Legal Aid Chicago Menu Redesign

Presentation #4
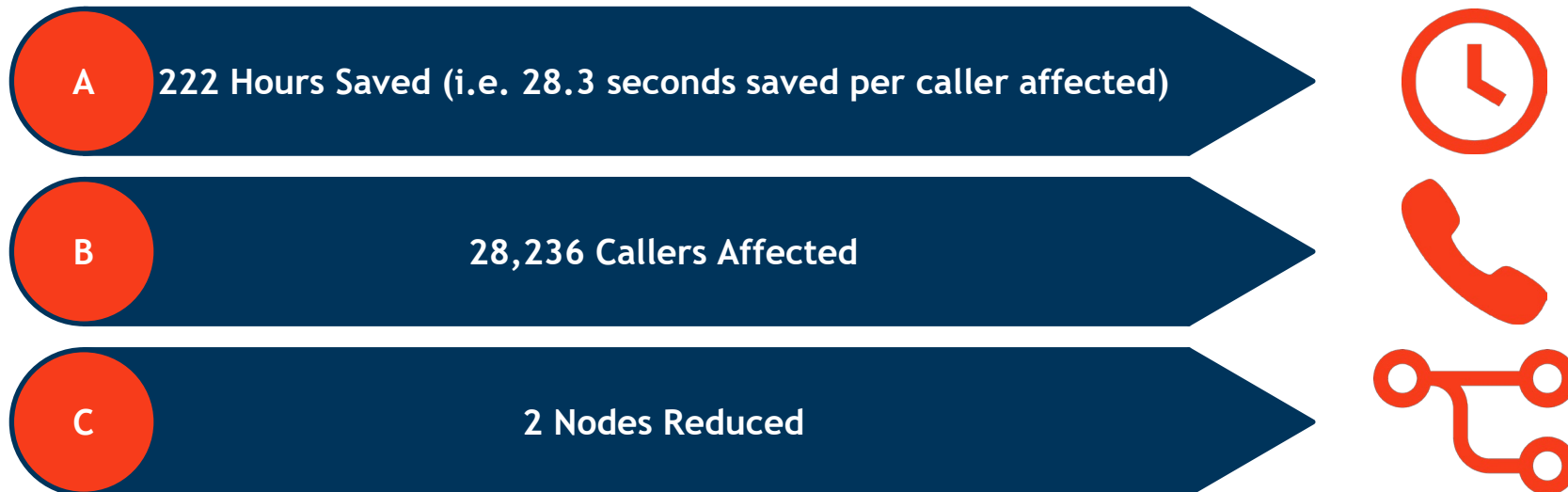
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LEGAL AID CHICAGO

Get rid of Pre-Legal Seniors Menu and ask the questions before queuing and get rid of SeniorsConfirmationMenu and SeniorsADAPTMenu

The current Pre-legal Seniors menu has unnecessary steps and is not necessary for all legal issue callers, our redesign includes 3 changes:

1. Moving the seniors menu from the beginning to just before a caller enters a queue
2. Removing SeniorsConfirmationMenu
3. Removing SeniorsADAPTMenu

This will result in:

A — 222 Hours Saved (i.e. 28.3 seconds saved per caller affected)

B — 28,236 Callers Affected

C — 2 Nodes Reduced

Sources: CAR Data, *Based on the fact that the average call takes 29 mins

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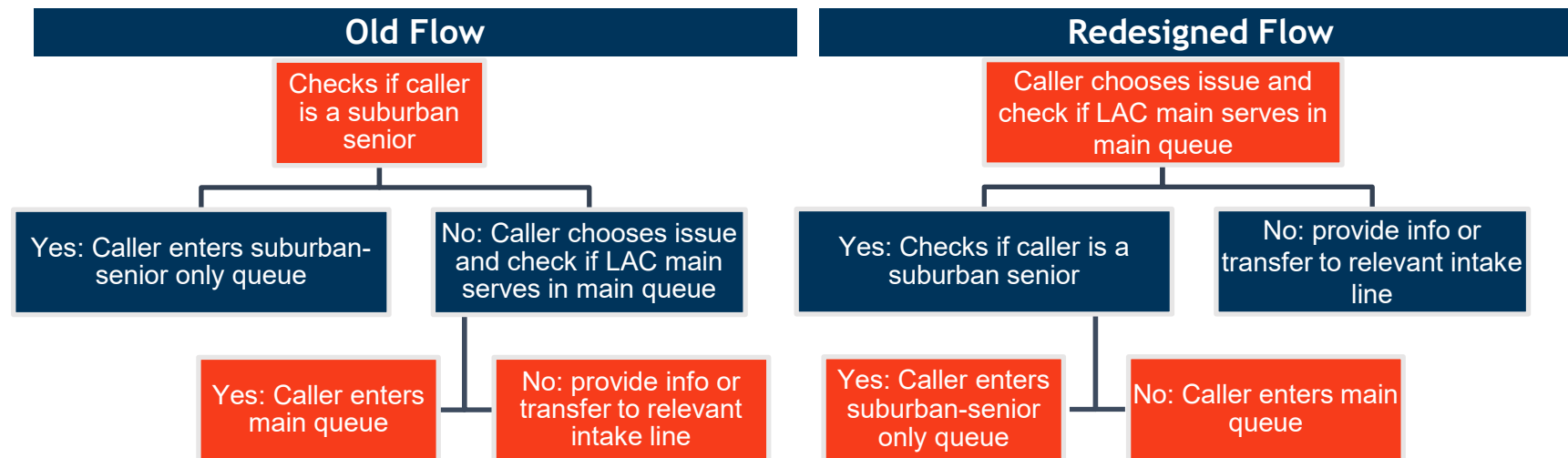

Motivating Example: HIV Intake Line
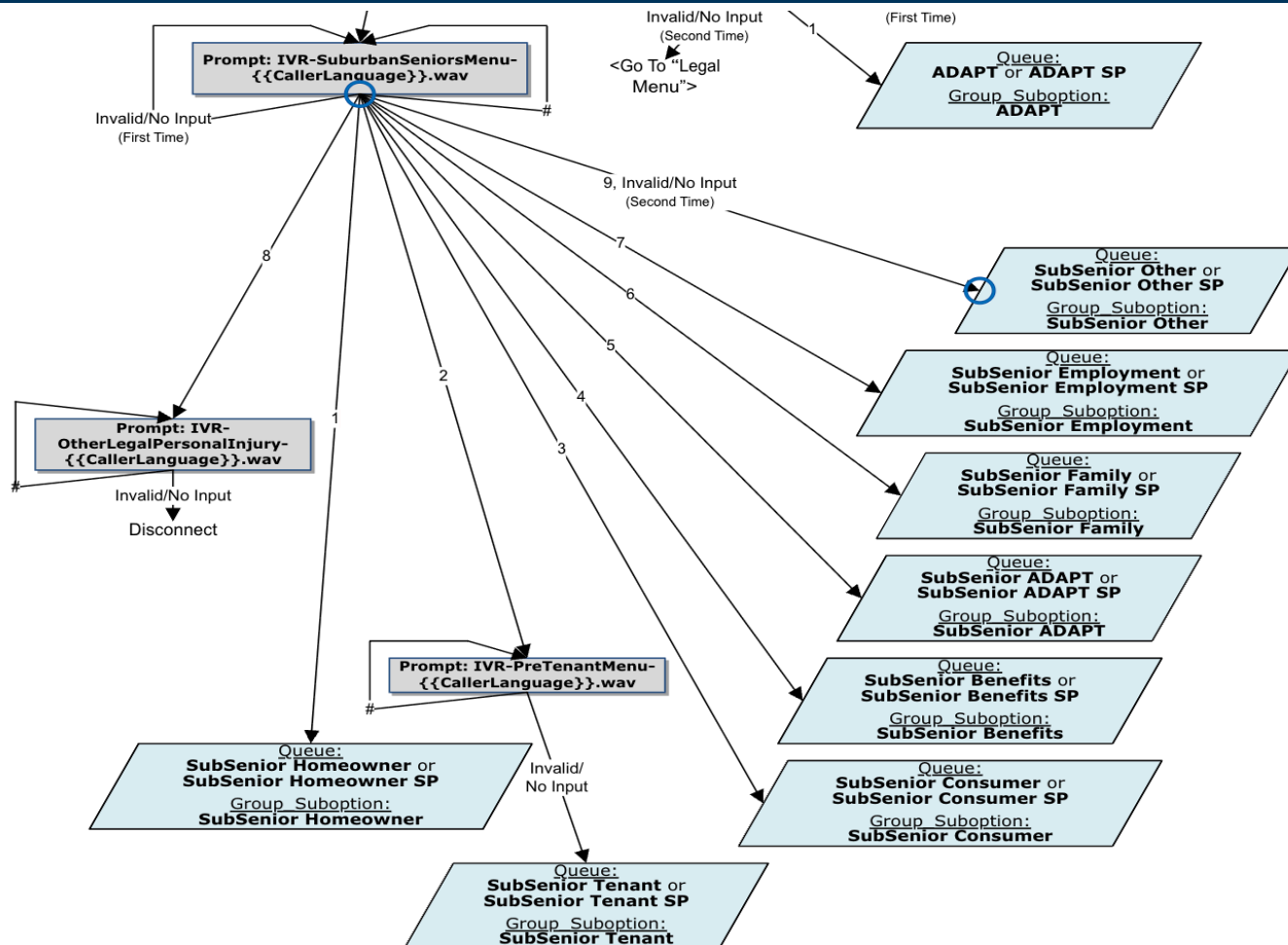
How does a suburban senior get to the HIV intake line?

They go to any queue and get transferred, redundant!

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Get rid of Pre-Legal Seniors Menu and ask the questions before queuing and get rid of SeniorsConfirmationMenu

Old Flow	Redesigned Flow

Old Flow

Checks if caller is a suburban senior

Yes: Caller enters suburban-senior only queue

No: Caller chooses issue and check if LAC main serves in main queue

Yes: Caller enters main queue

No: provide info or transfer to relevant intake line

Redesigned Flow

Caller chooses issue and check if LAC main serves in main queue

Yes: Checks if caller is a suburban senior

No: provide info or transfer to relevant intake line

Yes: Caller enters suburban-senior only queue
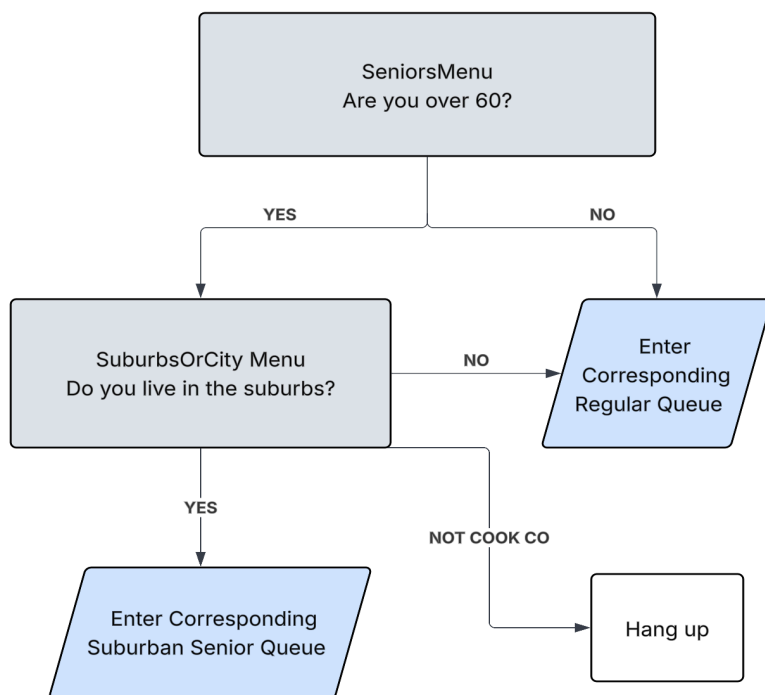
No: Caller enters main queue

Qualified Benefit

- Suburban senior status is only relevant for callers **entering a queue**, so the **13,364** callers who have issues that LAC does not serve or relate to separate intake lines are having their time wasted by getting asked their age and where they live

- While this may increase the number of questions seniors have to answer before getting to an agent, this will **reduce the time they spend on the phone,** allowing more suburban seniors to be serviced

- This change **streamlines** the process for suburban seniors that need to get to an intake line, they no longer must go to the suburban seniors queue first

- While this will make the flowcharts more complicated with the senior questions being asked before all queues, each caller will only answer those questions **once, eliminating any redundancy at this step** while keeping the number of nodes unchanged per caller

Sources: CAR Data

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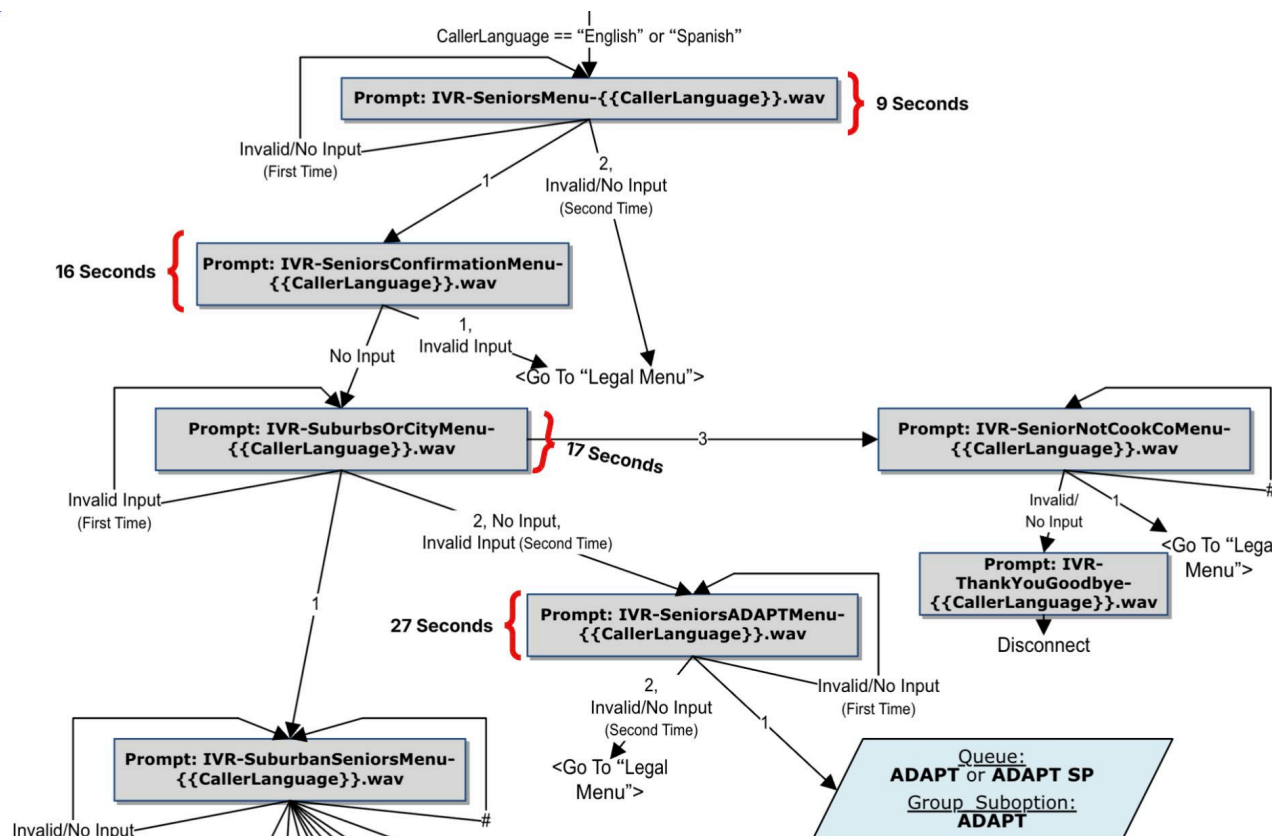
New Flow: PreQueueSeniorsMenu	Where It Goes
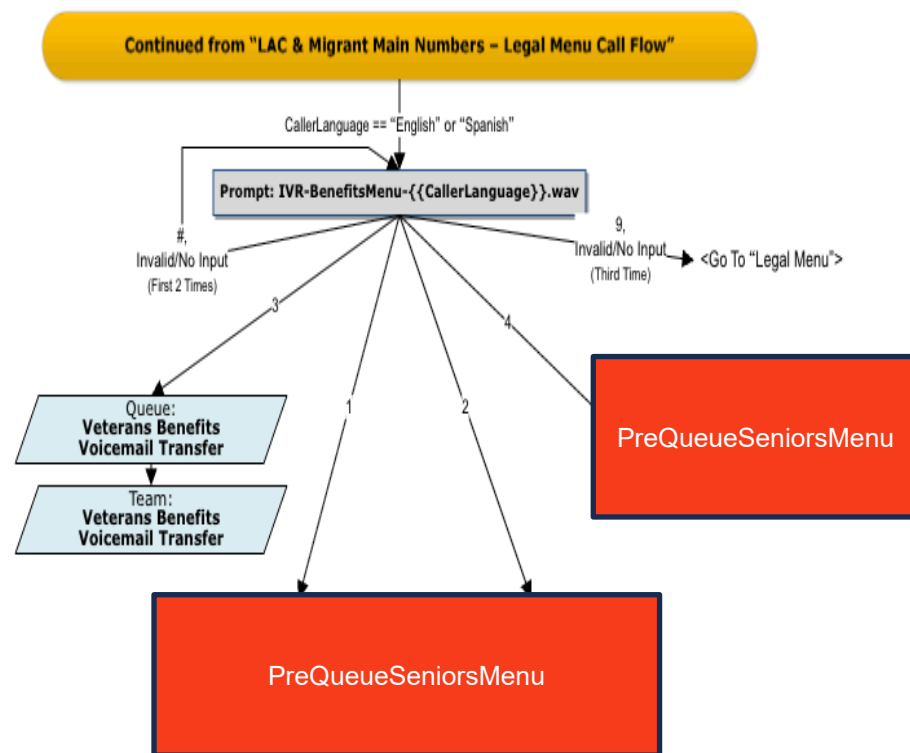
The same logic applies to all subsequent flows of LegalMenu that have queues

Sources: CAR Data

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Where the time loss comes from

Caller Type	What will change
Suburban Seniors	No more SeniorsConfirmation Menu (16s)
Non-queue: City seniors	Can bypass first 4 seniors menu activities (69s)
Non-queue: Non-Seniors	Can bypass SeniorsMenu (9s)
Queue: City seniors	No more SeniorsConfirmation Menu and SeniorsADAPTMenu (43s)
Queue: Non-Seniors	Nothing

Sources: CAR Data
Expected time decreases were calculated using the median time spent at each step
*Legal Issue Caller Defined as a caller who reaches PreLegalMenuSeniorsMenu

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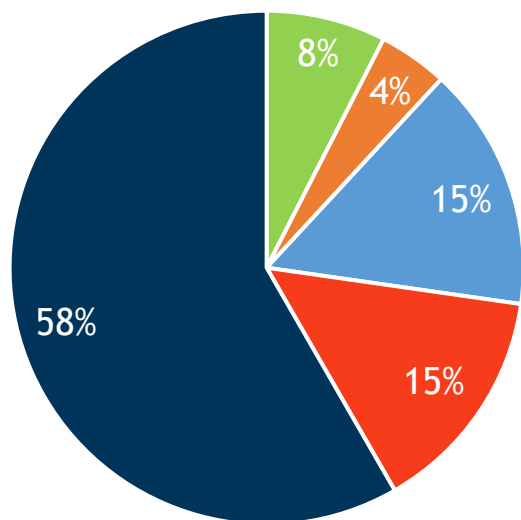
Breakdown of Legal Issue Callers By Endpoint

- Suburban Seniors
- City Seniors (intake or can't help)
- Non-Seniors (intake or cant help)
- City Seniors(queue)
- Non-Seniors(queue)

Pie chart:
- 8%
- 4%
- 15%
- 15%
- 58%

Total: 67,729 callers*

Affect On Average Time

	# of callers	Expected Time Change
Suburban Seniors	5,099	16 second decrease
Non-queue: City seniors	2,952	69 second decrease
Non-queue: Non-Seniors	10,412	9 second decrease
Queue: City seniors	9,773	43 second decrease
Queue: Non-Seniors	39,493	None

This means that affected callers will spend 28.3 fewer seconds on average in the menus

- Of the 13,364 callers who do not end up in a queue, **2,952** are seniors and spend a median **69 seconds** in the pre-legal seniors menu, while **10,412** are not seniors and spend a median **9 seconds** in the pre-legal seniors menu
- Additionally, removing SeniorsConfirmation is expected to shave **16 seconds** off the time for seniors, and removing SeniorsADAPT is expected to shave **27 seconds**
- While this may increase the number of questions seniors have to answer before getting to an agent, this will **reduce the time they spend on the phone,** allowing more suburban seniors to be serviced and resulting in **little to no change** in the total time spent **prior to the removal of the two menus**

Sources: CAR Data
Expected time decreases were calculated using the median time spent at each step
*Legal Issue Caller Defined as a caller who reaches PreLegalMenuSeniorsMenu

Questions?

Appendix

Seniors Menu Calculations

Slide 4:

(1) 13,364 Callers who do not have a queue issue = number of callers whose final activity is in the list on non-queue endpoints and ClosedQueueMenu does not appear anywhere in their activity journey and are in (2)

Slide 5:

(2) 67,729 callers with a legal issue = number of callers that have SeniorsMenu in their activity journey

(3) 5,099 suburban seniors = callers who have SuburbanSeniorsMenu in their activity journey

(4) 2,952 Seniors who have a no-queue issue = Callers in (1) who **do have** SuburbsOrCityMenu in their activity journey

(5) 10,412 Non-Seniors who have a no-queue issue = Callers in (1) who **do not have** SuburbsOrCityMenu in their activity journey

(6) 9,973 Seniors who have a queue issue = Callers in (2) who are not in (1) and have SuburbsOrCityMenu in their activity journey

(7) 39,493 unaffected legal issue callers = (2) – (1) – (3) – (6)

(8) Percentages are calculated by dividing (3-7) by (2)

(9) Time decreases were calculated using the median time elapsed between the removed activity or flow

Slide 2:

(10) Callers affected: (2) – (7)

(11) Total hours saved: (3)*16+(4)*69+(5)*9+(6)*43/60*60 = 222

(12) Average seconds saved per caller affected: (11)*3600/(10) = 28 seconds ~ 0.5 minute

Term Definitions

These are all the activities that I deemed to represent a caller having an issue LAC can't service or one with an intake line:

- ChildSupportMenu
- ClinicVoicemailTransfer
- CriminalRecordsVoicemailTransfer
- FrontDeskTransfer
- HIVVoicemailTransfer
- ImmigrationOtherMenu
- OtherLegalCriminalCaseMenu
- OtherLegalMenu
- OtherLegalOtherMenu
- OtherLegalPersonalInjuryMenu
- SeniorNotCookCoMenu
- SimpleDivorceMenu
- TenantDeterrenceMenu
- ThankYouGoodbye
- TraffickingVoicemailTransfer
- VeteransBenefitsVoicemailTransfer
- WorkersCompMenu