

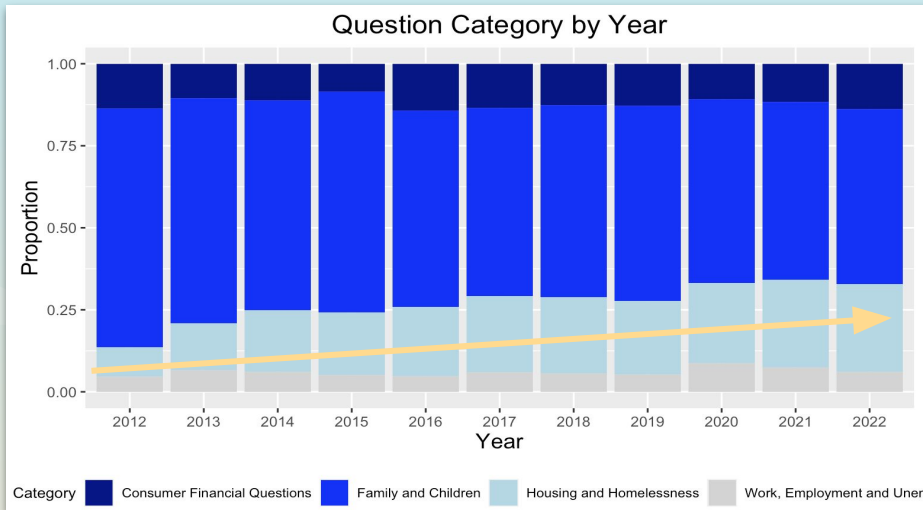
Improving Legal Services for Homeless and Housing-Insecure Populations

DanCIN' QUEENs

Angel Chen, Joyce Xu, Monica Mao, Ruyi Lu, Tracy Mao



Key Trends and Issues



Increasing Trend
in “Housing and Homelessness”

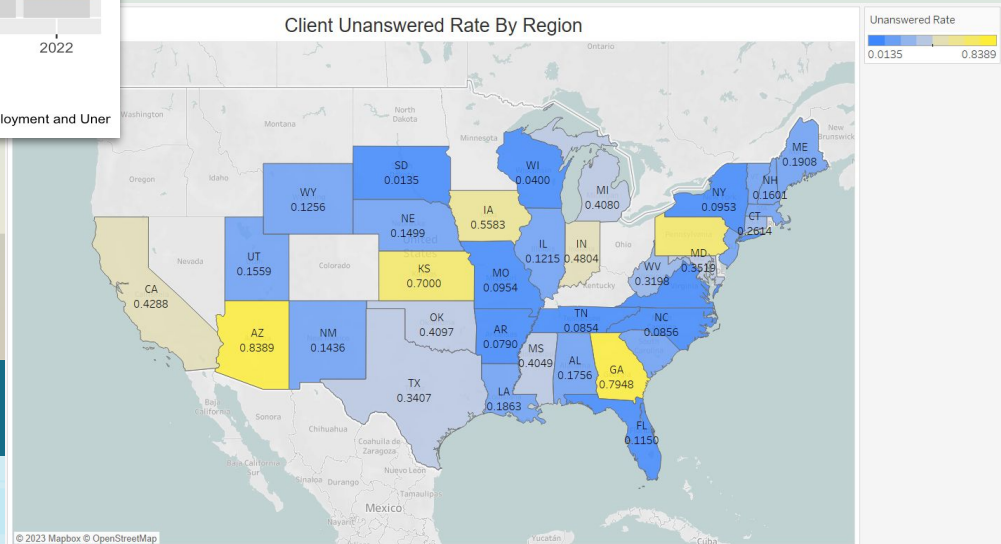
42%

Questions taken by
attorneys of **other expertise**

23%

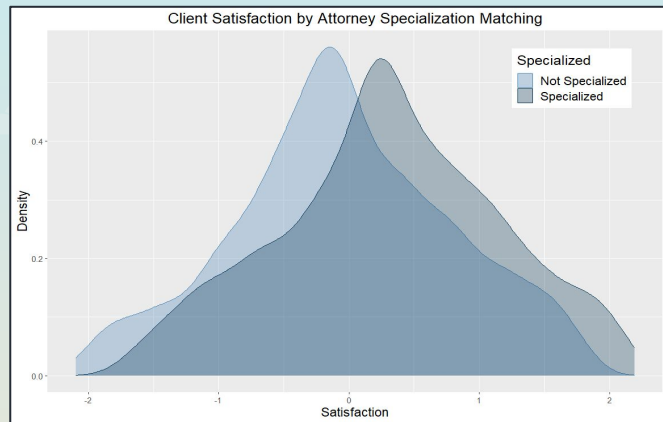
Questions
unanswered

****StatestoWatch: AZ, KS, GA, MD, IA, IN**

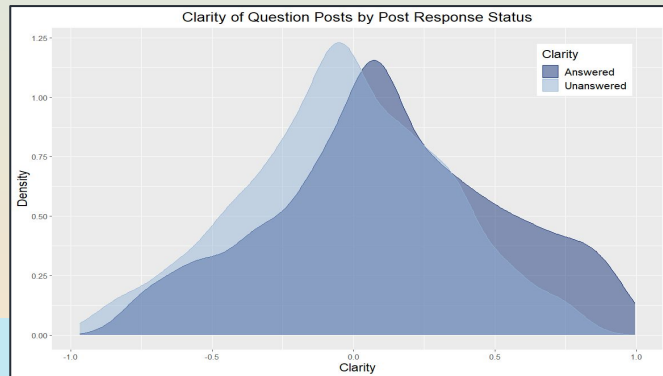
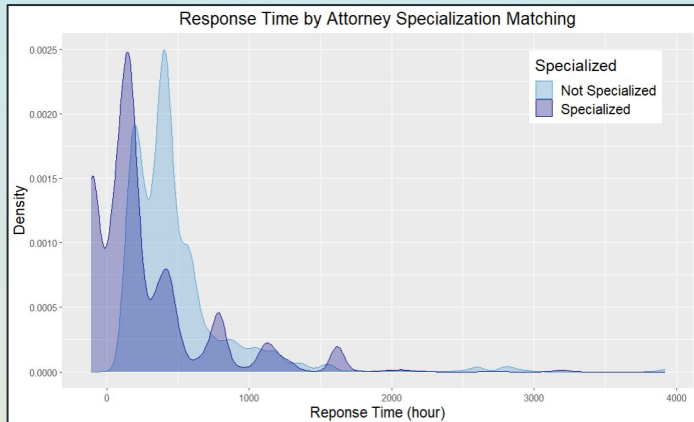


Opportunities for Improvement

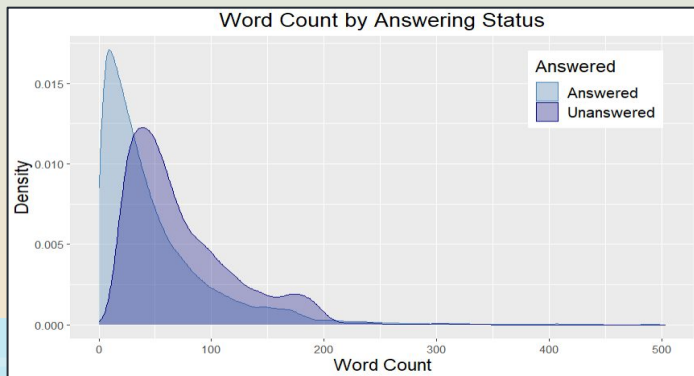
Client Happiness



Response Time



Question Clarity



Question Length

Recommendations



Matching algorithm
by attorney
specialization



Simplify user
questions



Recruit more
attorneys