



## How 3 YMCAs Uphold Their Promise to be a Safe Place for Families



**This 3-part case study focuses on three YMCAs:**

Treasure Valley Family YMCA in Idaho

Gateway Region YMCA in Missouri

YMCA of Greater Brandywine Valley in Pennsylvania

# VISITOR MANAGEMENT SCANS FROM APRIL 2022-APRIL 2023



## YMCA OF GREATER BRANDYWINE

Number of campuses:	<b>23</b>
Visitors Logged:	<b>28,282</b>
Sex Offenders Identified:	<b>6</b>

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*“Raptor has made it possible for us to be more comfortable with the people that we have coming in.”*

*Katie Doochack,  
Director of Risk Management and Aquatic Safety,  
YMCA of Greater Brandywine*



## TREASURE VALLEY FAMILY YMCA

Number of campuses:	<b>4</b>
Visitors Logged:	<b>89,582</b>
Sex Offenders Identified:	<b>20</b>

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*“The data shows it makes our facility safer. That right there makes it well worth it.”*

*Scott Swanson,  
Executive Director,  
Treasure Valley Family YMCA*



## GATEWAY REGION YMCA

Number of campuses:	<b>23</b>
Visitors Logged:	<b>27,287</b>
Sex Offenders Identified:	<b>32</b>

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*“It’s preventing child abuse. It puts it on our forefront that we have people in our building that are safe.”*

*Rylee Miller,  
Association Safety and Risk Specialist,  
Gateway Region YMCA*

**Total sex offenders flagged in one year across these three locations: 58—averaging more than one offender a week for a year.**

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*“We make a promise to our communities that the YMCA is a safe place for kids and families to be able to go and not worry about people being here who shouldn’t be—we have to live up to that, and Raptor allows us to do that.”*

*Scott Swanson, Executive Director, Treasure Valley Family YMCA*

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## THE CHALLENGE

Prior to implementing Raptor, the visitor check-in process—where one existed—at each of these community centers presented safety challenges, including:

- A manual entry process that documented visitors on pen-and-paper, leaving records unsearchable and potentially inaccurate.
- Slow processing times for background checks, which frequently took weeks to return.
- Those background checks only ran against that state’s database—not those of all 50 states.



## HOW RAPTOR HELPED



*“We had gaps that we weren’t comfortable with. By speeding up our process and expanding it to include the national database, Raptor has made it possible for us to be more comfortable with the people that we have coming in.”*

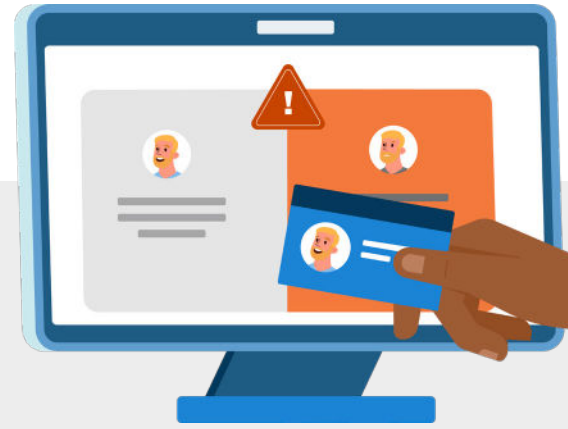
*Katie Doochack,  
Director of Risk Management and Aquatic Safety,  
YMCA of Greater Brandywine*



## FASTER RESPONSE TIMES ON BACKGROUND CHECKS—AGAINST THE SEX OFFENDER DATABASES OF ALL 50 STATES

Raptor helps you keep potential threats out by instantly screening each visitor’s government-issued ID card against the sex offender registries in all 50 states as well as an unlimited number of custom databases.

Raptor Kiosks empower community centers to streamline and control the visitor sign-in process while maintaining a high level of security. Staff can view and monitor kiosk activity from their computer monitors; If there is an offender alert, staff will review the information in the Kiosk Queue on their computers to confirm or reject the match.



## SIDE-BY-SIDE CONFIRMATION OF SCREENINGS

*“Raptor helps us improve the accuracy of our screening process with the ability to compare the visitor against their potential match.”*

*Rylee Miller, Association Safety and Risk Specialist,  
Gateway Region YMCA*

When a visitor is flagged, staff can review the visitor’s information side-by-side with the offender’s information immediately.

## COMMUNICATE WITH CENTER LEADERSHIP

Raptor Visitor Management automatically sends a notification to administrative and security personnel when a visitor is flagged during screening.

## CREATING ACCURATE, ACCESSIBLE DOCUMENTATION

Visitor records are accessible to approved personnel so you can create accurate reports.



## CHALLENGE

- ✓ A MANUAL ENTRY PROCESS THAT LEFT RECORDS UNSEARCHABLE AND POTENTIALLY INACCURATE
- ✓ SLOW BACKGROUND CHECK PROCESSING TIMES
- ✓ BACKGROUND CHECKS ONLY RAN AGAINST THAT STATE'S DATABASE—NOT THOSE OF ALL 50 STATES



## SOLUTION

- ✓ FASTER RESPONSE TIMES ON BACKGROUND CHECKS—AGAINST THE SEX OFFENDER DATABASES OF ALL 50 STATES
- ✓ SIDE-BY-SIDE CONFIRMATION OF SCREENINGS
- ✓ COMMUNICATE WITH CENTER LEADERSHIP
- ✓ CREATING ACCURATE, ACCESSIBLE DOCUMENTATION

## LEARN MORE ABOUT RAPTOR

The Raptor software ecosystem ties together the critical aspects of school safety, 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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