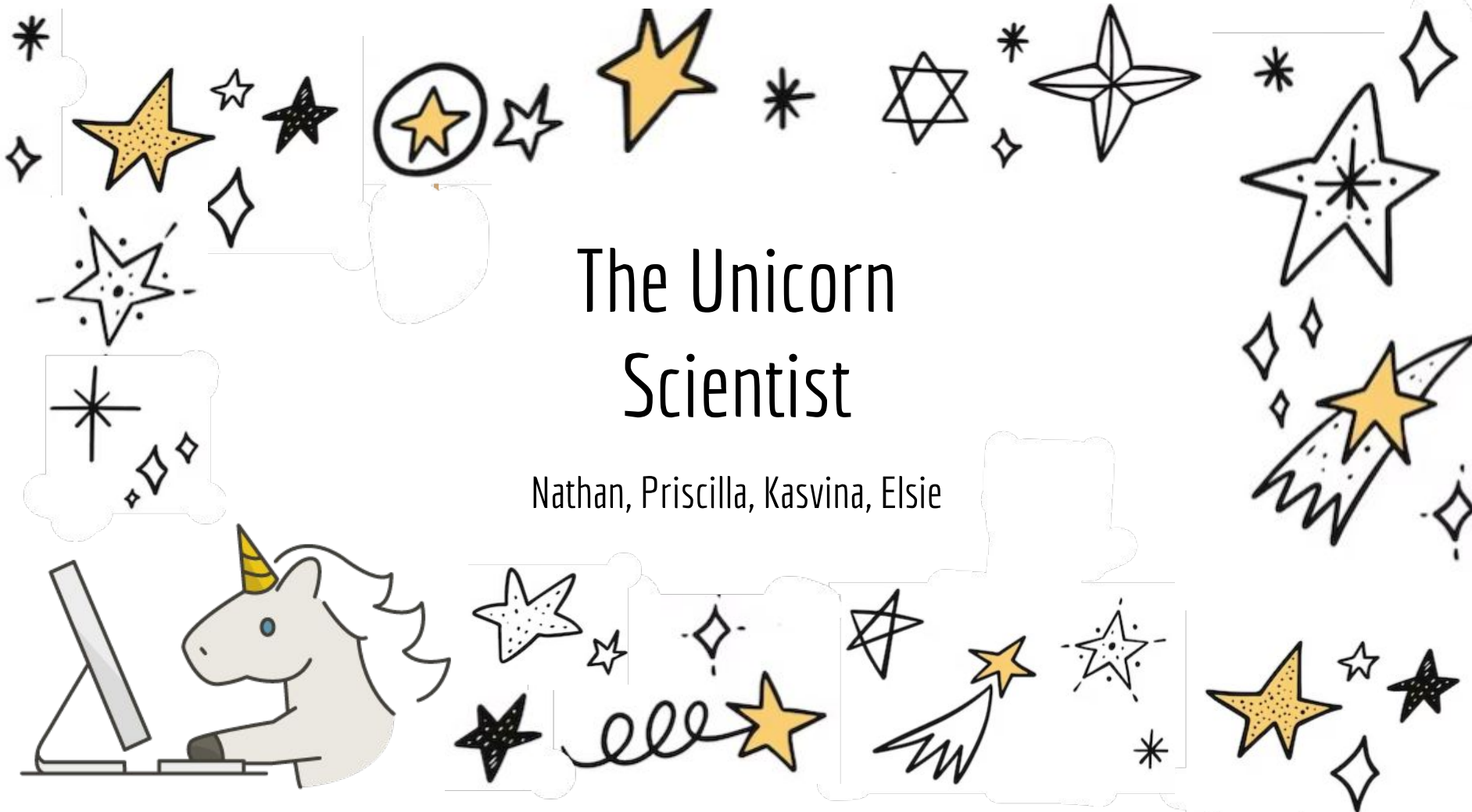# The Unicorn Scientist

Nathan, Priscilla, Kasvina, Elsie

Observation

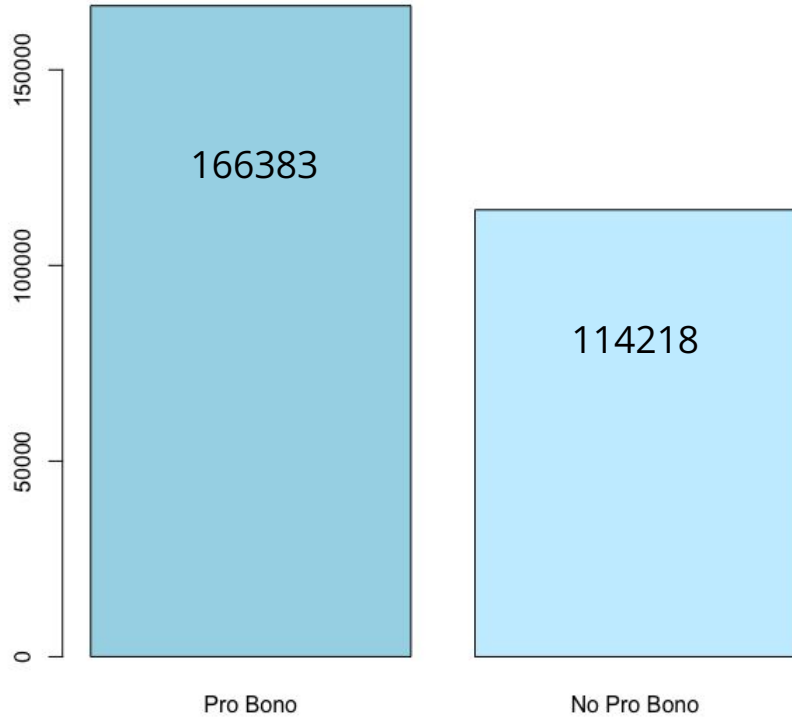Only **53.1%** (175,868 out of 331,426) are engaging with attorneys.

Hypotheses...

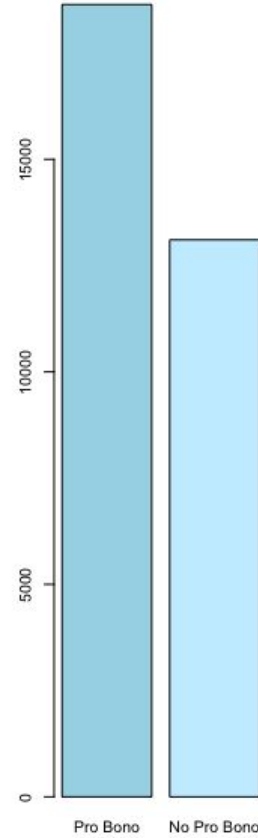We expect most clients to qualify for pro-bono services

Attorneys take longer to resolve client questions from less popular categories

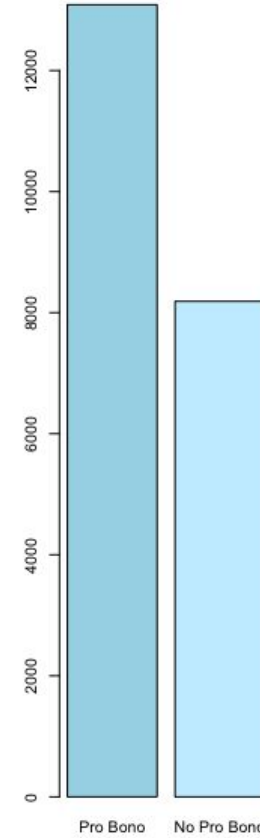Proportional relationship between number of attorneys and response rates
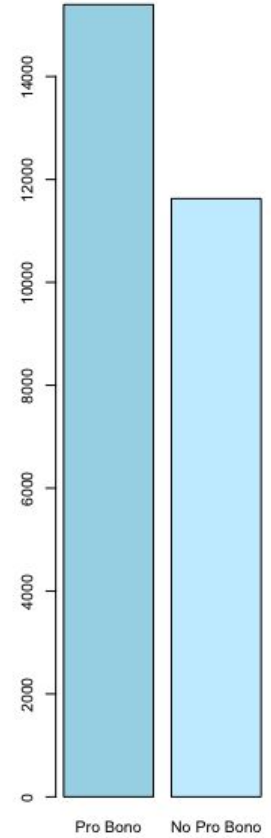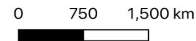
Pro Bono vs. No Pro Bono

166383

114218

Pro Bono

No Pro Bono

Annual incomes at or below 125% of the federal poverty guidelines – in 2021, that is $16,100 for an individual, $33,125 for a family of four

Texas

Pro Bono   No Pro Bono

Indiana

Pro Bono   No Pro Bono

Florida

Pro Bono   No Pro Bono

The Number of Attorneys and Clients in each State

Total number of questions per category
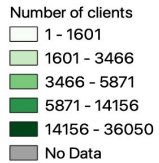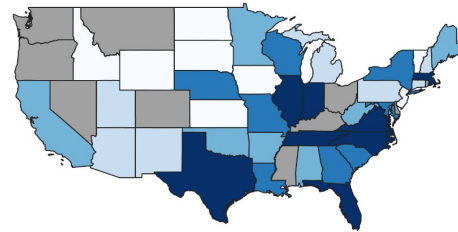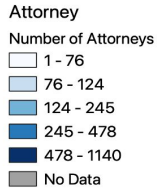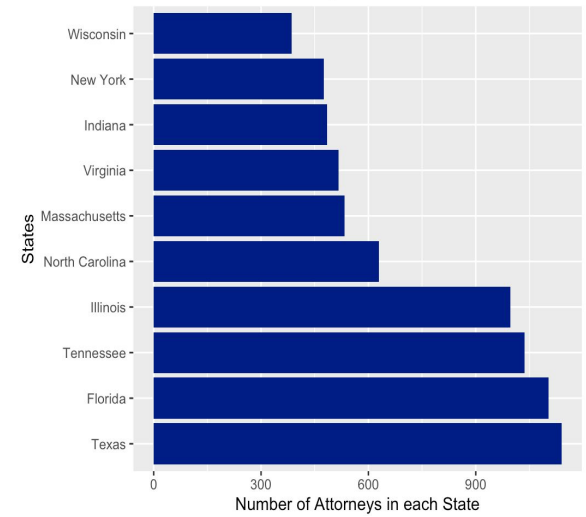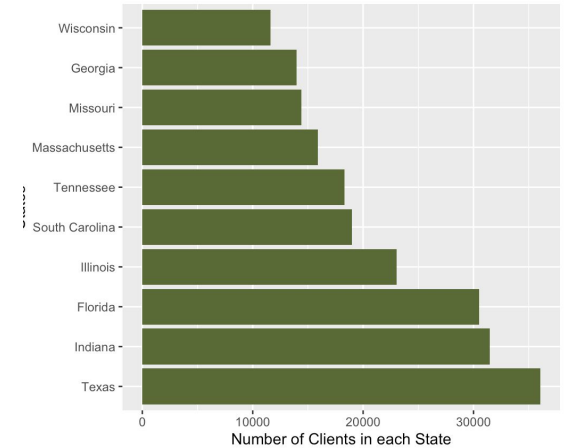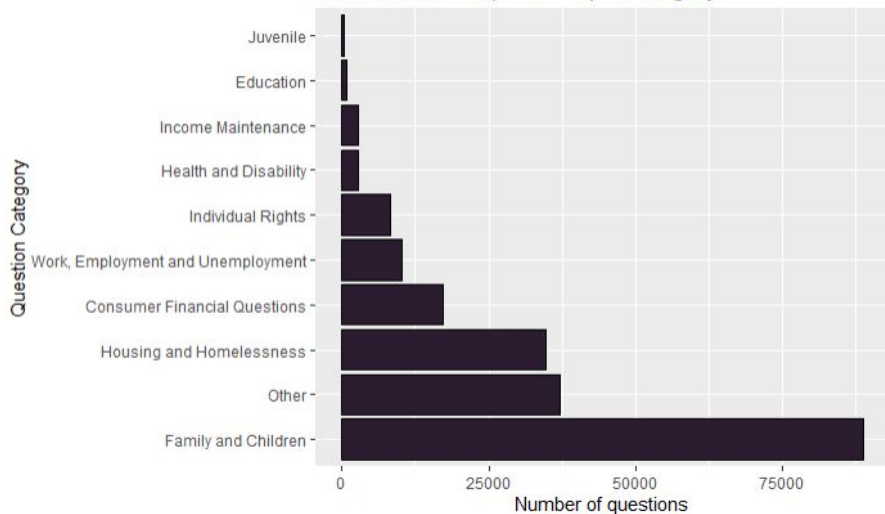
Question Category	Number of questions
Juvenile	
Education	
Income Maintenance	
Health and Disability	
Individual Rights	
Work, Employment and Unemployment	
Consumer Financial Questions	
Housing and Homelessness	
Other	
Family and Children	

Average time taken to solve a question by categories

Question Category	Time spent per question (hours)
Housing and Homelessness	
Consumer Financial Questions	
Other	
Education	
Work, Employment and Unemployment	
Individual Rights	
Family and Children	
Health and Disability	
Income Maintenance	
Juvenile	
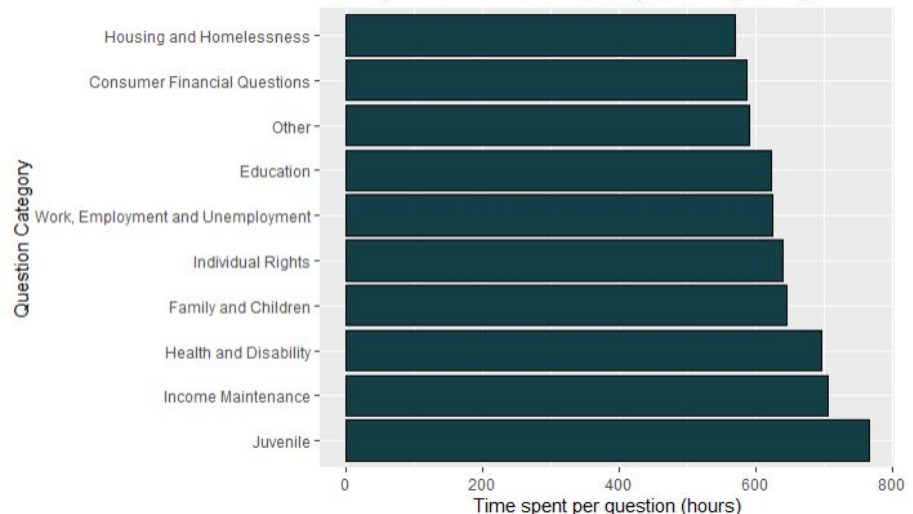
Top 10 states with shortest average time taken to complete one request

States (x-axis): MO, FL, VA, NJ, SD, NY, TN, MI, NH, ME
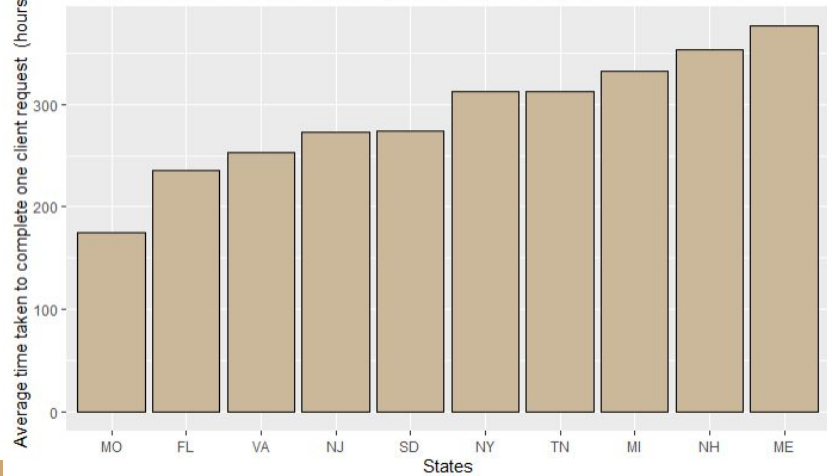
Average time taken to complete one request vs number of attorneys by state

Number of attorneys (x-axis), Average time taken to complete one client request (y-axis)
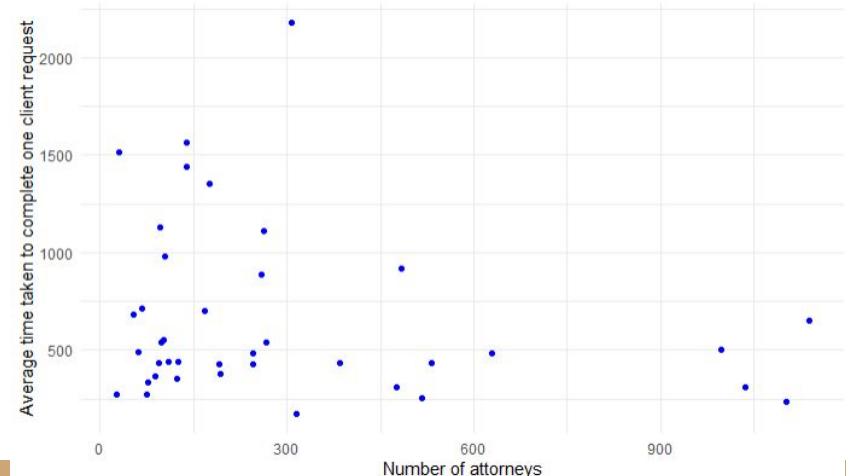
Why Are # of Active Clients <# of Registered Clients?

- A perception among clients that questions will not be answered promptly

If possible, minimize the amount of time spent answering questions without sacrificing quality

- Lack of attorneys to meet the client demands promptly

Incentivize current volunteers to spend more time on the platform

Recruit more volunteers with skill sets related to the categories that take the longest to answer

Thank you for listening!