

Presentation 1

- Links to presentation(s) and code(s) on GitHub

- What did you do?

I visualized how queue volume evolved over time by month using the CAR data, analyzing how volume by legal issue type was driving these variations in volume over time. I excluded the subsenior queues and transfers, since I wanted to understand the volume and demography of clients who needed intake specialists.

- How does it help the project?

I thought it was important to develop a baseline understanding who is calling with what types of issues in the first place seeking help and how their needs are evolving in a dynamic legal and political landscape.

I chose to analyze the queues because I feel like after the phone system “triaged” callers, the people who made it all the way to be placed on a queue represent those who feel that their issue can be helped by LAC in some capacity and want to speak to a live intake specialist. This filters the best “match” of potential clients for LAC/where LAC can maximize their impact.

- Issues faced (if any)

Queues do not represent an “endpoint” for all calls, as many callers do not ultimately get placed into a queue either because they end the call before then either due to frustration or their issue isn’t serviced by LAC, or the queue is closed due to capacity constraints, or they call outside of clinic hours. Thus, they do not fully capture the distribution of all caller needs.

- Attempts to resolve issues (if any)

In my next steps, I will conduct more granular analysis and try to glean insights about callers who do not ultimately end up being placed in a queue due to the aforementioned reasons.

- Next Steps

- References (Mention if you built up on someone else’s work)

Presentation 2

- Links to presentation(s) and code(s) on GitHub
- What did you do?
- How does it help the project?
- Issues faced (if any)
- Attempts to resolve issues (if any)
- Next Steps
- References (Mention if you built up on someone else's work)

Presentation 3

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