Childhelp
Prevent Abuse of Children Text and Chat Hotline (PACTECH) Project

SEPTEMBER 2021
Phase 2 – Final Data Report

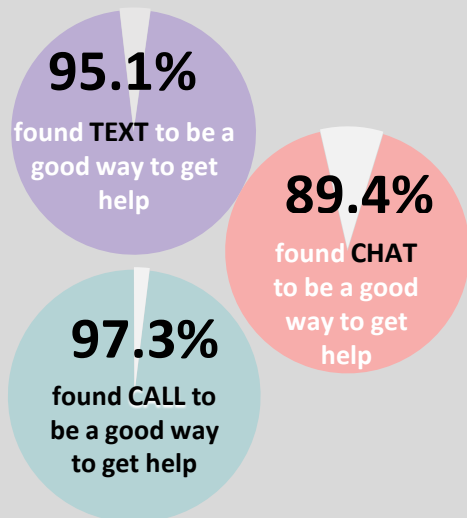**Text** 1-800-422-4453 | **Live Chat** | **Call** 1-800-422-4453

PACTECH Overview

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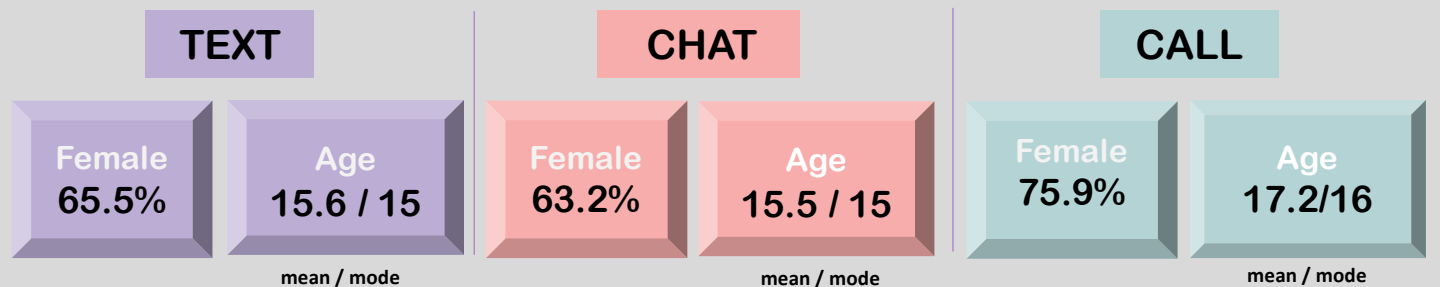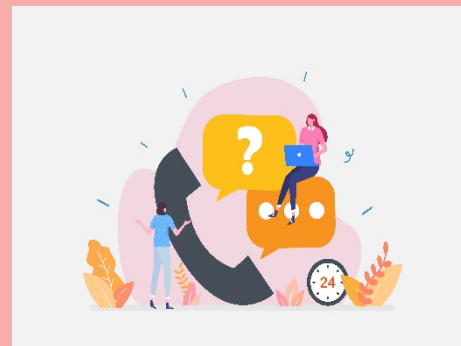
The PACTECH intervention offers text and live chat services for help seekers looking for information, support, and resources related to child abuse. This project focuses on serving help seekers in the target population of **youth ages 13-24**. Evaluation of the effectiveness of PACTECH is measured with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

This flyer highlights data collected during **June 2020** through **May 2021**. Phase 2 data were analyzed to determine if text and chat help seekers had similar outcomes to call help seekers.

95.1% found **TEXT** to be a good way to get help

89.4% found **CHAT** to be a good way to get help

97.3% found CALL to be a good way to get help

PACTECH Participants

Help seekers contacted PACTECH utilizing text, chat, or a 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 asking the help seeker to respond to questions regarding their feelings and the services (see page 2). During the full twelve months of Phase 2, a total of **80,418** total contacts were initiated between help seekers and counselors. This includes **6,099 text** sessions, **12,526 chat** sessions, and **61,793** call sessions.

TEXT
Female 65.5%	Age 15.6 / 15

mean / mode

CHAT
Female 63.2%	Age 15.5 / 15

mean / mode

CALL
Female 75.9%	Age 17.2/16

mean / mode

ASU Southwest Interdisciplinary Research Center — Arizona State University

Childhelp® Founded in 1959 by Sara O'Meara and Yvonne Fedderson PREVENTION and TREATMENT of CHILD ABUSE

Children's Bureau

TEXT, CHAT, & CALL
Post Survey Response %

28.5%	35.8%	29.6%
840 of 2,947 text surveys	1,969 of 5,507 chat surveys	410 of 1,383 call surveys

TEXT, CHAT, & CALL
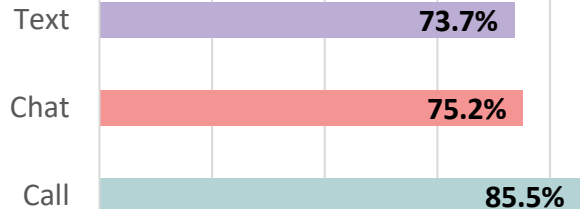*Average Contact Time*
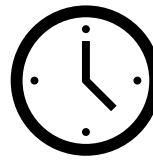
Text	42.7 minutes
Chat	43.7 minutes
Call	16.1 minutes

Decreased Stress

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

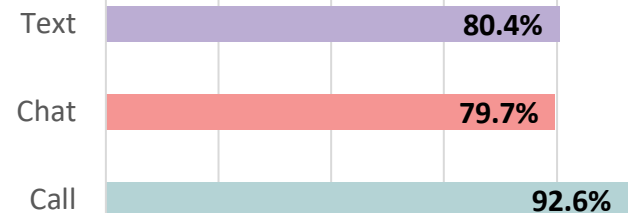|	
Text	73.7%
Chat	75.2%
Call	85.5%

Got the Information Needed

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

Text	91.0%
Chat	87.3%
Call	96.3%
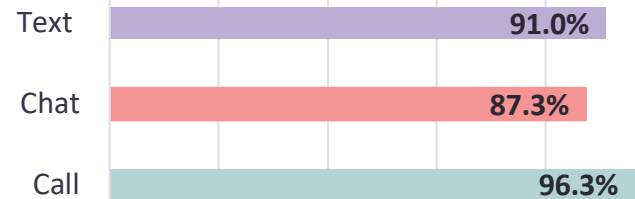
Better Prepared

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

Text	80.4%
Chat	79.7%
Call	92.6%

More Positive and Hopeful

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

Text	87.9%
Chat	84.5%
Call	94.4%

To view full PACTECH Quarterly Report visit: https://childhelphotline.org/research/