

Missing Person Family Guide

Resources from the Reopen the Case Foundation to help families respond quickly when a loved one goes missing.

CALL 911 IMMEDIATELY — THERE IS NO 24-HOUR WAITING PERIOD IN VIRGINIA

Download Resources

Missing Person Family Guide – A quick guide with documentation tips, evidence protection guidance, and Virginia resources.

Missing Person Poster Template – A printable template families can use to raise awareness.

What To Do Immediately

1. Report Immediately – Call 911 or local law enforcement.
2. Document Everything – Save messages, screenshots, and call logs.
3. Protect Evidence – Keep originals, share copies, do not reset devices.
4. Raise Awareness – Use clear photos and verified information.

Why This Guide Matters

When someone you love goes missing, the experience can be overwhelming and frightening. Families are often left trying to make critical decisions while dealing with fear and uncertainty.

As part of our focus at the Reopen the Case Foundation, we work closely with families and communities impacted by missing persons and unsolved cases.

This guide was created to help families take immediate steps, document important information, protect evidence, and access resources that may help bring answers.

Most importantly, families should know they do not have to go through this alone. The Reopen the Case Foundation is here to help guide families, provide support, and bring awareness.

— Brandy Brown
Founder, Reopen the Case Foundation

Important Resources

Virginia State Police Missing Persons Clearinghouse: 804-674-2000

Reopen the Case Foundation Tip Line: 833-RTCFNVA

Email: tips@reopenthecase.org

Website: reopenthecase.org