How can ABA best allocate their resources?
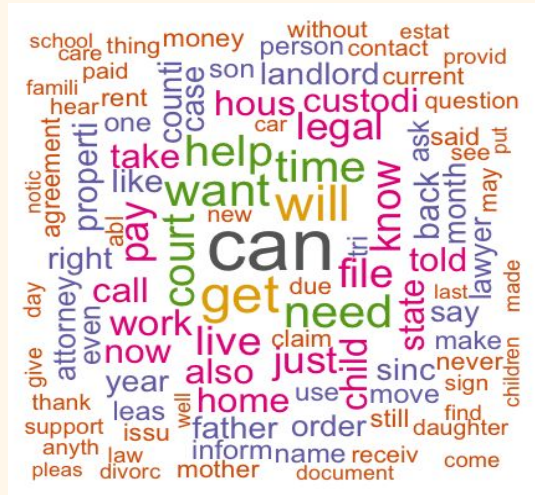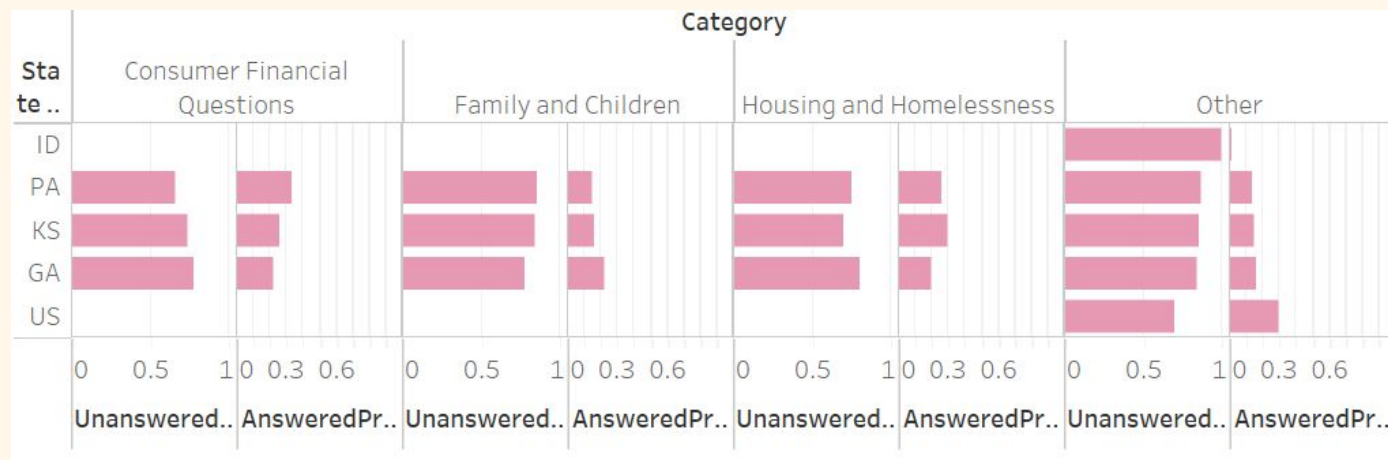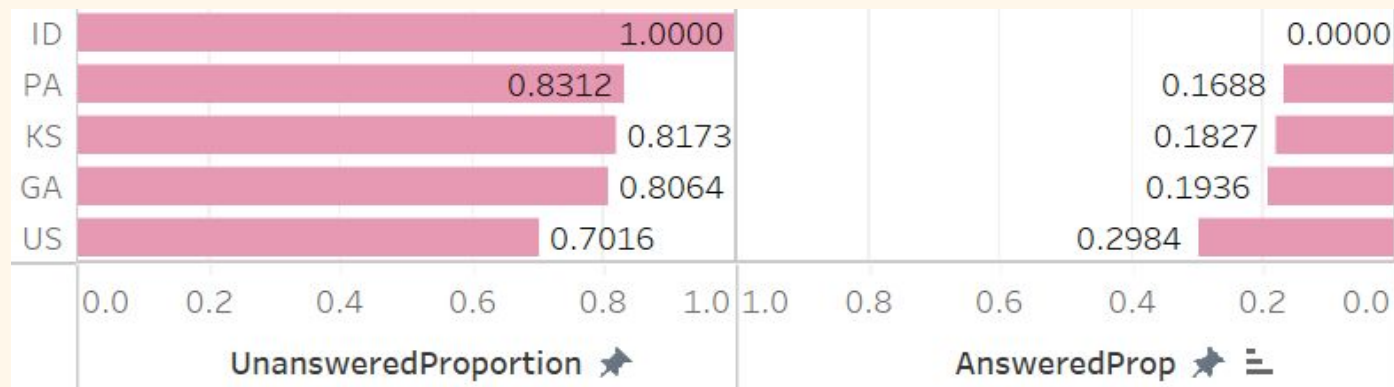
Datafest 2023 - UTD 1

Haeun Kim, Haleema Imran, Nawal Mahmood,
Neo Zhao, Vismaya Joseph

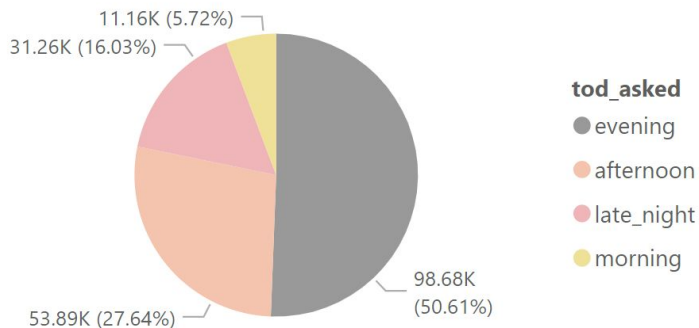| State	UnansweredProportion	AnsweredProp
ID	1.0000	0.0000
PA	0.8312	0.1688
KS	0.8173	0.1827
GA	0.8064	0.1936
US	0.7016	0.2984

What are the top states and categories for answered & unanswered questions?

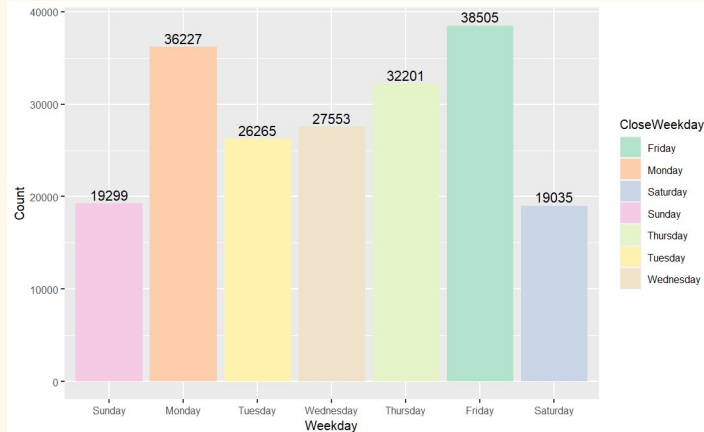**What is the spread of hours spent on a question by category?**

Count of # Questions Asked by Time of Day

11.16K (5.72%)
31.26K (16.03%)
53.89K (27.64%)
98.68K (50.61%)

tod_asked
- evening
- afternoon
- late_night
- morning

Count of # Questions by Time of Day Answered

11.16K (5.72%)
31.26K (16.03%)
53.89K (27.64%)
98.68K (50.61%)

tod_answered
- afternoon
- evening
- late_night
- morning

ASKED
Weekday evenings

Count of # Questions Asked by Weekday:
- Sunday: 13307
- Monday: 35399
- Tuesday: 37233
- Wednesday: 36301
- Thursday: 34613
- Friday: 30840
- Saturday: 15186

AskedWeekday
- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Count of # Questions Answered by Weekday:
- Sunday: 19299
- Monday: 36227
- Tuesday: 26265
- Wednesday: 27553
- Thursday: 32201
- Friday: 38505
- Saturday: 19035

CloseWeekday
- Friday
- Monday
- Saturday
- Sunday
- Thursday
- Tuesday
- Wednesday

ANSWERED
Friday & Monday evenings

What is the distribution of day of the week & time of day for questions asked and answered?

Minimum Viable Product

MVP

Ethnic Identity by Questions Asked

Ethnic Identity
- Caucasian
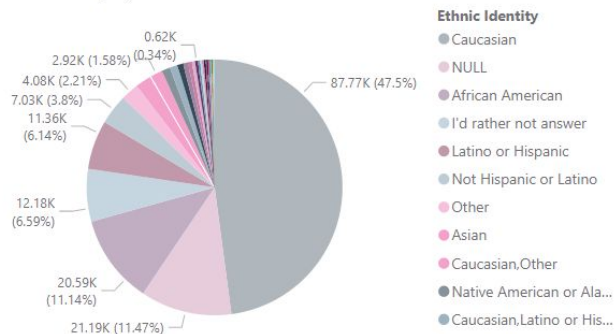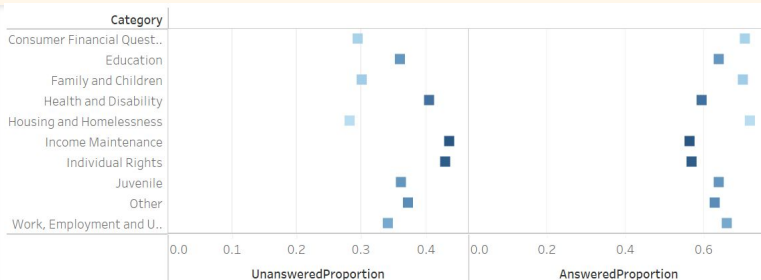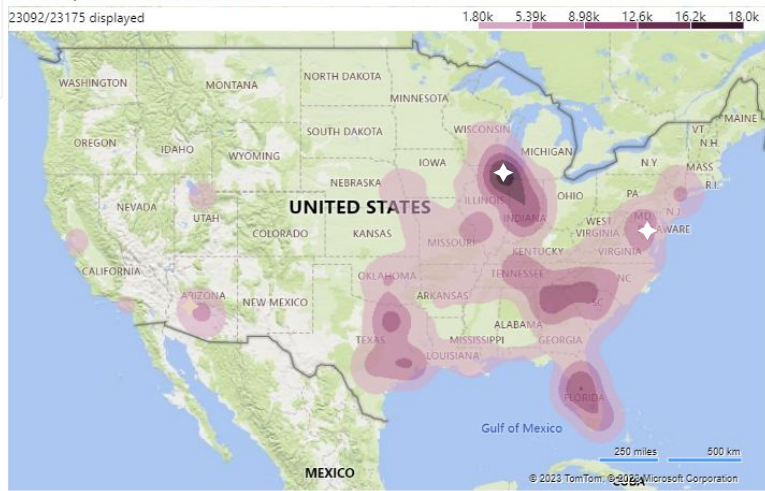- NULL
- African American
- I'd rather not answer
- Latino or Hispanic
- Not Hispanic or Latino
- Other
- Asian
- Caucasian,Other
- Native American or Ala...
- Caucasian,Latino or His...

0.62K (0.34%)
2.92K (1.58%)
4.08K (2.21%)
7.03K (3.8%)
11.36K (6.14%)
12.18K (6.59%)
20.59K (11.14%)
21.19K (11.47%)
87.77K (47.5%)

Client Count by Year

100K

50K

0K

2012   2014   2016   2018   2020   2022
Year

Count of Clients

Category
- Consumer Financial Quest..
- Education
- Family and Children
- Health and Disability
- Housing and Homelessness
- Income Maintenance
- Individual Rights
- Juvenile
- Other
- Work, Employment and U...

0.0   0.1   0.2   0.3   0.4
UnansweredProportion

0.0   0.2   0.4   0.6
AnsweredProportion

Heatmap of Client Postal Codes
23092/23175 displayed

1.80k   5.39k   8.98k   12.6k   16.2k   18.0k

UNITED STATES

WASHINGTON, MONTANA, NORTH DAKOTA, MINNESOTA, MAINE, OREGON, IDAHO, WYOMING, SOUTH DAKOTA, WISCONSIN, MICHIGAN, N.Y., VT, N.H., MASS, R.I., NEVADA, NEBRASKA, IOWA, OHIO, PA, UTAH, COLORADO, KANSAS, MISSOURI, KENTUCKY, WEST VIRGINIA, VIRGINIA, N.J., DEL, CALIFORNIA, ARIZONA, NEW MEXICO, OKLAHOMA, ARKANSAS, TENNESSEE, N.C., TEXAS, MISSISSIPPI, ALABAMA, GEORGIA, LOUISIANA, FLORIDA

Gulf of Mexico

250 miles   500 km

MEXICO   CUBA

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DASHBOARD
Real-time & interactive dashboard for ABA to view & explore their data

INSIGHTS
Most Attorneys: Chicago & D.C.

View trend of Client Counts by Year: Covid-19

Spread of Clients geographically