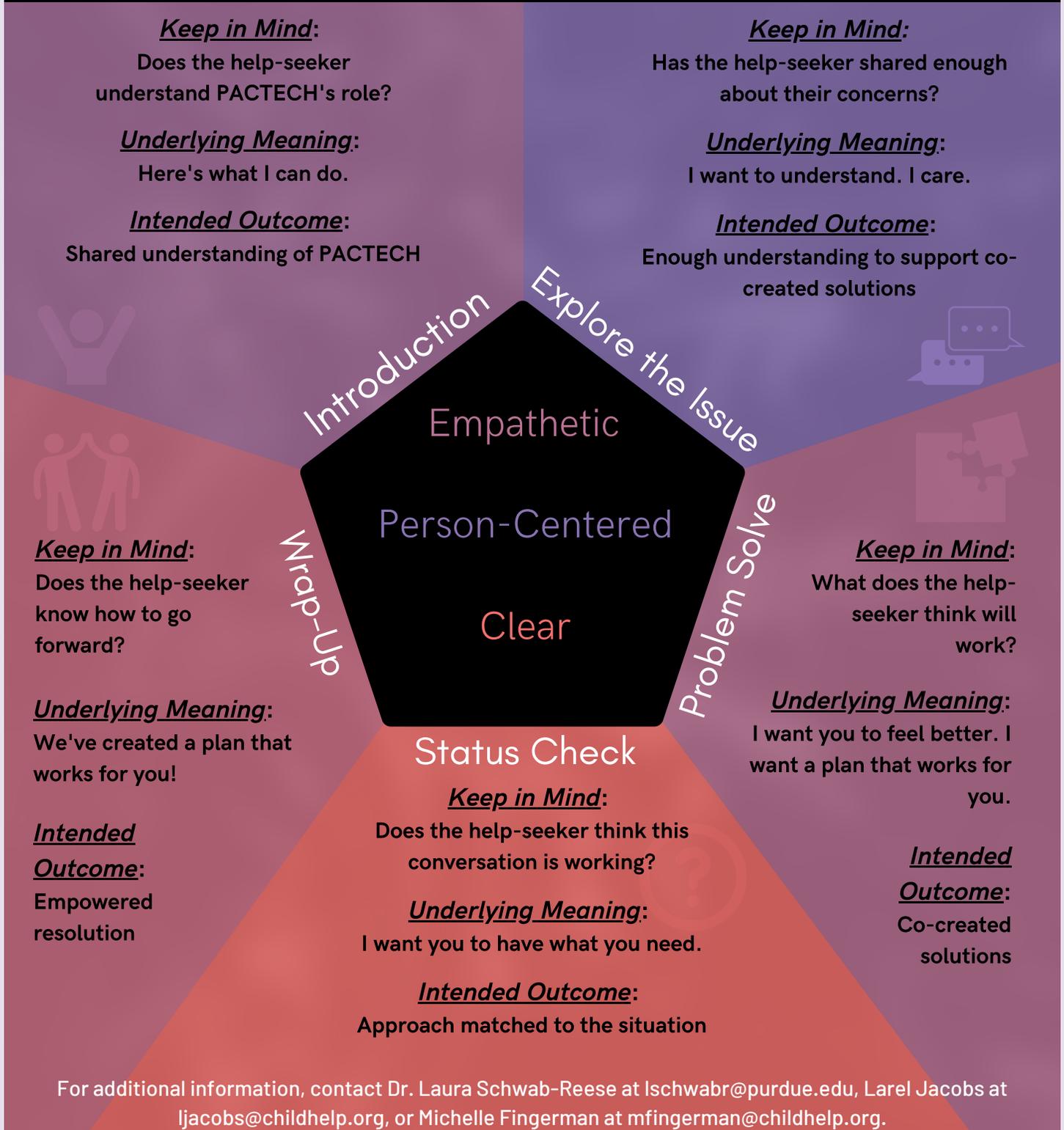


The PACTECH practice model guides crisis counselors through providing support and resources. A total of 300 text and chat hotline conversations were analyzed, focusing on patterns across the most successful conversations. The practice model is built on the key findings of the importance of tailoring the approach to the situation, empathizing with the help-seeker, and communicating clearly.

PACTECH Practice Model



This practice model is the intellectual property of Childhelp, Inc. and Purdue University.