

# Pilot Outcomes for the Use of Text and Chat-Based Technology in Child Maltreatment Reporting

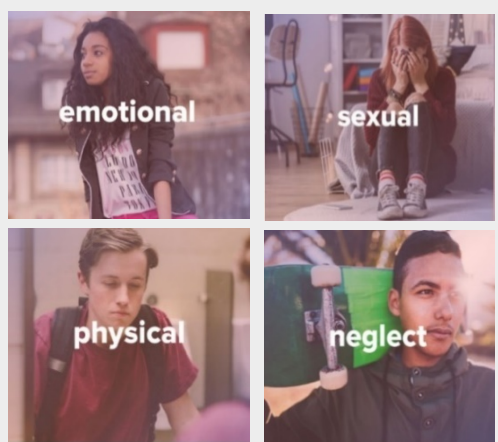
## Results of the PACTECH Pilot Study

 Text 1-800-422-4453
  Call 1-800-422-4453
  Live Chat Click here

### PACTECH Project Overview

Childhelp is the lead agency for the **P**revent **A**buse of **C**hildren **T**ext and **C**hat **H**otline (PACTECH) Project.

Childhelp is the only national hotline with a primary focus on child abuse. Thus, it is fitting that Childhelp oversee the PACTECH launch which focuses on hearing from adolescents ages 13-24. PACTECH outcomes will help determine best practices and protocols pertaining to the use of text and chat in the child abuse helpline environment. A pilot study examining the use of text and chat was conducted from February – July 2019. Text contact data were collected for all six months. Chat contact data were collected for three pilot months.

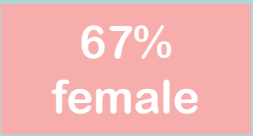


### PACTECH Participants

Help seekers contacted PACTECH utilizing text or chat. Trained counselors responded and recorded demographic answers regarding the help seeker. At the end of the text or chat 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 6 month pilot period, a total of **30,646** text exchanges were exchanged between help seekers and counselors. 878 text sessions and 67 chat sessions were initiated.

#### GENDER - CHAT

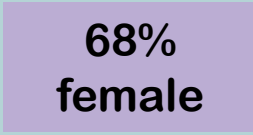


#### AGE - CHAT

median and mode

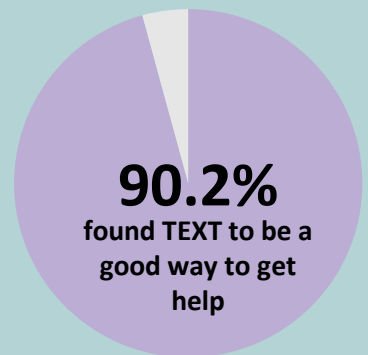


#### GENDER - TEXT



#### AGE - TEXT

median and mode



## CHAT & TEXT

### Post-Survey Response Rate

30%

20 of 67 chat surveys



26%

224 of 878 text surveys

## CHAT & TEXT

### Average Contact Time

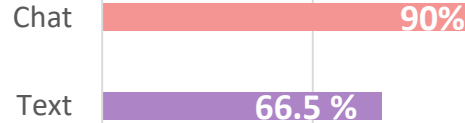
34.24 min.



36.26 min.

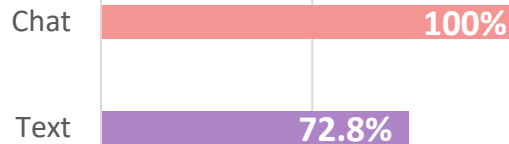
## Outcome: Decreased Stress

"Do you feel less stress after this chat/text session?"  
(Reporting = Yes and Maybe)



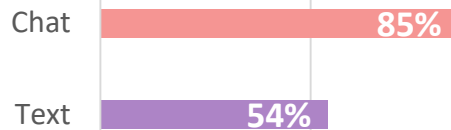
## Outcome: Got the Information Needed

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



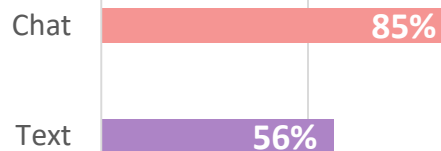
## Outcome: Better Prepared

"Do you feel better prepared to deal with situation after this chat/text session?"  
(Reporting = Yes and Maybe)



## Outcome: More Positive and Hopeful

"Do you feel more positive or hopeful after this chat/text session?"  
(Reporting = A Lot or Some)



## Outcome: Comparing Chat and Text To Calling

"Would you have called the hotline if chat/text was not available?"  
(Reporting = No)

