Childhelp is the lead agency for the Prevent Abuse of Children Text and Chat Hotline (PACTECH) Project. The PACTECH intervention offers text and live chat services for help seekers looking for information, support, and resources related to child abuse. This project focuses on serving help seekers in the target population of youth ages 13-24. Evaluation of the effectiveness of PACTECH is measured with data collected through surveys comparing text, chat, and call contacts.

This flyer highlights quarterly data collected during June, July, and August 2020 during Phase 2. Data were analyzed to determine if text and chat help seekers had similar outcomes to call help seekers.

**PACTECH Participants**

Help seekers contacted PACTECH utilizing text, chat, or phone. A pre survey was offered before an exchange with a trained counselor. Demographic answers regarding the help seeker are self-reported and captured by the counselors. At the end of the text, chat, or call exchange, a post survey was offered and asked the help seeker to respond to questions regarding their feelings and the services (see page 2). Within the 3-month pilot period, a total of 22,202 total contacts initiated were exchanged between help seekers and counselors. This includes 1,419 text sessions, 2,215 chat sessions, and 18,568 call sessions.

### PACTECH Overview

**PACTECH**

- **Female**: 66.8%
- **Age**: 15.8/15 (mean and mode)

**TEXT**

- **Female**: 66.8%
- **Age**: 15.8/15 (mean and mode)

**CHAT**

- **Female**: 69.5%
- **Age**: 15.9/15 (mean and mode)

**CALL**

- **Female**: 82.8%
- **Age**: 17.6/17 (mean and mode)

This project is supported by a grant from the Administration on Children, Youth and Families, Children’s Bureau, U.S. Department of Health and Human Services. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Administration on Children, Youth and Families, Children’s Bureau, U.S. Department of Health and Human Services.
**TEXT, CHAT, & CALL**

**Post Survey Response %**

- **TEXT**: 30.4%
  - 211 of 695 text surveys
- **CHAT**: 34.6%
  - 311 of 899 chat surveys
- **CALL**: 35.1%
  - 145 of 413 call surveys

**Average Contact Time**

- **TEXT**: 41.7 minutes
- **CHAT**: 42.8 minutes
- **CALL**: 16.0 minutes

**Decreased Stress**

“Do you feel less stress after this text/chat/call session?”
(Reporting = Yes or Maybe)

- **TEXT**: 71.3%
- **CHAT**: 77.7%
- **CALL**: 87.2%

**Got the Information Needed**

“Did you get the information you needed from this text/chat/call session?”
(Reporting = A lot or Some)

- **TEXT**: 90.9%
- **CHAT**: 88.1%
- **CALL**: 94.4%

**Better Prepared**

“Do you feel better prepared to deal with situation after this text/chat/call session?”
(Reporting = Yes or Maybe)

- **TEXT**: 76.5%
- **CHAT**: 80.4%
- **CALL**: 92.2%

**More Positive and Hopeful**

“Do you feel more positive or hopeful after this text/chat/call session?”
(Reporting = A lot or Some)

- **TEXT**: 87.2%
- **CHAT**: 85.2%
- **CALL**: 93.8%

---

To view full PACTECH Quarterly Report visit: [https://www.childhelp.org/childhelp-hotline/](https://www.childhelp.org/childhelp-hotline/)