



Eric J. Holcomb, Governor  
Eric Miller, Director

*"Children will live in safe, healthy and supportive families and communities."*

*If you suspect a child is being abused or neglected, call the Child Abuse & Neglect Hotline at (800) 800-5556.*

Date: September 1, 2024  
To: All DCS Staff  
From: Rhonda Allen, Deputy Director of Field Operations  
Subject: Administrative Letter - DCS-24-5 Missing and Runaway Children

Based on a Rapid Improvement Event (RIE), changes have been made to the reporting of missing and runaway children involved with the Indiana Department of Child Services (DCS).

Effective September 1, 2024, **all** children missing from care must be reported **immediately** to the DCS Child Abuse and Neglect Hotline (Hotline) at 1-800-800-5556 or [DCSHotlineReports@dcs.in.gov](mailto:DCSHotlineReports@dcs.in.gov).

DCS will require the resource parent to contact the following **immediately** if a child in care is missing or runs away to ensure the child's information is entered in National Center for Missing and Exploited Children (NCMEC) within 24 hours:

1. Their local Law Enforcement Agency (LEA), and
2. The DCS Hotline at 1-800-800-5556 or [DCSHotlineReports@dcs.in.gov](mailto:DCSHotlineReports@dcs.in.gov).

**Note:** The Hotline will complete an Information and Referral (I&R) and send to the Local Office for completion of the NCMEC reporting process.

The Family Case Manager (FCM) Supervisor will notify NCMEC **immediately** upon receipt of the I&R. This process will be implemented via a phased rollout by [region](#):

- North Regions (September 1, 2024)
- Central Regions (October 1, 2024)
- South Regions (November 1, 2024)

The following policies will be updated to reflect these changes:

1. [5.22 Missing and Runaway Children](#)
2. [8.16 Resource Parent's Role](#)

Additional information on the new NCMEC Reporting Process is available [here](#). A [training video](#) on the process can be found on the [Focused Needs SharePoint](#) site. Please send any questions regarding this information to the [DCS Focused Needs Team](#).

APPROVED

Date: 8/29/2024

Rhonda Allen  
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Indiana Department of Child Services

