

RESEARCH COLLABORATION

1

EMBRACE EVALUATION

Begin evaluation design during implementation to assist in setting the stage for solid data collection and developing evidence-informed practices.



2



INVEST IN RESEARCH

Research-Community partnerships are an investment in time, resources, and finances but have significant benefits to creating and sustaining high quality services.

3

MISSION DRIVEN ALIGNMENT

Collaboration with researchers passionate about the issue yields more robust results.



4



PRIORITIZE A PILOT PERIOD

Test the waters to ensure the formal research period is meaningful and the team is collecting information that will inform program services and help seeker needs.

5

OPENNESS RESULTS IN GROWTH

Research exposes the positives and negatives. Lean into all findings to enhance practices and better serve the population.



Research Collaboration

The Prevent Abuse of Children Text and Chat Hotline (PACTECH) project provided an opportunity to plan, implement, and research text and chat services in the hotline environment with a target population of 13-24 year olds and a primary issue of child maltreatment. Over a five year period, research played a critical role in understanding who PACTECH served, what issues help seekers were reaching out about, and establishing an evidence-informed practice model focused on providing high quality services through written format.

When embarking on research collaboration, it is important to understand what the team is seeking to learn, and what type of research is indicated to accomplish the intended outcome(s). Quantitative and Qualitative research both provide incredible value yet each produces different results.

The PACTECH project intended to engage in quantitative research only, but quickly identified how much rich information could be learned from the written transcripts to show when a conversation went well. Due to this realization, a qualitative researcher was added to the project. Robust findings and the ability to establish a practice model for text and chat resulted from this combination of research.



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Research findings are available at www.childhelphelp.org/research

For further information or questions, contact mfingerman@childhelp.org or ljacobs@childhelp.org



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