84-700 – Via LASD DOC (323) 980-2101
				If canine or bloodhounds will assist, determine the location of personal effects of the subject; clothing that has been worn, bedding, etc. If the subject is a child, toys or other objects may suffice, however, clothing is preferred.
				If canine or bloodhounds will assist, do not allow anyone to touch these selected articles or enter the room or area where the scent guide(s) are located. Whenever possible, the selection and handling of the scent guide should be accomplished by the dog handler. Only if this will result in a significant delay, the following procedures will be used: 1. Pick up scent guide with a clean metal instrument. 2. Place scent guide in a clean plastic bag, paper sack or carton. 3. Transport in a sealed container. NOTE: It is imperative the scent guide is not contaminated. The dog, once exposed to a particular scent, cannot be effectively exposed to and work another scent for at least 24 hours.
				The Missing Person Report should be delivered to the Station/Unit for review, approval and processing.
				Copies should be reproduced and disseminated.
				Make notification to the detective bureau (provide copy of report)
				Ensure that a local JDIC "Be On The Lookout" (BOLO) broadcast is sent if it has been determined that the missing person was "at risk" or child.
				"All Points Bulletin" APB broadcast if a crime, suspicious circumstances or "at-risk" situation is involved
				Notify media outlets and distribute highest quality photo available.
				Post about missing person on "Nextdoor.com" website (click here)
				Post on other social media outlets as appropriate and document those postings in the initial or supplemental report(s). Contact LASD Sheriff's Headquarters Bureau for assistance, if needed: (323) 267-4800.
				Notify Los Angeles County Metropolitan Transportation Authority of the missing person by calling: (213) 922-6000
				Notify LAPD Mental Evaluation Unit (MEU) at (213) 996- 1300
				Notify LASD Mental Evaluation Team (MET) at (626) 258-3002
				Notify Dept. of Mental Health 24/7 ACCESS hotline (800) 854-7771
				Notify LA City Fire Dept. and make an inquiry into their electronic patient care report database.
				Notify LA County Fire Dept. and make an inquiry into their electronic patient care report database.
				Notify local area city fire departments and make an inquiry into their electronic patient care report database (if not contracted with LACo FD).

DRAFT

MISSING PERSON · INVESTIGATION CHECKLIST This investigative aid is intended to help guide first responders and may not include ***every*** possible follow up action needed or required				DAILY REPORT No. / UNIFORM REPORT No.
DONE √	**N/A √**	**TIME**	**HANDLED BY**	**INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)**
				Ascertain whether the missing person has visited local area emergency rooms. Make notification about the missing person.
				Contact the County Department of Health Services to make notification and inquiry about whether or not the missing person has presented in a County Emergency Room, by calling the Medical Alert Center (866) 940-4401
				Notify MacLaren Children's Center if MP is under 18 (626) 575-4428
				Contact the County Workforce Development, Aging and Community Services Headquarters to make notification and inquiry about whether or not the missing adult has presented to Adult Protective Services, by calling (800) 510- 2020 or (888) 202-4248.
				Notify Amtrak Police Department at (800) 331-0008
				Notify the Antelope Valley Transit Authority (661) 945-9445, ext. 200
				Notify Access Paratransit at (213) 488-1748 or (800) 883-1295
				Notify DASH Bus Operations at (213) 808-2273
				Notify Foothill Transit at (626) 967-3147
				Notify Long Beach Transit at (562) 591-2301
				Notify Metro link Commuter Rail (800) 371-5465
				For a list of regional and municipal transit agencies, click here or visit: https://www.metro.net/riding/getting-started/other-carriers/
				If under 18, check with Juvenile Automated Index (JAI) regarding any prior record for the child
				Notate when detectives assume oversight of the investigation
				Evaluate any possible indication of an accident.
				Evaluate possibility of a routine runaway.
				Evaluate possibility child is in the custody of an estranged parent or agent of parent (family abduction);
				Evaluate any possible indication(s) of foul play or homicide, the nature of which is to be discussed with Homicide investigators.
				Other:
				Other:
				Other:
				Other:
				Other:
				Other:
				Other:
				Other:
				Other:
				Other:
				Other:

DRAFT

FOUND UNIDENTIFIED PERSON · CHECKLIST

This investigative aid is intended to help guide first responders and may not include ***every*** possible follow up action needed or required

DAILY REPORT No. / UNIFORM REPORT No.

DONE √	N/A √	TIME	HANDLED BY	INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)
				Interview the informant at the scene;
				Obtain a Daily Report No. or Uniform Report No. (enter at above right)
				Blue-Check / attempt to match the person using fingerprint data.
				Notify LA City Fire Dept. and make an inquiry into their electronic patient care report database.
				Notify LA County Fire Dept. and make an inquiry into their electronic patient care report database.
				Notify local area city fire departments and make an inquiry into their electronic patient care report database (if not contracted with LACo FD).
				Notify LAPD Mental Evaluation Unit (MEU) at (213) 996- 1300.
				Notify LASD Mental Evaluation Team (MET) at (626) 258-3002.
				Notify Dept. of Mental Health 24/7 ACCESS hotline (800) 854-7771.
				Determine whether found person has a cell phone and the number.
				Determine whether found person has credit card(s) in wallet/purse.
				Advise reporting party of the need to call in the event new information is received or the person's location becomes known.
				Contact Medical Alert Center (MAC) at (866) 940-4401 to alert emergency rooms regarding status of found person.
				Ascertain whether the found person has visited local area emergency rooms. Make notification about the missing person.
				Contact Medical Alert Center (MAC) at (866) 940-4401 to alert emergency rooms regarding status of found person and make an inquiry about whether or not the found person had presented in a County Hospital Emergency Room.
				Notify MacLaren Children's Center if under 18 (626) 575-4428.
				Contact the County Workforce Development, Aging and Community Services Headquarters to make notification and inquiry about whether or not the found adult has presented to Adult Protective Services, by calling (800) 510- 2020 or (888) 202-4248.
				Determine whether the found person was wearing shoes, backpack, clothing, hat, etc. with personal identification shown, such as name and/or address. Document that inquiry in the initial or supplemental report(s).
				Determine whether the found person was wearing shoes, backpack, clothing, hat, etc. with a UPC or QR Code affixed thereto. If so, scan and determine where the code is registered. Follow-up accordingly and document that inquiry in the initial or supplemental report(s). 123456
DONE √	N/A √	TIME	HANDLED BY	INVESTIGATIVE STEP(S) - RESOURCE(S) - ACTION(S)

DRAFT

				Contact made by telephone to alert adjacent Police Departments/Stations and Sheriff Station(s)
				Pertinent facts should be telephoned, radioed or sent via MDT / MDC to the watch commander if required by Department Policy.
				Check with neighbors and all persons in position along the last known route traveled by the found person (document contacts).
				Ascertain whether the found person had a cellular phone, cellular or GPS locator device on their person, in a backpack, etc. If so, obtain the details and subscriber information of that device (court order). Document that inquiry in the initial or supplemental report(s).
				Ascertain whether the found person is registered with the MedicAlert Foundation and wearing a bracelet, necklace, etc. Document that inquiry in the initial or supplemental report(s). Notify MedicAlert about found person Mon-Fri 6am-5pm PST by calling (800) 432-5378
				Ascertain whether the found person is registered with the Project Lifesaver International [(877) 580-5433 to verify] and wearing an RF transponder. Document that inquiry in the initial or supplemental report(s).
				Ascertain whether the found person is registered with the LoJack SafetyNet Tracking™ System and wearing a locator. Document that inquiry in the initial or supplemental report(s). Notify LoJack SafetyNet when a found person requires tracking by calling (877) 434-6384
				Ask about hobbies and activities found person is interested in and location of any such hobby areas.
				The Found Person Report should be delivered to the Station/Unit for review, approval and processing.
				Copies should be reproduced and disseminated.
				Make notification to the detective bureau (provide copy of report)
				Consider "All Points Bulletin" broadcast for unidentified found person.
				Notify media outlets and distribute highest quality photo available.
				Post about found person on "Nextdoor.com" website (click here)
				Post on other social media outlets as appropriate and document those postings in the initial or supplemental report(s). Contact LASD Sheriff's Headquarters Bureau for assistance, if needed: (323) 267-4800.
				Notate when detectives assume oversight of the investigation
				Evaluate possibility of a routine runaway.
				Evaluate possibility child was in the custody of an estranged parent or agent of parent (family abduction);
				Evaluate any possible indication(s) of foul play or crime, the nature of which is to be discussed with investigators.

DRAFT

Appendix E. Hospital Diligent Search Checklist

Social work directors from LAC+USC Medical Center and Harbor UCLA brainstormed with Regional VP, Hospital Association of Southern California, Ombudsman-WISE and Healthy Aging, and family of missing person (10/31/17). Creative solutions and challenges reviewed. Additional workggroup meetings suggested to build on the following suggestions:

1. Review electronic medical records (EMR)
2. Check patient's belongings
3. Review the ambulance "run sheet" (EPCR-Electronic Patient Care Record)
4. Call the appropriate investigating agency:
    a. LAPD
    b. LASD
    c. CHP
5. Contact Patient Financial Services for last known address
6. Call insurance provider
7. Call Department of Public Social Services (DPSS) Liaison
8. For incarcerated patients, call jail liaison or go to inmate website
9. Contact LAPD Missing Person's division
10. Call Office of the Public Guardian
11. Search for addresses, names, neighbors via Internet
12. Utilize law enforcement to conduct a welfare check
13. Contact Social Security Administration
14. Contact consulate of foreign country, if applicable
15. Request fingerprinting from Sheriff, or applicable law enforcement agency

DRAFT

Appendix F. BOLOH Core Group and Other Key Stakeholder Agencies (potential list)

CORE GROUP AGENCIES

1. Chief Executive Office
2. Alzheimer's Greater Los Angeles
3. California Highway Patrol (CHP)
4. City of Los Angeles Department of Aging
5. County of Los Angeles Fire Department
6. Department of Children & Family Services (DCFS)
7. Department of Health Services (DHS)
8. Department of Mental Health (DMH)
9. Department of Public Health (DPH)
10. Los Angeles County Sheriff's Department (LASD)
11. Los Angeles Fire Department (City)
12. Los Angeles Police Department (LAPD)
13. Regional Centers
14. Workforce Development, Aging and Community Services (WDACS)

OTHER KEY STAKEHOLDER AGENCIES

1. Autism Interaction Solutions
2. Countywide Criminal Justice Coordination Committee (CCJCC)
3. Department of Public Social Services (DPSS)
4. Los Angeles City Attorney's Office
5. Los Angeles County Commission on Disabilities
6. Los Angeles County Commission for Older Adults (LACCOA)
7. Los Angeles County Commission on Local Governmental Services
8. Los Angeles County District Attorney's Office

DRAFT