# State of Alaska "Silver Alert" Plan

On July 10, 2013, Governor Sean Parnell signed Alaska House Bill 59, providing for a missing vulnerable adult, prompt response and notification plan. Such plans are known nationally as "Silver Alert" plans and the following plan is Alaska's implementation of Silver Alert developed through cooperation of the Alaska Department of Public Safety, Division of Alaska State Troopers and the Department of Military and Veterans Affairs, Division of Homeland Security and Emergency Management.

Silver Alert is a voluntary partnership between law enforcement agencies, state and local government and Alaska's media and broadcasters to alert the public when a vulnerable adult is missing and believed to be in serious danger. Under the Silver Alert plan, government, media, and broadcasters use public media to provide the public with information about at-risk, missing vulnerable adults.

Alaska's Silver Alert plan provides a way for families, care givers, law enforcement, media, and the public to cooperate in locating missing elderly and disabled populations. A **Silver Alert** provides the public with information about missing at-risk vulnerable adults in order to aid in their return.

As established by HB 59, Alaska's Silver Alert plan defines *"vulnerable adult" as a person 18 years of age or older who, because of physical or mental impairment, is unable to meet the person's own needs or to seek help without assistance.*

This Silver Alert plan describes the roles cooperating parties play in the Silver Alert system and the procedures for issuing a Silver Alert.

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## Activation Criteria

**Silver Alerts will not be issued for every missing adult and will be issued only when specific requirements are met.**

**For a Silver Alert to be issued for a missing individual, the following criteria must be met:**

- The individual is lost on foot or in some mode of transportation
- The individual is 18 years of age, or older
- There is a clear indication that the individual has a deterioration of intellectual faculties, a physical impairment or medical condition that makes them unable to meet their own needs or to seek help without assistance.
- Enough descriptive information on the missing individual and their last known location is available to assist with their safe recovery.
- Law enforcement verifies the criteria above and believes the missing individual is in danger and may come to serious harm if not located.

## Program Requirements

1. Silver Alerts require a coordinated effort by law enforcement, emergency management, Alaska's broadcasters, and the private sector to insure the alerts are appropriate and disseminated to the public.

2. Care givers and the public requesting Silver Alert activation must contact their local law enforcement agency or the Alaska State Troopers. Only a law enforcement agency within the State of Alaska may initiate a Silver Alert, in Alaska.

3. Initiation includes following the Silver Alert procedures listed in this plan, taking information from the public, providing media releases and photographs, and notifying the Alaska State Troopers (AST) who will coordinate notifications to other agencies. If a law enforcement agency is unable to fulfill some or all of the initiation responsibilities, they may contact AST who will initiate the Silver Alert for them and handle those responsibilities.

4. Participation in the Silver Alert program by Alaska's broadcasters and media is voluntary.

## Roles and Responsibilities

Elder Care Giver / Health Care Provider requesting Silver Alert:
Provides appropriate law enforcement agency with:

- Description of the missing vulnerable adult and photograph if available
- Justification for the Silver Alert based upon criteria listed in Silver Alert plan
- Information on vulnerable adult's behavior, including last known location and potential travel routes or destinations which might aid in locating the missing
- Contact information for post-recovery follow-up inquiries

Law Enforcement Agency with Jurisdiction:

- Verify reported missing person meets Silver Alert activation criteria
- Entry of missing person's information into the National Crime Information Computer (NCIC) and the Alaska Public Safety Information Network (APSIN) as a missing person
- Initiate Silver Alert by contacting the Alaska State Troopers Fairbanks Dispatch Center (907-451-5100)

Alaska State Troopers/ Fairbanks Dispatch Center (AST/FDC):

- Serves as the initial contact for Law Enforcement Agencies requesting a Silver Alert
- Posts Alert to Alaska Silver Alert webpage
- Sends Alert to Alaska Silver Alert Media Advisory List
- Sends Alert to Alaska Silver Alert public notification list
- Notifies Division of Homeland Security and Emergency Management (DHSE&M) State Emergency Operations Center (SEOC) and Alaska Department of Transportation and Public Facilities (DOT/PF) for the region in which the Silver Alert will be activated
- Notifies bordering Local, State, Federal and Canadian Law Enforcement and/or Customs when circumstances dictate
- Notifies and maintains Silver Alert information on the statewide 5-1-1 emergency number and website
- Provides 24-hour dispatch center for taking and routing Silver Alert calls and information
- Coordinates with the Alaska State Troopers Public Information Office (907-269-5549) for distribution of Silver Alert on Social Media

Alaska State Troopers Silver Alert Coordinator:

- Coordinates with DHS&EM for after action reviews of statewide Silver Alerts
- Coordinates with DHS&EM for periodic review of the Alaska Silver Alert Plan
- Maintains a Media Advisory List
- Maintains Alaska Silver Alert public notification list and website

State of Alaska Division of Homeland Security and Emergency Management (DHS&EM) State Emergency Operations Center (SEOC):

- Serves as back-up to AST/FDC as originator for Silver Alerts
- Posts Silver Alerts on DHS&EM Web site and DHS&EM Social Media
- Assists AST/FDC with notification of participating agencies and media as needed
- Coordinates with AST Silver Alert Coordinator for After Action Reviews of statewide Silver Alerts
- Coordinates with AST Silver Alert Coordinator for periodic review of the Alaska Silver Alert Plan

- Provides administrative support in developing, implementing and maintaining the Silver Alert plan

State of Alaska Department of Transportation and Public Facilities (DOT/PF):

- Receives and disseminates Silver Alert information to all facilities under DOT/PF jurisdiction including airports, ferry terminals
- Notifies all DOT/PF maintenance crews via state radio system of Silver Alert
- Assists with activation and posting of Silver Alert on highway dynamic messaging signs directing motorists to call the 5-1-1 number for Alert information

## Silver Alert Activation Procedures

The following are the procedures for activating Alaska's Silver Alert system:

1. **Local Request/Evaluation of Incident**: Initial request for Silver Alert

   A care giver of a missing vulnerable adult who requests Silver Alert activation will contact their local law enforcement agency, providing sufficient information so that law enforcement can evaluate if the missing vulnerable adult meets the Silver Alert activation criteria listed in Appendix 1. If law enforcement becomes independently aware of a missing vulnerable adult they may consider initiating a Silver Alert independent of a care giver.

   When a law enforcement agency receives a report that a vulnerable adult is missing and they believe the incident meets the Silver Alert criteria, the incident will be evaluated based upon the Silver Alert Criteria. (See Appendix 1 – Silver Alert Criteria Checklist).

2. **State Notification:**

   If the law enforcement agency supervisor believes a Silver Alert is warranted, they will:

   - Enter the incident information into NCIC and APSIN
   - Contact the Alaska State Troopers/Fairbanks Dispatch Center (AST/FDC)
   - Fax or email a completed copy of the Silver Alert Request form (Appendix 2) to the AST/FDC requesting a Silver Alert.

   Note: If the requesting law enforcement agency is able to receive calls from the public, their public contact information will be included. If not, AST Fairbanks dispatch will receive calls from the public and forward them to the law enforcement agency.

3. **Silver Alert Activation:**

   Once AST/FDC receives a signed Silver Alert request from a law enforcement agency, a supervisor will confirm the Silver Alert criteria have been met and then proceed with Silver Alert activation.

   1. Silver Alert Website Activation:
      AST/FDC will post the Alert on the statewide Silver Alert website at **http://silveralert.alaska.gov**. Activating an alert on the website immediately triggers the Silver Alert Secondary Notification System which sends an email to everyone on the bulk email list.

      The Silver Alert Website activation will include:
      - Description of the vulnerable adult (name, race, age, physical attributes, clothing worn)
      - Where they were last seen and any location they are believed to be destined for
      - Any suspect description (if any evidence of abduction is present)

- Any associated vehicle description
- Phone number for the public to call with information
- A photograph of the vulnerable adult and any suspect, if available

2. Media Notification:
   The Silver Alert information will be sent via email to the Media Advisory List. The AST/FDC will notify the DPS Public Information Office with the Silver Alert information.

3. 5-1-1 Update:
   AST/FDC will update the statewide 5-1-1 system to include the Silver Alert information.

4. Additional Participating Agency Notification:
   AST/FDC will notify the SEOC, DOT/PF Operations, and any other participating agency relevant to each particular Silver Alert event.

4. **Routing of Calls from the Public:**

   The Alaska Silver Alert number, 1-855 SILVR99 (1-855-745-8799) and 9-1-1 will be used for each Silver Alert activation. The Alaska Silver Alert number (1-855-745-8799) rings directly into the AST/FDC at (907) 451-5181. Local law enforcement agencies will also receive calls through local 9-1-1 exchanges. Any call received by the AST/FDC will be forwarded to the appropriate requesting agency after recording the caller's name, call-back number and pertinent details.

5. **Cancellation of an Silver Alert:**

   The originating law enforcement agency will contact AST/FDC when the Silver Alert is to be canceled. The AST/FDC will cancel the alert by:

- Updating a cancelation on the Alaska statewide Silver Alert website at **http://silveralert.alaska.gov**. Canceling an alert on the website immediately triggers the Silver Alert Secondary Notification System which sends an email to everyone on the bulk email list notifying them of the cancellation.
- Sending a cancelation email to the Media Advisory List.
- Updating the 5-1-1 system to reflect the Silver Alert cancelation.
- Notifying the DPS Public Information Office of the cancelation.
- Notifying participating agencies of cancelation.

## Silver Alert Program Review

Silver Alert After Action Review:

An after action review will be conducted following each Silver Alert activation by AST, DHS&EM, and requesting local law enforcement and other involved parties to consider:

- Activation process and procedures: effectiveness
- Possible improvements or refinements
- Media response
- Public response

The review and recommendations will be documented and attached to the Silver Alert Plan for consideration at the periodic review or immediately if circumstances warrant.

Silver Alert Plan Periodic Review:

The Silver Alert Plan will be reviewed periodically by representatives from AST, DHS&EM, Alaska Area Broadcasters, representatives of local law enforcement, and Alaska media to consider:

- Activation process and procedures: effectiveness
- Possible improvements or refinements
- Possible improvements in technology

The Alaska Silver Alert Plan will be updated as necessary.

## Media Guidelines and Information

Voluntary participation in the Silver Alert program by Alaska's media, with prompt broadcast and distribution of Silver Alerts, is crucial to successfully locating missing vulnerable adults.

1. Silver Alerts will be initiated according to the procedures and criteria in the Alaska Silver Alert Plan following evaluation by local law enforcement. Media will be advised of Silver Alerts through email to the Alaska Silver Alert Media Advisory list. The Emergency Alert System (EAS) will not be used for Silver Alerts.

2. Silver Alerts will be distributed to Alaska's media for distribution to the public. It is recommended the media consider distribution through the following methods:

   - Broadcast special report, crawler, announcement
   - Website posting
   - Social Media alert / post
   - Email broadcast

3. Radio stations are encouraged to broadcast the supplied script at least once an hour for the first six hours and then periodically for the first 24 hours or until canceled.

4. Cancelation of Silver Alerts will be through notice to the Alaska Silver Alert Media Advisory list.

### ***Sample Silver Alert Message***

*Announcer:*
*The Alaska Department of Public Safety and the Alaska Division of Homeland Security and Emergency Management are activating the Alaska Silver Alert.*

*We have just received this important announcement regarding a missing vulnerable adult in (Name of city).*

*The (law enforcement agency) is asking the public's assistance in locating (adult's name) a (adult's description including race, sex, age, height, weight, hair, eyes). (Adult's name) was last seen (location) and is believed to be in DANGER if not located. (Adult's name) was last seen wearing (clothing description).*

*Authorities believe (adult's name) was likely traveling (on foot or enter vehicle description).*

*For more information on this Alaska Silver Alert please call 5-1-1 or go to our website at* ***silveralert.alaska.gov****.*
*Anyone with any information regarding this Alaska Silver Alert is asked to call 9-1-1 or the Silver Alert Hotline at 1,-855-SILVR99 that's 1-855-745-8799.*

## Appendix 1

## Silver Alert Criteria Checklist

1. Is the missing individual 18 years of age or older?

   ☐ IF YES, move to question #2

   ☐ IF NO, consider AMBER ALERT

2. Is there a clear indication that the individual is a vulnerable adult having a deterioration of intellectual faculties, a physical impairment, or a medical condition that makes them unable to meet their own needs or to seek help without assistance?

   ☐ IF YES, move to question #3

   ☐ IF NO, consider further investigation or denial.

3. Is there enough descriptive information on the missing individual, and their last known location, to assist with their safe return?

   ☐ IF YES, move to question #4

   ☐ IF NO, consider further investigation or denial.

4. Do you believe the individual is in danger and may come to serious harm if not located?

   ☐ IF YES, **ACTIVATE SILVER ALERT PLAN**

   ☐ IF NO, consider further investigation or denial.

**Appendix 2**

# Alaska Silver Alert Request Form

Alaska State Troopers Fairbanks Dispatch
Phone: 907-451-5100
Fax: 907-451-3002
Email: dispatch.fairbanks@alaska.gov

**Section I – ID/Time/Location**

- Full name of missing vulnerable adult:

_____

- City/community where vulnerable adult was last seen:

_____

- Day/date missing:_____
- Time discovered missing:_____
- Exact address / location last seen:

_____

- Known landmarks at or near location reported missing from:

_____

_____

- Last known direction of travel (include Hwy and/or street name) and any possible destination(s):

_____

_____

- Circumstances surrounding disappearance & any pertinent information:

_____

_____

_____

**Section II – Vulnerable Adult's Personal Information & Description**

**Is current digital photo of vulnerable adult attached? _____
If so, when was it taken?_____

- Race/ethnicity of vulnerable adult:_____
- Sex of vulnerable adult:_____
- Color & style of hair:_____
- Vulnerable adult DOB:_____
- Complexion:_____
- Height & weight:_____
- Description of clothing vulnerable adult was last seen wearing, including any personal items in their possession:

_____

_____

• Description of any associated vehicle: _____
_____

**Section III – Threat of Imminent Danger**

• Is the vulnerable adult believed to be in imminent danger? Why?
_____

• Is this an abduction?_____

• What evidence exists that the vulnerable adult was abducted?
_____
_____
_____

• Name & DOB of any suspect(s) in disappearance: _____
_____
_____

• Description of any suspect(s) in disappearance: _____
_____
_____
_____

• Is there evidence to indicate the abductor would cause serious injury or death to the vulnerable adult?
_____

**Section IV – Supplemental**

• Name of law enforcement agency making Silver Alert activation request: _____

• Agency case/incident number: _____

• Name/rank of authorizing supervisor at law enforcement agency:
_____

• Signature of above supervisor: _____

• 24/7 Phone number for contact:_____

• Names & cell phone #'s of case investigators (*for AST purposes only):*_____
_____

**Submit Completed Form To:** ***follow-up with phone call to insure receipt.***

Alaska State Troopers Fairbanks Dispatch
Phone: 907-451-5100
Fax: 907-451-3002
Email: dispatch.fairbanks@alaska.gov

## Appendix 3

Definitions, Acronyms, Contacts:

| | |
|---|---|
| ABA | Alaska Broadcasters Association(Alaska area broadcasters) |
| AMBER | Abducted Minors Broadcast Emergency Response |
| APSIN | Alaska Public Safety Information Network |
| AST | Alaska State Troopers |
| Care Giver | A family member, health care worker, paid, or volunteer elder care provider who oversees the care of a vulnerable adult. |
| DHS&EM | Alaska Division of Homeland Security and Emergency Management<br>(907) 428-7100 |
| DOT/PF | Alaska Department of Transportation and Public Facilities, the State agency in Alaska with responsibility for State roads, airports and ferries. |
| DPS | Alaska Department of Public Safety of which the Alaska State Troopers are a Division |
| EAS | Emergency Alert System, formerly known as the Emergency Broadcast System |
| FDC | Fairbanks Dispatch Center, Alaska State Troopers<br>(907) 451-5100 Fax: (907) 451-3002<br>Email:dispatch.fairbanks@alaska.gov |
| NCIC | National Criminal Information Center |
| OIC | Officer In Charge |
| PIO | Public Information Office |
| SEOC | State of Alaska Emergency Operations Center, operated by DHS&EM<br>(907) 428-7100 Fax :( 907) 428-7095 Email: seoc@ak-prepared.com |

| | |
|---|---|
| Vulnerable Adult | A person 18 years of age or older who, because of physical or mental impairment, is unable to meet the person's own needs or seek help without assistance. |
| 5-1-1 | Alaska DOT/PF phone and website system for reporting road conditions statewide. http://511.alaska.gov |

## Appendix 4

### Alaska Silver Alert Law – HB 59

Signed by Governor Sean Parnell on July 10, 2013

An act relating to missing vulnerable adult prompt response and notification plans.

* Section 1. AS 44.35.020(a) is amended to read:

(a) The Department of Military and Veterans' Affairs shall

(1) conduct the military affairs of the state as prescribed by the Military Code;

(2) cooperate with the federal government in matters of mutual concern pertaining to the welfare of Alaskan veterans, including establishing, extending, or strengthening services for veterans in the state; [AND]

(3) annually, not later than February 1, make available a report to the legislature, through the governor, outlining the department's activities during the previous calendar year; the department shall notify the legislature that the report is available; and

(4) cooperate with the Department of Public Safety to develop and implement missing vulnerable adult prompt response and notification plans.

* Sec. 2. AS 44.41 is amended by adding a new section to read:

Sec. 44.41.060. Missing vulnerable adult prompt response and notification plans.

(a) The Department of Public Safety, in cooperation with the Department of Military and Veterans' Affairs, shall, using statewide and local radio and television broadcasts, newspapers, and other communications media,

(1) develop and implement missing vulnerable adult prompt response and notification plans for use by law enforcement agencies, groups, and persons to locate a vulnerable adult who is missing; and

(2) coordinate the use of those plans.

(b) The plans required by (a) of this section must at least include standards for

(1) determining when and where to implement a plan; standards developed under this paragraph must at least address

(A) when a vulnerable adult will be considered missing; and

(B) the format, contents, and distribution of reports prepared by participating law enforcement agencies and others searching for a missing vulnerable adult; and

(2) voluntary participation in the plan by radio and television broadcasters, newspaper publishers, and owners and operators of other communications media.

(c) Notwithstanding another provision of law,

(1) a law enforcement agency, an officer or employee of the law enforcement agency, a person, or a group is not civilly liable for

(A) failing to participate in a missing vulnerable adult prompt response and notification plan;

(B) failing to implement a missing vulnerable adult prompt response and notification plan; or

(C) activating a missing vulnerable adult prompt response and notification plan if implementation is undertaken in good faith;

(2) a radio or television broadcaster, a newspaper publisher, or an owner or operator of other communications media is not civilly liable for participating in a missing vulnerable adult prompt response and notification plan or for participating in the actual implementation of a plan if the broadcaster, publisher, or owner or operator has verified the authenticity of the plan's implementation with the law enforcement agency.

(d) In this section, "vulnerable adult" means a person 18 years of age or older who, because of physical or mental impairment, is unable to meet the person's own needs or to seek help without assistance.