Automated Request to Staff Member System-Reports/Statistics Available

Included in the Department of Corrections' (SCDC) October 29, 2019 letter to the House Legislative Oversight Committee (LOC). This information was provided in response to the following question in LOC's October 8, 2019, letter to the Department of Corrections: "58. Please provide reports that include the ARTSM information below, as well as the most recent version of any other reports related to ARTSM that the agency regularly reviews. (a) Division and position responsible for responding to requests, by request type; (b) Average response time for each month during the last 12 months, by request type; (c) Number of requests responded to within 45 days during the last 12 months, by request type; (d) Number of requests over 45 days old that are not yet responded to during the last 12 months, by request type;"

In addition to providing the information in this document, SCDC provided the following response:

- Please note the following reports that can be generated through the ARTSM Reports Menu. The reports
 names are as follows: Inmate Request Statistics, Inmate Request Statistics with Date Range, Inmate Request
 Statistics with Date Range and Location, Inmate Request Audit Trail, Inmate Request Search, Inmate
 Request Search by Date, Inmate Request Statistics, Inmate Request Statistics by Date, Inmate Requests
 Assigned To, Inmate Requests Requiring Response, Inmate Requests Requiring Response by Location.
- Attached is an example of the Inmate Request Statistics, Inmate Request Search, Inmate Requests Requiring Response.
- Please advise which reports you would like generated and redacted for your review.



Offender Management System

Inmate Request Statistics By Date

Today's Date: 10/29/19 15:28

Date Range: 1/1/19 16:25 - 10/29/19 16:25

16.76% 15.24% 9.75% 7.24% 4.00% 5.02%	51468 46791	50741	707	
9.75% 7.24% 4.00% 5.02%			727	98.59%
7.24% 4.00% 5.02%		44660	2131	95.45%
4.00% 5.02%	29935	29501	434	98.55%
5.02%	22240	21749	491	97.79%
	12297	11648	649	94.72%
	15406	15042	364	97.64%
3.21%	9844	9700	144	98.54%
4.30%	13189	12789	400	96.97%
4.21%	12917	12178	739	94.28%
2.93%	8995	8918	77	99.14%
3.10%	9530	9143	387	95.94%
3.01%	9227	8960	267	97.11%
2.52%	7728	7540	188	97.57%
1.86%	5723	5610	113	98.03%
2.81%	8624	8467	157	98.18%
1.78%	5474	5233	241	95.60%
1.20%	3689	3562	127	96.56%
1.47%	4512	4291	221	95.10%
1.69%	5176	4901	275	94.69%
0.97%	2964	2790	174	94.13%
1.00%	3075	2951	124	95.97%
0.64%	1963	1936	27	98.62%
0.67%	2048	1901	147	92.82%
0.53%	1627	1619	8	99.51%
0.72%	2207	2066	141	93.61%
CALLS AND ALVE MINE AND A	Service Control of the Control	1889	80	95.94%
0.42%	1296	AL STATE OF		94.75%
0.64%	1955	ME and the smaller of		96.16%
			Mr. Barrier St. T.	94.63%
	Control of the Land	of the Advisory of	The state of the s	96.05%
		S		95.20%
				99.41%
				93.41%
				96.45%
				100.00%
				91.06%
				100.00%
	0	0	0	0.00%
	2.93% 3.10% 3.01% 2.52% 1.86% 2.81% 1.78% 1.20% 1.47% 1.69% 0.97% 1.00% 0.64% 0.67% 0.53% 0.72% 0.64%	2.93% 8995 3.10% 9530 3.01% 9227 2.52% 7728 1.86% 5723 2.81% 8624 1.78% 5474 1.20% 3689 1.47% 4512 1.69% 5176 0.97% 2964 1.00% 3075 0.64% 1963 0.67% 2048 0.53% 1627 0.72% 2207 0.64% 1969 0.42% 1296 0.64% 1955 0.26% 801 0.23% 708 0.34% 1042 0.33% 1011 0.27% 835 0.17% 535 0.04% 112 0.04% 123 0.00% 14	2.93% 8995 8918 3.10% 9530 9143 3.01% 9227 8960 2.52% 7728 7540 1.86% 5723 5610 2.81% 8624 8467 1.78% 5474 5233 1.20% 3689 3562 1.47% 4512 4291 1.69% 5176 4901 0.97% 2964 2790 1.00% 3075 2951 0.64% 1963 1936 0.67% 2048 1901 0.53% 1627 1619 0.72% 2207 2066 0.64% 1969 1889 0.42% 1296 1228 0.64% 1955 1880 0.23% 708 680 0.34% 1042 992 0.33% 1011 1005 0.27% 835 780 0.17% 535 516 <td>2.93% 8995 8918 77 3.10% 9530 9143 387 3.01% 9227 8960 267 2.52% 7728 7540 188 1.86% 5723 5610 113 2.81% 8624 8467 157 1.78% 5474 5233 241 1.20% 3689 3562 127 1.47% 4512 4291 221 1.69% 5176 4901 275 0.97% 2964 2790 174 1.00% 3075 2951 124 0.64% 1963 1936 27 0.67% 2048 1901 147 0.53% 1627 1619 8 0.72% 2207 2066 141 0.64% 1969 1889 80 0.42% 1296 1228 68 0.64% 1955 1880 75 <</td>	2.93% 8995 8918 77 3.10% 9530 9143 387 3.01% 9227 8960 267 2.52% 7728 7540 188 1.86% 5723 5610 113 2.81% 8624 8467 157 1.78% 5474 5233 241 1.20% 3689 3562 127 1.47% 4512 4291 221 1.69% 5176 4901 275 0.97% 2964 2790 174 1.00% 3075 2951 124 0.64% 1963 1936 27 0.67% 2048 1901 147 0.53% 1627 1619 8 0.72% 2207 2066 141 0.64% 1969 1889 80 0.42% 1296 1228 68 0.64% 1955 1880 75 <

OMS Offender Management System **Inmate Request Statistics By Date** Date Range: 1/1/19 16:25 - 10/29/19 16:25 Today's Date: 10/29/19 15:28 **Request Type** % of Overall **Pending** Total Complete % Complete Total 307050 297862 9188 97.01% % of Overall 18.00 16.00 14.00 12.00 10.00 8.00 6.00 4.00 2.00 0.00 EHSO Bed Assignments Canteen ARCHIVED Designated Facilities Disciplinary Legal Legal Materials Mail Notary Services Policy Recreation Religion Security Special Subcommittee Transfers Visitation Young Offender Parole & Re-Entry American Disabilities Act (ADA) Food (Cafeteria and Food) Inmate-to-Inmate Correspondence Investigations Maintenance Privilege Reinstatement Classification Commissary Contraband Education Grievance ICH - Transfer Inmate Financial Inmate Records Job Assignments Law Library Personal Property Programs Telephone / Kiosk (Trouble Form) % Complete 100.00 80.00 60.00 40.00 20.00 0.00 Education EHSO Legal Visitation Mail Policy Religion Security Test ARCHIVED Food (Cafeteria and Food) Grievance ICH - Transfer Inmate Financial Inmate Records Inmate-to-Inmate Correspondence Law Library Legal Materials Maintenance Personal Property Programs Transfers Bed Assignments Classification Designated Facilities Disciplinary Investigations Job Assignments Notary Services Privilege Reinstatement Recreation Special Subcommittee Telephone / Kiosk (Trouble Form) Young Offender Parole & Re-Entry American Disabilities Act (ADA Canteer Commissary Contrabanc **Inmate Request Statistics By Date** Page 2 of 2



Offender Management System

Inmate Request

Today's Date: 10/29/19 15:37

Name: Booking #:

Permanent #:

Reference #:

Date Requested: 10/31/16 17:11
Request Type: Disciplinary

Requested By: Kiosk

Request Details: MY LAST CHARGE WAS ON SEPT. 20 I PLEAD GUILTY AND I SUPPOSE TO HAVE MY PRIVILAGES ON DEC.

20 BUT IT SAY ON DEC. 25TH. WHY IS THAT.

Disposition: Complete

Officer:

Disposition Date: 11/30/16 10:39

Request Responses

 Date
 Author
 Note

 11/30/16 10:39
 c031434
 Your restrictions end 122516.

Inmate Request Page 7 of 107

Inmate Requests Requiring Responses

Today's Date: 10/24/19 14:17 45 Past Request Date

nmate Name	Booking #	Reference #	Date Requested	Request Type	Requested By	Disposition	Days Pas
<u>)161</u>							
Request Type: Canteen							
			07/30/19 20:00	Canteen	Kiosk	Pending	8
equest Type: Classification							
			09/09/19 06:51	Classification	Kiosk	Pending	4
			09/04/19 17:50	Classification	Kiosk	Pending	
			09/09/19 13:50	Classification	Kiosk	Pending	
			08/27/19 18:14	Classification	Kiosk	Pending	
			08/16/19 10:03	Classification	Kiosk	Pending	6
equest Type: Disciplinary							
			09/09/19 20:40	Disciplinary	Kiosk	Pending	
			09/02/19 14:21	Disciplinary	Kiosk	Pending	
			09/06/19 15:40	Disciplinary	Kiosk	Pending	
			09/03/19 14:20	Disciplinary	Kiosk	Pending	
			09/07/19 00:05	Disciplinary	Kiosk	Pending	
			09/04/19 01:32	Disciplinary	Kiosk	Pending	
equest Type: Inmate Financial							
			08/19/19 11:56	Inmate Financial	Kiosk	Pending	
			07/12/19 13:07	Inmate Financial	Kiosk	Pending	
			08/16/19 15:52	Inmate Financial	Kiosk	Pending	
			09/04/19 16:50	Inmate Financial	Kiosk	Pending	
quest Type: Personal Property							
			08/28/19 10:51	Personal Property	Kiosk	Pending	
			09/01/19 22:17	Personal Property	Kiosk	Pending	
			08/27/19 10:06	Personal Property	Kiosk	Pending	
			08/27/19 18:59	Personal Property	Kiosk	Pending	
			09/04/19 22:27	Personal Property	Kiosk	Pending	
			09/04/19 11:52	Personal Property	Kiosk	Pending	
			09/03/19 08:13	Personal Property	Kiosk	Pending	
			09/09/19 17:39	Personal Property	Kiosk	Pending	
			09/05/19 12:32	Personal Property	Kiosk	Pending	
			09/08/19 16:21	Personal Property	Kiosk	Pending	
			09/09/19 18:39	Personal Property	Kiosk	Pending	
			09/02/19 14:05	Personal Property	Kiosk	Pending	
			08/28/19 08:45	Personal Property	Kiosk	Pending	
mate Requests Requiring Res	nonses						Page 1 of 1