



HIGHLANDS COUNTY SCHOOL DISTRICT

**HIGHLANDS COUNTY SCHOOLS LEARNED FIRST-HAND  
THE EFFICIENCY AND EASE OF RAPTOR REUNIFICATION**



The School Board of Highlands County is located in Sebring, Florida and serves 12,000 students across 20 schools, including one virtual campus.



*What stands out the most about Raptor's Reunification is the ease of use. It really does make the whole process of this potentially chaotic event go smoothly. We're extremely happy with what we've seen so far, and we're looking forward to—hopefully never needing the use of this—but having the comfort behind us that this is going to be an easier process for us with our partnership with Raptor.*

*Timothy Leeseberg  
Director of Safety & Security for The School  
Board of Highlands County, FL*



Part of minimizing trauma is directly correlated to a safe, efficient reunification—but in the high-stress moments of an emergency, the reunification process can easily become chaotic as emotions run high and unexpected situations arise.

At the School Board of Highlands County (SBHC), planning a process that took their unique needs into account was particularly important. Their available reunification sites could not easily accommodate the parking needs of parents reunifying with students at the site, so they elected to utilize a drive-through reunification approach—but this presented unique challenges of its own.

As part of the Raptor Compliance and Success Program, we helped SBHC conduct a full-scale reunification exercise, including consultation on the reunification site. And as part of CSP, the Raptor team came on-site to conduct a full-scale reunification exercise. This included planning and preparing in advance of the event as well as guiding the reunification process that day until the SBHC team felt ready and confident.



## THE CHALLENGES

### TROUBLESHOOTING THE DRIVE-THROUGH METHOD

While they knew a drive-through reunification was the best approach for their needs, creating a clear plan—and a clear image of what implementing that plan would look like—was difficult. This, in turn, made troubleshooting and improving their process a real challenge.

### ACCOUNTING FOR STUDENTS

Using spreadsheets to check in students—and then bouncing back and forth between that spreadsheet and their student database to confirm guardianship during reunification—was cumbersome. The administrators were not confident in how smoothly that process would go in a real event.



*The ease of what we've seen with Raptor, we were very impressed. There's no way we could have done this as efficiently as what we did with Raptor if we'd used Google Sheets. Raptor really made the Reunification process more comfortable for us with the ease of its use and connections.*

*Timothy Leesburg  
Director of Safety & Security  
The School Board of Highlands County, FL*



## HOW RAPTOR HELPED

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### Enhanced and optimized drive-through reunification flow

By working through their planned reunification process with a Raptor team, SBHC was able to develop a clear picture of how their reunification event would go—and were able to identify key areas that they needed to address to keep that process running smoothly.

### Keeping students with special needs in mind

The reunification site's layout meant SBHC's students with special needs who are in self-contained classrooms would be in an annex building for the event. This caused logistical problems with the traffic flow—rerouting guardians to the second building caused significant delays in the reunification process. Together with Raptor, SBHC has been able to plan accordingly, resulting in a faster and smoother reunification process for their students.

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*Raptor's Reunification program really helped us work through the thought process, looking at what it would all entail, and made this whole system run a whole lot smoother. Our Raptor Professional Services Engineer identified some pieces that really allowed our team to dig in a little differently with how to roll through this. The communication she had with asking important questions that we hadn't really considered made it a good transition.*

*Timothy Leesburg  
Director of Safety & Security  
The School Board of Highlands County, FL*

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### Instituted a process for accounting for students as they arrived at the reunification site

To better support their drive-through only reunification, Raptor adapted their reunifier roles to implement a new “Accountant” role, who would be responsible for accounting for all students as they arrived. As the Reunification event progressed, staff fulfilling the Accountant role would perform the following responsibilities:



- ✓ Update locations to reflect specific rooms of the Reunification site to practice their workflow—particularly important for troubleshooting the reunification process for their special needs students.
- ✓ Signal to the Greeters that they could start checking in guardians at their cars to initiate the Reunification process.
- ✓ Transition into the Runner Role once all students were checked in.

## LEARN MORE ABOUT HOW RAPTOR CAN HELP

The Raptor software suite ties together the critical aspects of a school safety ecosystem, from prevention through recovery. Find out how we can work together in our mutual goals of *protecting every child, every school, every day.*

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