

ABA Must Raise the Bar on Attorney Response Rate: Here's How

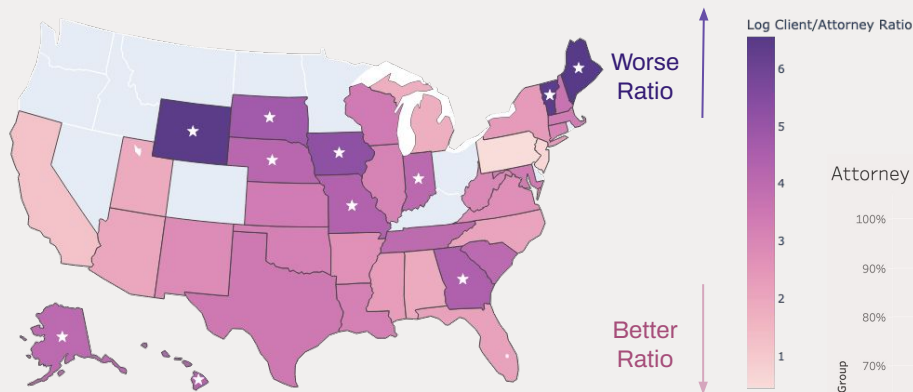


By: Tristan Dewing, Vince Front, Lukas Hager, Madelaine Leitman, Aidan Perez

Where ABA Attorneys Fail to Respond



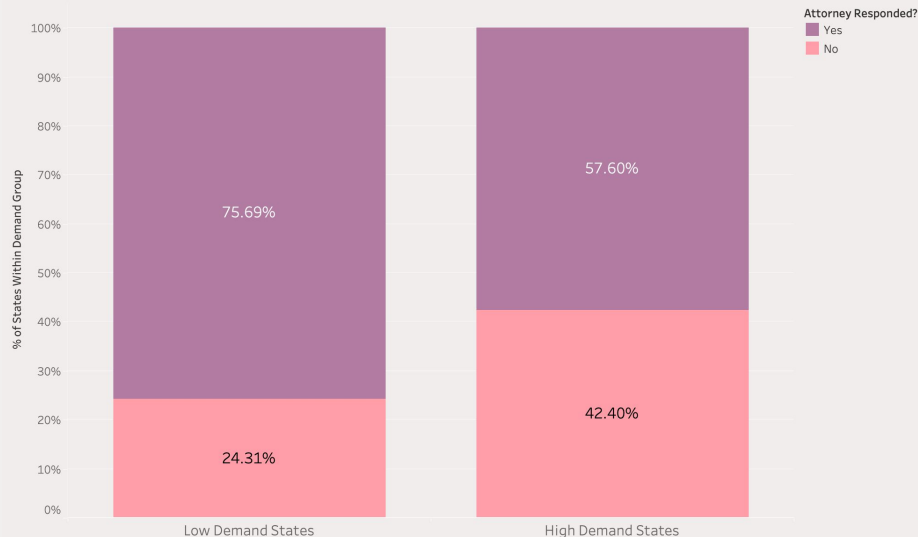
Client to Attorney Ratio Per Capita



Midwestern and **Northeastern** states tend to have significantly **more clients** than **attorneys**; we called the 10 largest ratios “**high demand**” states.

ABA attorneys are **more responsive** in **low demand states** than **high demand states**, on average.

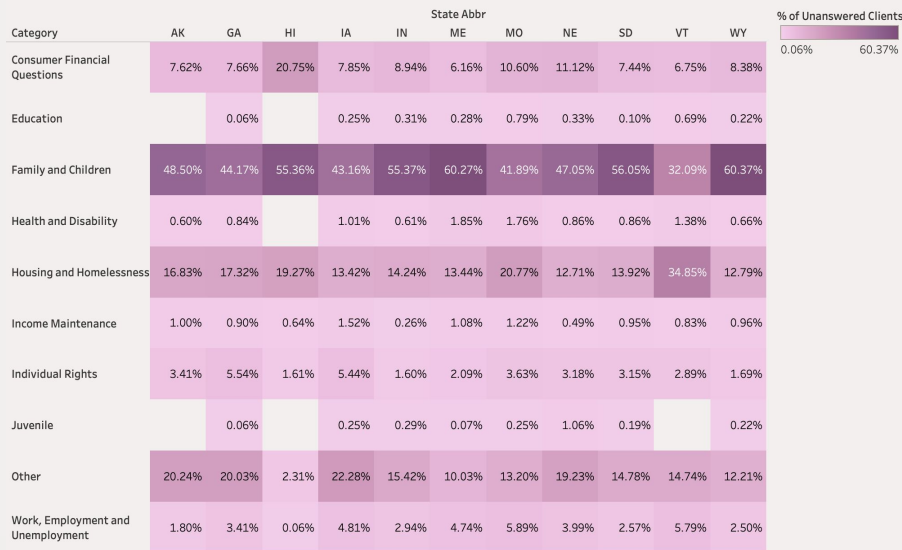
Attorney Response Rate in States Based on Demand



Why ABA Attorneys Fail to Respond



Most Frequently Unanswered Topics in High Demand States



Unanswered questions from high demand states generally ask about family and children, housing and homelessness, and finances.

To improve response rate, we recommend that ABA look to recruit more attorneys in high demand states that specialize in family, property, and finance law.

