



National Center for Missing and Exploited Children Performance Questions and Definitions

PERFORMANCE QUESTIONS	DEFINITIONS
ACTIVITIES AND OUTPUTS	
1. How many missing child cases were supported by NCMEC during this reporting period? _____	Missing child cases refers to a report received by law enforcement or received directly by NCMEC that indicated any individual younger than 18 years of age is missing or abducted from their legal custodian. Support means NCMEC was consulted and actively involved in assisting law enforcement in an investigation of a missing or exploited child. Reporting period is the specific timeframe covered by this report.
2. How many calls did the call center specialists receive during this reporting period? _____	Calls refers to telephone calls received by NCMEC through the national 24-hour toll-free telephone line that allows individuals to report information regarding the location of a missing child. Call center specialists refers to staff who work at NCMEC that respond to calls received via the national 24-hour toll-free telephone line. Received means a call center specialist answered and logged a call from an individual via the 24-hour toll-free telephone line. Reporting period is the specific timeframe covered by this report.
3. How many people viewed public awareness content through digital media during this reporting period? _____	Public awareness content means resources developed and/or shared by NCMEC regarding issues related to child safety and preventing maltreatment. Digital media refers to content viewed on NCMEC's website (www.missingkids.org). Reporting period is the specific timeframe covered by this report.
4. How many missing child cases were supported by forensic experts during this reporting period? _____	Missing child cases refers to a report received by law enforcement or received directly by NCMEC that indicated any individual younger than 18 years of age is missing or abducted from their legal custodian. Support means NCMEC was consulted and actively involved in assisting law enforcement in an investigation of a missing or exploited child. Forensic experts refers to NCMEC staff who analyze physical or digital evidence related to missing and exploited children cases. This can include forensic facial reconstructions, other technical assistance, and consultation with law enforcement to help identify deceased children. Reporting period is the specific timeframe covered by this report.
5. How many law enforcement officers, child protection professionals, or other professionals received training during this reporting period? _____	Law enforcement officers refers to individuals who are charged with enforcing laws, keeping the peace, and protecting lives and property. They typically work within the public sector (i.e., a county or state). Child protection professionals refers to those individuals who work for state or local agencies exclusively to investigate cases of child maltreatment. Other professionals refers to individuals who work with law enforcement or child protection professionals on cases of missing and exploited children. These can include, but are not limited to, attorneys,

	medical staff, victim specialists, or mental health clinicians. Training refers to in-person or virtual teaching and learning activities (including planning, curriculum development, and delivery) and skills-based training that teaches practical, hands-on, specific, and job-related abilities and competencies that learners can immediately apply in their work and organizations. Reporting period is the specific timeframe covered by this report.
6. How many unique victims and family members received mental health services during this reporting period? _____	Unique means unduplicated. Individuals should be counted only once during a reporting period. Unique individuals should not be counted in more than one reporting period. Victims refers to an individual younger than 18 who has been identified as missing or who experienced some form of sexual exploitation. Family members refers to individuals who are related to the victims and can include birth/adoptive/foster parents, siblings, or other extended family (e.g., aunts, uncles, cousins). Mental health services refers to a range of therapeutic strategies used to address mental illnesses, mental health conditions, and behavioral health issues, including psychotherapy, medication, support groups, and lifestyle changes. These approaches are often combined to create a more effective recovery plan. Reporting period is the specific timeframe covered by this report.
7. Did you experience any challenges during this reporting period that impacted service delivery to program participants? If yes, how did you address the challenges, or do the challenges remain unresolved? ☐ Yes: _____ ☐ No	Challenges that impacted service delivery can vary; examples might include: • Resource constraints: insufficient personnel, equipment, or materials, or overbooked or mismanaged resources. • Scheduling: unachievable deadlines leading to missed milestones, burnout, or reduced quality. • Communications: poor communication practices that result in rework. • Technical: inadequate skills for specific tasks, improper tool usage, or difficulty determining the best approach for complex activities. • Risk management: failure to anticipate, plan for, or mitigate risks, causing unexpected delays or stoppages. • Accountability: confusion over who is responsible for project tasks or outcomes. • Documentation: difficulty locating project documents, assets, or maintaining consistent, real-time progress tracking. Reporting period is the specific timeframe covered by this report.
OUTCOMES	
8. How many missing child cases were resolved with support from NCMEC during this reporting period? _____	Missing child cases refers to a report received by law enforcement or received directly by NCMEC that indicated any individual younger than 18 years of age is missing or abducted from their legal custodian. Resolved refers to a missing child case that law enforcement has closed. Support means NCMEC was consulted and actively involved in assisting law enforcement in an investigation of a missing or exploited child. Reporting period is the specific timeframe covered by this report.

9. How many noncompliant sex offenders were located with support from NCMEC during this reporting period? _____	Noncompliant sex offenders means an individual who breaks the law by failing to follow the rules of a sex offender registry. This includes failing to update an address, missing periodic check-ins, or failing to report a job, vehicle, or phone change. Located in this context means that the physical whereabouts of a targeted individual has been identified and confirmed. Support means NCMEC was consulted and actively involved in assisting law enforcement in an investigation of a missing or exploited child. Reporting period is the specific timeframe covered by this report.
10. Did you experience any challenges related to external factors beyond your control that impacted program outcomes during this reporting period? If yes, please describe the challenges. ☐ Yes: _____ ☐ No	Challenges related to external factors can vary; examples may include: • Unexpected costs: for example, due to price surges for necessary resources. • New compliance or standards: such as changes in laws, regulations, or guidance. • Supply: unexpected hurdles related to resource availability. • Skilled labor: labor markets making it difficult to find, hire, or retain skilled labor. • Technology: changes in stability and threats related to technology. Reporting period is the specific timeframe covered by this report.
11. How would you describe the progress made toward this award's goals and objectives during this reporting period? ☐ Not started ☐ Behind schedule ☐ On track ☐ Ahead of schedule ☐ Complete	Reporting period is the specific timeframe covered by this report.