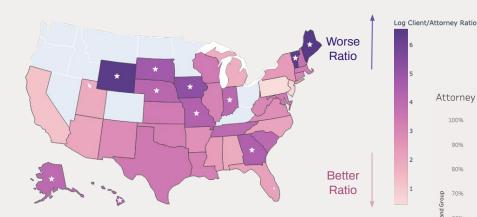


Raising the Bar on Attorney Response Rate: Here's How

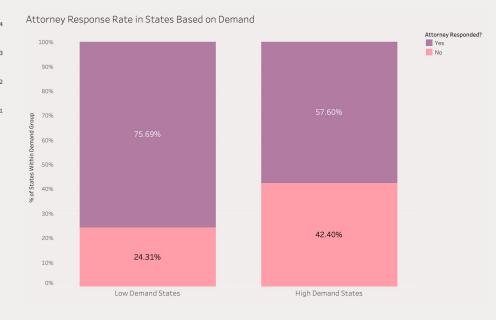
By: Tristan Dewing, Vince Front, Lukas Hager, Madelaine Leitman, Aidan Perez

Where Attorneys Fail to Respond

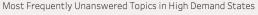
Client to Attorney Ratio Per Capita



Midwestern and Northeastern states tend to have significantly more clients than attorneys; we called the 10 largest ratios "high demand" states. Attorneys are more responsive in low demand states than high demand states, on average.



Why Attorneys Fail to Respond



	State Abbr											% of Unanswered Clients
Category	AK	GA	HI	IA	IN	ME	МО	NE	SD	VT	WY	0.06% 60.37%
Consumer Financial Questions	7.62%	7.66%	20.75%	7.85%	8.94%	6.16%	10.60%	11.12%	7.44%	6.75%	8.38%	0.00%
Education		0.06%		0.25%	0.31%	0.28%	0.79%	0.33%	0.10%	0.69%	0.22%	
Family and Children		44.17%	55.36%	43.16%		60.27%			56.05%	32.09%	60.37%	
Health and Disability	0.60%	0.84%		1.01%	0.61%	1.85%	1.76%	0.86%	0.86%	1.38%	0.66%	
Housing and Homelessness	16.83%	17.32%	19.27%	13.42%	14.24%	13.44%	20.77%	12.71%	13.92%	34.85%	12.79%	
Income Maintenance	1.00%	0.90%	0.64%	1.52%	0.26%	1.08%	1.22%	0.49%	0.95%	0.83%	0.96%	
Individual Rights	3.41%	5.54%	1.61%	5.44%	1.60%	2.09%	3.63%	3.18%	3.15%	2.89%	1.69%	
Juvenile		0.06%		0.25%	0.29%	0.07%	0.25%	1.06%	0.19%		0.22%	
Other	20.24%	20.03%	2.31%	22.28%	15.42%	10.03%	13.20%	19.23%	14.78%	14.74%	12.21%	
Work, Employment and Unemployment	1.80%	3.41%	0.06%	4.81%	2.94%	4.74%	5.89%	3.99%	2.57%	5.79%	2.50%	

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

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

