

TRAINING THE *FIRST* FIRST RESPONDERS

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Your story ideas and pictures are welcome.

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TRAINING THE FIRST FIRST RESPONDERS

How the Telecommunications Best Practices for Missing and Abducted Children course (TELMAC) promotes readiness from the first report of an endangered, missing, or abducted child.

The Telecommunicator's Role

Law enforcement's response to a 9-1-1 call reporting a missing or abducted child begins with the telecommunicator who answers that emergency line. Whether referred to as dispatchers, telecommunicators or communications officers, the individuals who perform this bedrock first response to what may very likely be a critical incident truly hold the key to how well patrol officers and investigators are able to execute their work in the field.

Shift work, significant overtime hours, ridiculous levels of multi-tasking and incredible stress – these are just a few of the hallmarks of the life and work of a law enforcement telecommunicator. 9-1-1 call centers and law enforcement communications centers across the U.S. often experience high turnover and chronic staffing shortages due to the demanding nature of the work. Law enforcement telecommunicators do so much more than 'just answer the phone' – they are handling multiple phone lines, dispatching and monitoring the status and safety of multiple officers in the field, and simultaneously entering large amounts of incident and operations information into local and state data systems.

A critical component of this information management involves entering and querying data on criminal history record information through state systems which feed into the FBI's National Crime Information Center (NCIC). The speed and accuracy with which NCIC and other record information is entered, updated and queried can literally make the difference - in the case of

When children are abducted with the intent to kill, research shows that 76% of these victims are murdered within the first three hours.

Research also shows there is typically a two-hour delay in reporting the child as missing.

From the very moment the call of a missing child is received by the telecommunicator, law enforcement is in a race against the clock.

Time is the enemy.

Preparation is key.

crimes against persons - between life and death. It can mean the difference between identification of child victims, their abductors or perpetrators of trafficking and exploitation; or missed identifications - meaning children are not rescued and perpetrators of crimes against them remain at large.

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TRAINING THE FIRST FIRST RESPONDERS

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In the midst of these realities, how can telecommunicators train and prepare for incidents of missing and abducted children?

Telecommunications departments typically do not have robust training budgets, and often cannot afford to have personnel away from their shifts to attend classroom-style training outside the communication center. ***How can we ensure quality training is available to all telecommunicators, even in centers with tight training budgets and understaffed schedules?***

TELMAC's History

The AMBER Alert Training and Technical Assistance Program (AATTAP) recognized the need to develop comprehensive training that could be delivered through a flexible online learning platform and completed in a self-directed manner, allowing telecommunicators to work on the course anytime 24/7 in increments of time that fit their demanding schedules and workloads.

In 2006, the National Center for Missing and Exploited Children (NCMEC) and AATTAP partnered to form a steering committee to include the Association of Public Safety Communications Officials (APCO), the National Emergency Number Association (NENA) and the International Academies of Emergency Dispatch (IAED). The committee developed and jointly endorsed a set of national best practice standards for call-handling and information management in these case types.

In 2007, the APCO-ANS1.101 National Standard for Public Safety Telecommunicators When Responding to Incidents of Missing, Abducted and Sexually Exploited Children was first published; and was updated in 2010 and 2015.



“911 and other law enforcement telecommunicators and the patrol officers they team with to provide the **very first response** – they are the front-line heroes that families and children are depending on. The TELMAC class gives them the foundation to do exactly what needs to be done – to prepare so that **misted steps do not occur that could cost a child's life**. These telecommunicators, from that very first moment of that very first call, through all the leads and tips they may intake and help to check – they are the **very heart and soul of the missing child search.**”

Colleen Nick,
Mother of Morgan Nick, abducted June 9, 1995, at the age of six, from a little league ball park in Alma, Arkansas

AATTAP launched the TELMAC online course in 2010, featuring the APCO ANS1.101 as a cornerstone of the training curriculum. The curriculum was borne out of key elements of classroom training NCMEC and AATTAP

began offering to public safety telecommunications directors and their front-line supervisors and trainers in conjunction with the National Best Practice Standards project between 2006 and 2010.

Another innovation resulting from the steering committee's work to develop the national best practice standard is NCMEC's Missing Kids Readiness Project (MKRP), which works with law enforcement departments and their communications centers to support their development of comprehensive policy for missing child response, and to ensure all command, investigative and patrol officers are fully trained. ***As part of that effort, the TELMAC online course, developed and administered by AATTAP, meets the front-line training requirement for public safety telecommunicators in those departments.***

AATTAP can deliver the TELMAC course as a full-day classroom training upon request for agencies or jurisdictions wishing to offer group training experiences. AATTAP also offers classroom and additional online courses for patrol, investigations and command personnel to support effective enforcement and investigative response to missing and abducted child incidents.

A Decade of Training: TELMAC's Impact

The TELMAC online course has been completed by more than 20,000 public safety telecommunications personnel across the country, with scores of new registrants every month. Course updates have been made regularly to align with the 2010 and 2015 republications of the APCO ANS1.101, and to ensure other updates to research and available resources were incorporated into the training.

"I found this to be a very informative course...I really appreciated the resources for download at the end of each module. I also like the videos within the course. It allowed the opportunity for these situations to become more real and to understand the important role Telecommunicators play in missing and abducted children."

Williamson County, Tennessee, Emergency Communicators

Year over year since its launch in 2010, telecommunicators and other law enforcement first responders who complete the TELMAC course – whether online or in the classroom – report a 98.5 percent overall course satisfaction rating, as measured through questions on how well the course met or exceeded their expectations; expanded their knowledge regarding the scope, scale and nature of the problem of missing and abducted children; provided relevant and useful information and operational resources they can apply in their first responder work; and increased their confidence in being ready to respond when these incidents occur.

In 2019, the TELMAC course and its companion course for patrol first responders, PATMAC, will launch fully updated versions featuring expanded video and interactive

"This course is a must for any supervisor in a [Public Safety Answering Point] PSAP"

Lake County, Indiana, 911

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FACES OF THE AMBER ALERT NETWORK

NEW HAMPSHIRE AMBER ALERT COORDINATOR IS DRIVEN TO SAVE CHILDREN



Sara Hennessey has been the New Hampshire AMBER Alert Coordinator since September 2012, and began her service with the New Hampshire State Police as a trooper in 1998. Hennessey is a sergeant in the agency's Major Crime Unit and commands the Family Services Division. Her husband John is also a commander with the New Hampshire State Police.

WHAT PATH LED YOU TO THIS WORK?

As a New Hampshire state trooper our primary function when we first get assigned is highway patrol but that was never where my heart belonged. I did it because I had to do it, but I always wanted to be a detective and move in that direction. I spent some time as an advocate in domestic violence prior to becoming a trooper; that's always where I wanted to go.

In 2007, I became a detective at a troop and naturally started taking cases that were related to domestic violence, sexual assault and child protection. I was also able to work some interesting cases with the homicide unit. Unfortunately, in some of the cases we had, the children were recovered deceased. I always wanted to work hard to minimize this horrible outcome, and improve investigation of these cases so that we would not find ourselves at that point. I have done some work and training with the New Hampshire Division of Children, Youth and Families (DCYF). I continue to work hard to educate DCYF, law enforcement personnel, and anyone who will listen, in an effort to lessen the number of homicides and child abductions we see, along with lessening the maltreatment of children.

WHAT IS THE BEST PART, AND THE HARDEST PART, OF YOUR JOB?

The best part of my job is having the opportunity to help people and kids in crisis. The hardest part is knowing that sometimes the outcome isn't always the best. I have been through some tough cases and it has taught me how bad it can get.

HOW DOES AMBER ALERT WORK IN NEW HAMPSHIRE?

We're a really small state, so a lot of people have seen my face and know me through different entities and events I've been involved with. When incidents arise, sometimes the boss may look over and call my name out in the office; I'll poke my head up from the cubicle and will make my way over to the front of the office and he will fill me in. Other times, a local agency will call looking for our K-9 services or to find out what

other resources the New Hampshire State Police can provide. The head of the K-9 unit will give me a call and say, 'We have this case going on, has anyone contacted you yet?'

There's a lieutenant at the Manchester [New Hampshire] Police Department who runs their Juvenile Unit with whom I have an excellent relationship. She will call my cell phone and say, 'This is what we have, this is what we need; are we good to go?' Incidents seem to come in waves; but because we're so small it is easy to get ahold of me. Other departments may call state police headquarters and they will contact me; I then make contact, have a conversation with them about what is going with their case, and offer advisement and support.

HAS NEW HAMPSHIRE ADDED ANY NEW INITIATIVES TO ITS PROGRAMS AND WORK TO FIND MISSING AND ABDUCTED CHILDREN?

We now have the state lottery system as a partner. They are a welcome member to our team and they are already helping us reach more people with the AMBER Alert.

WHAT APPROACHES DO YOU TAKE TO PROVIDE TRAINING, EDUCATION AND AWARENESS ON AMBER ALERT?

I will talk to anyone who will listen. People see my face associated with a lot of platforms, so at those events, or as part of information being provided, I will include updates on mandatory reporting, the AMBER Alert program, and elder abuse laws, when I am training. I also utilize my work with the state police academy. In New Hampshire, all of the police recruits go through a single academy; this provides a great way to deliver important program and training information in a consistent manner. The trooper who teaches child abuse at the academy covers the AMBER Alert program and proce-

dures, and we both talk about it to reinforce the information. Anytime I have a chance to talk about the AMBER Alert, I will.

We've had some tremendously high-profile missing cases in New Hampshire; some have ended successfully, and some have not. That has allowed an extraordinary relationship with some of the departments in our state, and with our federal partners. Again, it's a small state and we all talk to each other; we all communicate, and people know where to call. In September 2018 at the annual New Hampshire Attorney General's "Partnering for a Future without Violence," I teamed up with the lieutenant from the Manchester Police Department to conduct a workshop on AMBER Alert, combined with a case review of the last alert we had in April 2017.

WHAT MOTIVATES YOU TO FIND MISSING AND ABDUCTED CHILDREN?

When we have missing children needing to be found, and we work within and across our law enforcement agencies - and with the public - to help bring them home. Every instance of this motivates me to continue to the work and do all that we can to safely recover missing children.

WHAT WAS A CASE YOU WORKED ON THAT HAD A LASTING IMPACT?

There was a case that I worked in a very rural area in the Northern part of the state and it involved a missing young girl. For the first part of the case there were a lot of resources brought in. It was a case where we had federal partners working and it got to the point that they needed a place to put us because the town was so small. They opened up a school and people were coming in to serve us lunch. They cordoned off areas of the school we could use for interviews. The school was essentially our command post; with part of the school open,

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FACES OF THE AMBER ALERT NETWORK

and part of it closed.

It was during the summertime and there was a little boy walking down the hallway; I remember his shoes were untied. He was there with his mom who was helping with the volunteer effort. He knew I was a trooper and stopped me in the hall and said, "Have you found my friend yet? I really miss her." I told him that we had not found his friend yet. We ended up finding the girl; she was not alive.

This case, and that encounter with this little girl's friend; it obviously had a lasting impact. I will never forget that little boy in the hallway. We have to keep searching, we have to keep looking. For every missing child, there is a little boy or girl in the hallway waiting for their friend to return.

WHAT ARE SOME LESSONS YOU HAVE LEARNED IN THIS POSITION?

Find your friends in your local states. In New England, we have fabulous coordinators in other states. Our states are small, so it doesn't take much time for a suspect and child to be in and out of different states. When I was new, they pulled me in and said, 'If you need anything call me. I will help you.' So, with Maine, Massachusetts, Connecticut, Vermont and Rhode Island we have a strong crew - and it's an experienced crew. They have worked a lot of years over a lot of cases and had different things happen; they can share those experiences with you and help you through some of the issues, resource problems - whatever it is that comes up in these cases. We are in constant contact with each other.

I have also learned that when a child is missing, it is all hands-on deck, no questions asked. Everyone jumps in to help. We are tight-knit here; our program would not work if we were not. ☺

GET TO KNOW MORE AMBER PARTNERS ONLINE



ON AMBER SPEAKS AT AMBERADVOCATE.ORG

AMBER ALERT IN INDIAN COUNTRY



Dialogue, networking and collaboration at Fort McDowell, Arizona, mark the commencement of AMBER Alert training and technical assistance under the 2018 Ashlynnne Mike AMBER Alert Indian Country law.

Tribal leaders, law enforcement, and child protection advocates came together September 25-26 in Fort McDowell, Arizona, to learn, dialogue and network at the inaugural session of what will be a series of collaborative training and technical assistance events under the new Ashlynnne Mike AMBER Alert in Indian Country Law. The AMBER Alert Training and Technical Assistance Program (AATTAP) delivered the event under the direction and funding of the U.S. Department of Justice, and featured presentations by: Pamela Foster, mother of Ashlynnne; the National Center for Missing and Exploited Children (NCMEC); the Arizona State AMBER Alert Coordinator; NCJTC Associates who serve as subject matter experts in Indian Country law and AMBER Alert implementation; and AATTAP Administrator Jim Walters.

Topics discussed included lessons learned from the 2008 - 2010 AMBER in Indian Country pilot project, Tribal access to the Arizona State AMBER Alert System, facilitated discussions on Tribal resources and AMBER Alert planning, as well as important next steps and recommended actions for implementing AMBER Alert and

developing comprehensive child protection strategies.

The primary mission of the AMBER Alert in Indian Country (AIIIC) initiative is to design, develop and implement AMBER Alert programs in Indian Country; to foster relationships between tribes and their State and Regional AMBER Alert plans and partners; and to provide tribal communities with training and resources to quickly recover missing, abducted or exploited children.

AATTAP has developed a five-element process for implementing AMBER Alert in Indian Country under the new law. That process involves educating and informing, assessing needs, conducting meetings, developing tribal resolutions and partnership agreements with state AMBER Alert systems, and delivering training and technical assistance to ensure the support needed is provided every step of the way. Watch future issues of the Advocate for updates and progress as AATTAP works with tribes across the country to bring AMBER Alert into full realization in Indian Country. 🌟

AMBER ALERT ON THE FRONT LINES:



OHIO AMBER ALERT PREVENTS CHILD FROM BEING TAKEN TO LAS VEGAS BY HITCHHIKING GRANDMA

Six-year-old Brooklyn Vance was staying with her aunt in Ashtabula, Ohio, while her mother was out of town. Connie Nelson, the girl's grandmother from Las Vegas, was also staying at the home and decided to take the child.

At 9:30 a.m. on June 12, 2018, the aunt woke up and discovered the girl and her grandmother were gone, as well as all of the child's clothes. The aunt called the Ashtabula Police Department at 11:14 a.m. to report the girl missing.

Police learned Nelson had mental health issues and an "unhealthy infatuation" with her grandchild. Family members feared she was planning to take the child to Las Vegas and the only way she had to get there was by hitchhiking.

Officers asked the Cuyahoga Emergency Communications System (CECOMS) to issue

an AMBER Alert at 2:08 p.m. after determining the case met all four criteria for the alert:

- The child is under 18 years of age.
- There is credible information the child was forcibly or intentionally removed or lured away from her location and remains missing.
- The law enforcement agency believes the child is in danger of serious bodily injury or death.
- The law enforcement agency has sufficient identifying information on the child, and/or alleged abductor(s), and/or alleged abductor's vehicle to believe an immediate broadcast alert will be beneficial in identification efforts.

CECOMS handles emergency communications in nine counties in Northeast Ohio. It is the only independent agency in the state authorized to issue AMBER Alerts. The agency has a goal to issue an AMBER Alert

within 20 minutes; this alert was issued just two minutes later at 2:10 p.m.

Christopher Minek serves as the CECOMS operations supervisor and the AMBER Alert coordinator for Northeast Ohio. “We knew we needed to complete the AMBER Alert broadcast to our region as soon as possible,” said Minek. “We hoped the AMBER Alert would prevent the grandmother from taking her out of the region and possibly the state.”

The alert, along with photographs and additional information, was distributed to the National Weather Service, Ohio State Highway Patrol, local media outlets and LAMAR Advertising billboards. The National Center for Missing and Exploited Children (NCMEC) was also notified to disseminate the alert via the Wireless Emergency Alert system. Nearby airport, bus stations, train stations and cab companies were also contacted about the situation.

CECOMS also activated the new AMBER Alert Family Response Plan. The Northeast Ohio AMBER Alert Committee recently created the plan to gather information from family members of the victim and help them after an alert has been activated.

“The goals of the Family Response Plan are to provide crisis stabilization, trauma-informed communication and a sense of hope that reunification is possible,” said Minek.

9-1-1 telecommunicators received three accurate tips from the public within 15 minutes after issuance of the AMBER Alert. Nelson was found at 3 p.m. walking with the child, ten miles from where she was taken. The girl was unharmed and the grandmother was taken into custody for interference with custody, kidnapping and inducing panic.

“The citizens who called in the tips are the real heroes,” said Minek. “They took the time to remember the detailed suspect and child description and then assisted without hesitation in a stressful and active situation to bring the child home. There are no words that can describe the joy of watching a child be reunited with their family after such a traumatic incident.”

“We want to thank the public for assisting us; that’s how we were able to recover the girl so quickly,” added Ashtabula Police Chief Robert Stell. “We could not be more pleased with the outcome.”

The Northeast Ohio AMBER Alert Committee reviewed the case following the incident, determining it indeed met all of the criteria for an AMBER Alert.

Minek said the key factors in the successful recovery were having an effective AMBER Alert plan, contacting all local transportation hubs, and training with law enforcement agencies. “The City of Ashtabula Police Department and CECOMS established early and effective communication during the AMBER Alert activation,” he said. “Through our communications we were able to relay information with extreme efficiency.”

Still, the Northeast AMBER Alert partners will continue to refine their AMBER Alert plan. “We learn something new every time we have an AMBER Alert activation,” concluded Minek. “Our plan is always evolving to keep up to date with the latest technology and procedures.”



AMBER ALERT BRIEFS



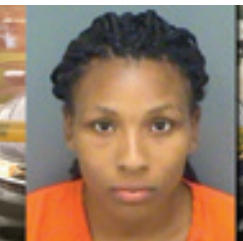
OHIO POLICE DEPARTMENT USING DRONES IN AMBER ALERTS

The Ontario, Ohio, Police Department is using two drones to search in AMBER Alerts and other cases involving missing juveniles or older adults. The department used money from federally seized drugs to purchase the drones, which cost \$14,000 each. The drones provide live video feeds and have been used dozens of times, including when an AMBER Alert was activated. "Bottom line, this is irreplaceable technology," said Ontario Police Chief Tommy Hill. "There is no value too great that we'd spare to save a life." 🌟



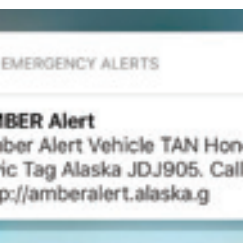
NEBRASKA HAS NEW METHOD TO NOTIFY THE PUBLIC FOR ENDANGERED MISSING ADVISORIES

Nebraska residents can now get Endangered Missing Advisories (EMA) through text messages. The EMA notifies the public about a missing endangered person who does not qualify for an AMBER Alert. The Nebraska State Patrol (NSP) said thousands of people have already signed up to receive the EMA through email since the program was launched in January 2018. "We've already seen multiple times that the public can make the difference in locating a vulnerable missing person," said Captain Jeromy McCoy, NSP AMBER Alert/EMA Coordinator. "The new text message option will help spread the EMA alerts faster and to more people." 🌟



FALSE AMBER ALERT MAY COST FLORIDA TAXPAYERS \$500,000

A Largo, Florida, mother accused of murdering her two-year-old has also been charged with lying to police after an AMBER Alert was issued. Clarissa Stinson claimed her son was abducted after they accepted a ride from a stranger on September 1, 2018. Police say the lies cost them critical time in finding the boy and resulted in \$500,000 in law enforcement costs. Fifteen agencies, including 163 law enforcement officers and 28 staff members, took part in the search. "A price cannot be put on that," said Largo Police spokesperson Randy Chaney. Stinson could face an additional five years in prison for giving the false story to police. 🌟

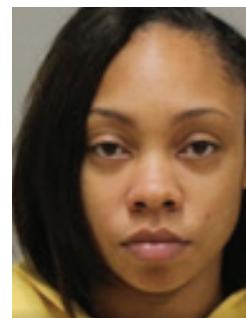


GCI CELL PHONE USERS CAN NOW GET AMBER ALERTS

GCI has joined other telecommunication companies in the U.S. and Canada to use the Wireless Emergency Alert (WEA). GCI will use the WEA system which sends geographically targeted text messages to cell phones for AMBER Alerts and other emergencies. In the past, GCI users had to download an app to receive the emergency alerts. 🌟

MICHIGAN MOM FACES PRISON FOR LYING ABOUT HER BABY'S ABDUCTION

A Grand Rapids, Michigan, mother is facing prison after telling police her 18-month-old daughter had been stolen by a stranger on August 5, 2018. An AMBER Alert woke residents up after its 3:21 a.m. issuance. Jennell Ross stuck by her story until the baby's father told police the child was with him the entire time. "It kind of destroys the credibility of the AMBER Alert, which is really sad that one person did that, and she should be charged," said Michigan State Police Detective Sergeant Sara Krebs. "It's very frustrating for us, but I will always err on the side of caution for that child." Ross could face up to four years in prison and a \$2,000 fine. 🍷

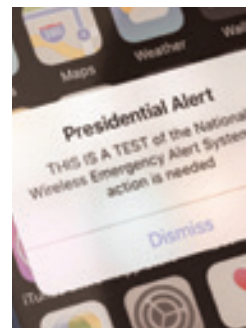


FEDERAL GOVERNMENT HAS NATIONWIDE TEST FOR THE WIRELESS EMERGENCY ALERT

The Federal Emergency Management Agency (FEMA) conducted a nationwide test of the Wireless Emergency Alert (WEA) on October 3, 2018. The test was postponed from September 20 because of the severe weather on the East Coast.

The WEA system is used to warn the public about dangerous weather, missing children, and other critical situations through alerts on cell phones. The national test uses the same special tone and vibration as with all WEA messages (i.e. Tornado Warning, AMBER Alert). Users cannot opt out of receiving the WEA test.

This first national WEA test message was sent to cell phones connected to wireless providers participating in WEA, with a header reading "Presidential Alert" and the text, "THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed."



Sonoma County in California tested its emergency alert on September 10 and 12 before the nationwide drill for WEA. The system is being tested because residents complained about inadequate warnings during firestorms last October. The Sonoma County's former emergency manager didn't use WEA during the fires because he was unsure whether or not it could be used in an area smaller than the entire county. The county is now confident that the alerts can go to targeted areas, but is requesting feedback from the public following the tests.

Denver conducted its first test of WEA on September 5 to make sure the system is working properly and to create public awareness. The test went to about one million people in the Denver area. 🍷

AMBER ALERT BRIEFS



ILLINOIS EXPANDS SILVER ALERT FOR VETERANS

Illinois now uses the Silver Alert to notify the public about a missing veteran or active duty military member with physical or mental health conditions. The expansion of the criteria is aimed at reducing suicides among veterans. ↪



UTAH KIDNAPPING AND MURDER VICTIM REMEMBERED DURING VIGIL

Friends and family members gathered and released balloons and ribbons at the same Sunset, Utah, park where three-year-old Rachael Runyan was kidnapped and later murdered on August 26, 1982. "She was just so precious," Elaine Runyan said of her slain daughter. "She just touched everybody's heart." Utah initially named its child abduction advisory the Rachael Alert in 2002. "There are children who are alive today because of Rachael," Sunset Police Chief Ken Eborn said. The alert's name was changed to the AMBER Alert after it was first used for the abduction of Elizabeth Smart. "I had no idea what the alert was at the time," said Ed Smart, Elizabeth's father, who spoke at the event on August 25, 2018. ↪



TENNESSEE POLICE USING VIDEO SURVEILLANCE CAMERAS FOR AMBER ALERTS

The Bell Meade, Tennessee, Police Department is using new video surveillance cameras to capture vehicles connected to serious crimes including child abductions. The city spent \$500,000 to place cameras in 20 sites throughout the city. If a license plate is connected to an AMBER Alert, missing person case, or other crime, police can direct the camera to search for that plate. Police are notified if the plate is located. ↪



MISSOURI CITY SIGNS UP CHILDREN FOR ID PROGRAM

More than 100 children in Hannibal, Missouri, signed up for the free MoChip Child ID Program on August 18, 2018. The program provides digital photos, fingerprints and dental bite impressions on a CD, along with personal and emergency information on an ID card. ↪

AMBER ALERT INTERNATIONAL

ECUADOR LAUNCHES ALERT FOR ABDUCTED AND ENDANGERED CHILDREN

Ecuador says it has become the first South American country to have an alert for children who have been abducted or are believed to be in immediate danger. The Alert Emilia is named after a nine-year-old girl who was abducted and murdered in 2017 by human traffickers. "In Ecuador the AMBER Alert will be called Alert Emilia, in memory of Emilia Benavides, whose death marked a pattern to strengthen these actions with a state policy that involves the whole society," said César Navas, Ecuador Minister of the Interior. The alert will send information and images of the missing child through television, email and social networks. The International Centre for Missing and Exploited Children (ICMEC) will include Ecuador as the 28th member country of its Global Network of Missing Children. 🍷

CANADIAN PROVINCE NOW HAS A SILVER ALERT

The Canadian province of Manitoba is now using the Silver Alert to notify the public about missing elderly people or someone with dementia, autism or Downs Syndrome. Police keep a database of individuals who would qualify for a Silver Alert if they are missing. "The major criteria are that the person is missing, that they are vulnerable and that they have a cognitive disability," said Winnipeg Police Inspector Kelly Dennison. 🍷

FOLLOW AMBER ADVOCATE ON FACEBOOK!



The AMBER Advocate

CART - Child Abduction Response Team Training | New Jersey
We are so honored to have David Smither with us this week to speak about his sister Laura's abduction and murder in 1997, and the impact this had on him and his family. His contribution to the training law enforcement and other CART members are receiving this week is immeasurable. Thanks to Derek VanLuchene and [Chuck Fleeger](#) for instructing in this important training!

“This course was very helpful in learning what families as well as the first responders/ law enforcement go through when having to deal with a situation that is as important as this. I learned about things I’ve never heard about. It was very heartfelt as well. I am thankful for all the information that was provided.”

*911 Telecommunicator,
Greenville, North Carolina*

content. The classroom version of the TELMAC course has been enhanced also, and now features increased interactive exercises through the use of live polling technology, call audio analysis and a comprehensive tabletop exercise.

Accessing the TELMAC Course, and Other Online Training from AATTAP and the National Criminal Justice Training Center (NCJTC)

The NCJTC offers a one-time online learning community registration, which then allows approved users to access multiple online

courses for instant self-enrollment through Fox Valley Technical College’s Blackboard Online learning platform. The TELMAC course is part of the NCJTC’s Criminal Justice Professionals online community, and requires registrants to be employed by a criminal justice agency. For others working in community safety and child protection roles but not employed by an authorized criminal justice agency, the NCJTC offers a Community Training option which includes other online courses and recorded webinars.

All of AMBER Alert’s online courses are self-directed, meaning participants can work on them anytime 24/7, at a pace or increments of time that best fit their schedules. Once all required course content is completed, certificates of completion are available for immediate download as a PDF file for use in training record documentation.

For more information on registering for access to TELMAC and other online courses offered by AATTAP and NCJTC, email us at askamber@fvtc.edu or call 877/712-6237. ☺

