

# RAPTOR<sup>®</sup>

TECHNOLOGIES

THE GOLD STANDARD IN SCHOOL SAFETY

## CASE STUDY

### Spring Branch (TX) ISD Streamlines Reunification Processes with Raptor<sup>®</sup> Emergency Management

#### CHALLENGE

For several years, Spring Branch ISD in the northwest Houston area has used Raptor<sup>®</sup> Visitor Management to screen all school visitors, and the district has been pleased with the success of that system. Raptor Visitor Management, which screens visitors, volunteers, and contractors for sex offender status or locally customized alerts for things like custody orders by scanning each person's state issued ID, helped the district tighten security for its more than 35,000 students and 4,100 staff members.

In 2017, the district began to seek a solution that would help it centralize and regularize its parent-student reunification protocols in the event of an emergency. Spring Branch ISD wanted a way to expedite the reunification process in adherence with proven methods. The district had also looked at alternatives to contracting with third parties for offsite reunification facilities.

"We felt that the best-case scenario was to have a district-controlled reunification site, one where we didn't have to be completely dependent on, say, a church or another large facility to be ready at a moment's notice," says Spring Branch Director of Athletics Cheryl Etlinger. "And the desire to operate as independently as possible helps explain why the district's athletic department is overseeing the reunification process. We're used to supervising large events, being in charge of venues,

#### SPRING BRANCH (TX) INDEPENDENT SCHOOL DISTRICT



Spring Branch ISD serves Pre-K-12 students in Harris County, Texas, in the greater Houston area.

- 36 schools (25 elementary, 7 middle schools, 4 high schools); 36,000 students
- 20 sex offender alerts and 225 custom alerts in Raptor Visitor Management since inception

“

The Raptor system . . . replaces the paper-and-pencil registers and student lists of 'regular' reunification methods. It follows the same protocols, only faster and with less chance of error.

- Cheryl Etlinger, Director of Athletics,  
Spring Branch (TX) Independent School District

”

coordinating transportation, traffic, entrances, exits, etc.” Spring Branch ISD selected a large facility as its primary district-wide reunification site and another as a back-up. “Our approach lets us control virtually every aspect of any reunification. We can pre-stage the site with anything we would need to make the reunification happen—tables, chairs, computers, printers, snacks,” says Etlinger. “We like the primary site because the large venue gives the reunification team full line of sight to everyone involved in the reunification itself. We can see all the students.

“The advantage of having a common reunification site was also extended to having a common reunification team, not one dependent on personnel from the particular school experiencing evacuation and reunification,” Etlinger explains. “We wanted to have one trained team, and that’s where Raptor came in.”

## SOLUTION

The district chose to adopt Raptor® Emergency Management as the platform for its new reunification procedures. Raptor Emergency Management features cutting edge mobile technology combined with the protocols of the Standard Reunification Method™ (SRM) from The “I Love U Guys” Foundation®. “The Raptor system features an app that replaces the paper-and-pencil registers and student lists of ‘regular’ reunification methods. It follows the same protocols, only faster and with less chance of error,” says Etlinger. “We trained our core reunification team—all central office employees, athletics staff, nurses, and technology people, about 60 of them—in December 2019. We ran a reunification exercise using the Raptor app. Everyone was really impressed with the speed and accuracy of the process. We’ll continue to train additional members of the team, then cross-train people so that they can fill more than one role if needed and really understand the nuances of reunification with Raptor.”

## RESULTS

Spring Branch ISD sees the controlled rollout of the Raptor Emergency Management system and app to a designated team as an advantage. “We make sure that our reunification team members are highly trained both in reunification procedures and the use of the Raptor app,” says Etlinger. “We don’t have to train thousands of staff members or ask them all to download the app and familiarize themselves with the system. We include some senior district officials in the training to give them visibility to any event that might occur, but by not trying to train everyone, we can ensure that the people who are trained are proficient. We’re looking to train about 150 people all told. We may rethink that later, but that’s where we are today.”

“Bottom line,” says Etlinger, “the advantages of the Raptor system are speed, accuracy, and consistency. That’s what we were seeking to achieve with our revamped approach to reunification. We think we have that now.”

“

Bottom line, the advantages of the Raptor system are speed, accuracy, and consistency. That’s what we were seeking to achieve with our revamped approach to reunification. We think we have that now.

- Cheryl Etlinger, Director of Athletics,  
Spring Branch (TX) Independent School District

”

**PROTECT EVERY CHILD,  
EVERY SCHOOL, EVERY DAY.**

**877-772-7867**

**info@raptortech.com**

**www.RAPORTECH.com**