



## A Child is Missing (ACIM)

### Alert Program

#### MOST FREQUENTLY ASKED QUESTIONS

1. **How does the program work?** Law enforcement calls ACIM with a description of the missing person, their location and pertinent information. A trained technician inputs the information into a sophisticated computer program and the calling area is established. An audio message is then specifically tailored and quickly disseminated within the calling area.
2. **Who activates the program?** Law enforcement activates the program by calling ACIM. If ACIM receives a call from any other source, verification of the legitimacy of the call is first made with the area's police department.
3. **For whom is the program primarily used?** Those younger than 21 who go missing, are lost, wander away, run away, or are abducted. Anyone of any age who is mentally or physically challenged, elderly (Alzheimer's/dementia), and college students missing on campus and special needs individuals.
4. **Who pays for the program?** Funding from government grants, corporations, foundations, individuals, and special events all contribute to financing this alert program—its use is free to law enforcement.
5. **During what hours are calls made?** 24/7, 365 days. The ACIM alert program is never off duty. Recovery Specialists accept calls anytime and place calls between 7:00 am and 10:30pm unless extenuating circumstances dictate otherwise. Law enforcement determines if calls are to be made after 10:30pm.
6. **Where does ACIM get its database?** Our service provider utilizes a sophisticated program to establish and maintain the database with quarterly updates. Unlisted numbers and cell phone numbers are not part of this database, but can be added with a simple registration process on the ACIM website [www.achildissing.org](http://www.achildissing.org).
7. **How long has ACIM been serving law enforcement?** Since its inception in January 1997 with more than 33 million alert calls placed to date to search for missing persons.
8. **Does a law enforcement agency need additional resources to facilitate its use of the alert program?** No. ACIM requests, but does not require, a Letter of Participation signed by an agency's Sheriff or Chief. In the absence of a Letter of Participation, an agency can still activate a missing person search.
9. **How does ACIM assist law enforcement regarding sexual predator/offender notification?** ACIM notifies the public of sexual predators or sexual offenders who are living in, or have moved into, a given area. While a law enforcement agency does not require additional resources to activate the Alert Program for this purpose, a letter of authorization signed by an agency's chief or sheriff is required to designate ACIM as a registered agent for the law enforcement agency. This service is available in all states in which law permits such notification.
10. **When and where are training sessions held?** On an ongoing basis ACIM conducts sessions throughout the country by sending experienced trainers—usually with significant experience in law enforcement—to train members of law enforcement agencies on the procedures necessary for using the Alert Program. Most sessions accommodate multiple agencies in a given geographic area, some training of individual agencies is conducted, and all training provides the necessary materials for the agency to disseminate to its deputies/officers, detectives, and dispatchers.
11. **Who attends training sessions?** Sheriffs, chiefs of police, officers and deputies, public information officers, communications personnel, detectives, members of rescue teams, etc...
12. **Can an agency that has not had training use the program?** Yes. By calling 1.888.875.2246 any law enforcement agency can use the Alert Program for missing persons. However, to utilize the sexual predator/offender alert, a letter signed by an agency's Sheriff or Chief must be on file with ACIM.
13. **Can alert messages be disseminated in multiple languages?** Yes.
14. **Can more than one case be processed at the same time?** Yes
15. **Are there any backup contact numbers for ACIM?** Yes. 954.763.1288 is a backup phone number law enforcement can use and a pager number is also available: 954.492.4778.
16. **Does ACIM activate the Silver or Amber Alerts?** No, ACIM does not activate the Silver or Amber Alert—they work in tandem with one another.