

## CASE STUDY

---

# Hernando County (FL) School District Accelerates Applicant Screening Time from Weeks to Minutes with Raptor<sup>®</sup> Volunteer Management

---

### CHALLENGE

As in many school districts with active volunteer programs, Florida's Hernando County School District was beginning to feel overwhelmed by the sheer weight of the administrative demands involved with managing thousands of approved volunteers and processing additional thousands of new volunteer applicants each year. "We were keying data and running background checks for more than 8,000 prospective volunteers each fall," says Hernando County District Volunteer Liaison Kelly Demitro. "Not to mention keeping track of the nearly 14,000 approved volunteers we already had. We used 2-page paper volunteer applications, funneling in through each school. All that information had to be entered onto spreadsheets. Then we had to key each name into Florida's Comprehensive Case Information System (CCIS), the state database for criminal background checks. It took a lot of time."

"Bottom line," Demitro continues, "we wanted to streamline the whole process and eliminate pen-and-paper applications if we could." Hernando County School District had been a customer of Raptor Technologies<sup>®</sup> since 2005, using the company's Visitor Management system to screen visitors and contractors at each of the district's 29 schools. "We knew Raptor and we knew it worked," says Demitro. "They offered a volunteer management solution, and we decided to give it a try."

“

We . . . implemented Raptor Volunteer Management, and frankly, it has really, really made a difference.

— Kelly Demitro, District Volunteer Liaison, Hernando County (FL) School District

”

## HERNANDO COUNTY (FL) SCHOOL DISTRICT



Hernando County School District is located on the central-west coast of Florida north of Tampa.

- 29 schools (10 elementary, 3 K-8, 4 middle, 5 high schools, 3 charter, 3 technical ed, 1 alternative); approximately 23,000 students
- 7,412 active volunteers (2018-2019)
- 25,000+ volunteer sign-ins
- 13,695 approved applications
- 1086 denied applications

## SOLUTION

The Raptor® Volunteer Management system provides prospective volunteers with an easy-to-use online application tool, which eliminates the need for district personnel to key in an applicant's vital information by hand. The Raptor system screens each volunteer applicant for sex offender status, and it assists district officials by compiling criminal background results for their quick review and approval. The system also allows designated district personnel to track each approved and active volunteer and gives district officials access to several easily generated reporting functions, which provide key statistics such as volunteer hours per person and top overall volunteers, either by school or across the district.

"We quickly implemented Raptor Volunteer Management," says Demitro, "and frankly, it has really, really made a difference."

## RESULTS

"Probably the biggest effect of the Raptor Volunteer Management solution on our process was turn time," Demitro says. "It used to take us three or four weeks to completely process a new volunteer application and get a result. With Raptor, it's now more like three or four minutes." Raptor has eliminated almost all the paper applications from Hernando County's processing. "We still use a paper application process for student volunteers, but all of our parent and community applicants - the vast majority of our volunteers - use the Raptor online process."

How have volunteers and prospects reacted to the new system? "Everybody really, really likes it. Well, I say everybody. There have been a handful of, let's call them "seasoned" volunteers - volunteers who aren't necessarily the most technology inclined. Some of them said they preferred the paper system," Demitro says. "But everyone else - 95 percent - have really embraced Raptor. For one thing, it makes renewing one's application so much easier, and we require all volunteers to renew every year."

"The Raptor system is just so user friendly," Demitro continues, "both for prospective volunteers and for district staff. The more you use it, the easier it gets. It's become an essential tool for us." Would Demitro recommend the Raptor Volunteer Management system to another district seeking to automate their volunteer coordination and management efforts? "Absolutely!" states Demitro. "We depend on it. You know, you hear about budget cuts in some districts and whether it makes sense to keep spending money on this thing or that thing. If someone came to me and suggested that maybe Raptor was a luxury that we couldn't afford, I'd want to know what they proposed to put in its place. For us, Raptor is necessary!"

“

It used to take us three or four weeks to completely process a new volunteer application and get a result. With Raptor, it's now more like three or four minutes.

— Kelly Demitro, District Volunteer Liaison,  
Hernando County (FL) School District

”

“

If someone came to me and suggested that maybe Raptor was a luxury that we couldn't afford, I'd want to know what they proposed to put in its place. For us, Raptor is necessary!

— Kelly Demitro, District Volunteer Liaison, Hernando County (FL) School District

”

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

**877-772-7867**

**info@raptortech.com**

**www.RAPORTECH.com**