

# Analyzing patterns: A data-driven approach to Pro Bono Legal Services

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Our analysis of the ABA's pro bono legal services platform has led us to identify four key insights from the data. We wanted to investigate the effectiveness and efficacy of client service in each state, taking into account attorney capacity and client wait times and find solutions to address the findings. Firstly, we have created a density map of the number of clients for each state over the years, which has helped us identify the states with the highest and lowest client volume. Secondly, we have created a graph showcasing the worst 10 average waiting times for questions per state per year, which has highlighted the states with the slowest response times. Thirdly, we have analyzed the percentage of questions taken per year per state, which has helped us understand the demand for legal services in each state. Lastly, we have calculated the attorney-client ratio for each state, which has helped us understand the capacity of the platform to handle the demand for legal services.

Based on our analysis, we have identified that Arizona (AZ), Indiana (IN), and Georgia (GA) are in the worst 10 states in terms of average waiting time for questions. These states also have one of the highest client-attorney ratios, with AZ at 92.12, GA at 45.40, and IN at 65. Moreover, these states have above-average numbers of clients, but low percentages of questions taken on by clients. Therefore, we recommend that the ABA focuses on the client profile for these three states to better understand the reasons behind their low question-taking percentages and to improve the platform's responsiveness in these areas.

The data also suggests that the most common subcategory of legal questions for these states pertains to family and children issues. This shows ABA should prioritize recruiting lawyers with expertise in family and children law to address the most common subcategory of legal questions in these three states. The client profile of these states reveals that the most common gender is female, and the most common ethnicity is Caucasian. In terms of income, the majority of clients fall within the range of \$6,000 to \$38,000 per year. Understanding these demographics can help the ABA better connect with clients and understand their unique cultural, societal, and emotional contexts, and better prepare its volunteer attorneys to address the legal questions and concerns of those in need.