

## Automated Request to Staff Management System (ARTSM) - Request Types<sup>14</sup>

### ARTSM Request Types

- There are 37 request types in the system for an inmate to choose from when entering a request
- Employees can change the request type if it is necessary (i.e. the request was originally entered in the incorrect request type by the inmate)
- SCDC is able to run a myriad of reports including overall, or by inmate, location, or date

Request Type	% of Overall	Total	Complete	Pending	% Complete
Commissary	16.95%	403133	402397	736	99.82%
Classification	16.51%	392766	388376	4390	98.88%
Religion	8.95%	212822	212018	804	99.62%
Inmate Financial	7.23%	172000	171334	666	99.61%
Security	4.28%	101739	100617	1122	98.90%
Education	4.25%	101196	100628	568	99.44%
Visitation	3.87%	92035	91803	232	99.75%
Personal Property	3.70%	88025	87298	727	99.17%
Programs	3.50%	83309	82189	1120	98.66%
Mail	3.44%	81867	81643	224	99.73%
Food (Cafeteria and Food)	2.84%	67549	67249	300	99.56%
Canteen	2.69%	64071	63876	195	99.70%
Law Library	2.33%	55470	55310	160	99.71%
Grievance	2.10%	49854	49734	120	99.76%
Telephone / Kiosk (Trouble Form)	1.82%	43396	43299	97	99.78%
Maintenance	1.69%	40304	40006	298	99.26%
Bed Assignments	1.67%	39807	39582	225	99.43%
Designated Facilities	1.54%	36688	36569	119	99.68%
Job Assignments	1.39%	33071	32390	681	97.94%
Inmate Records	1.12%	26702	26393	309	98.84%
Disciplinary	1.12%	26699	26590	109	99.59%
Young Offender Parole & Re-Entry	0.89%	21108	21019	89	99.58%
Privilege Reinstatement	0.88%	20907	20739	168	99.20%
Inmate-to-Inmate Correspondence	0.75%	17909	17840	69	99.61%
Contraband	0.72%	17203	16959	244	98.58%
Recreation	0.67%	15850	15721	129	99.19%
Transfers	0.62%	14727	14551	176	98.80%
Legal	0.46%	11046	10936	110	99.00%
Policy	0.46%	11003	10900	103	99.06%
American Disabilities Act (ADA)	0.36%	8652	8638	14	99.84%
Legal Materials	0.36%	8552	8494	58	99.32%
Notary Services	0.32%	7686	7676	10	99.87%
Investigations	0.25%	5956	5853	103	98.27%
EHSO *	0.22%	5230	5187	43	99.18%
Test	0.01%	223	197	26	88.34%
ARCHIVED	0.01%	217	217	0	100.00%
ICH - Transfer **	0.00%	0	0	0	0.00%

\* EHSO: Environmental Health and Safety Officer

\*\*ICH: Institutional Clearing House

<sup>14</sup> S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 10. Hereinafter “Legal Presentation.”