


Preliminary Results: Prevent Abuse of Children Text and Chat Hotline (PACTECH) Project

JANUARY 2021
Phase 2 - Quarterly Report

 Text
1-800-422-4453

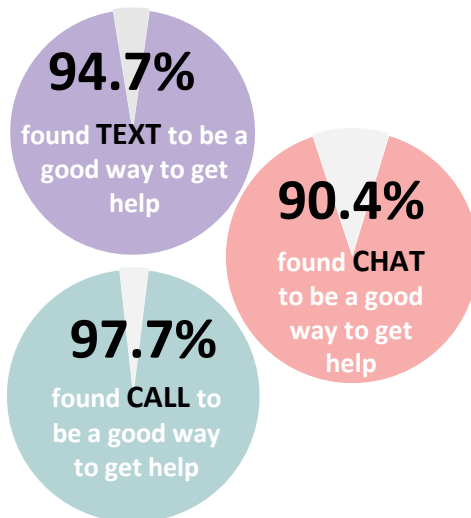
 Live Chat

 Call
1-800-422-4453

PACTECH Overview

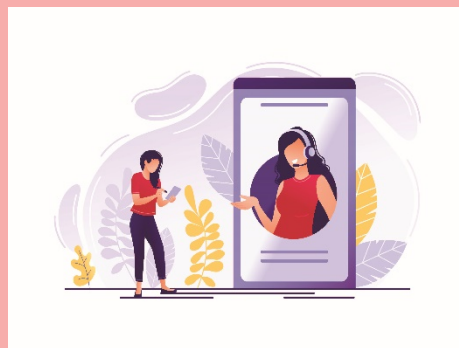
Childhelp is the lead agency for the **P**revent **A**buse of **C**hildren **T**ext and **C**hat **H**otline (PACTECH) Project. The PACTECH intervention offers text and live chat services for help seekers looking for information, support, and resources related to child abuse. This project focuses on 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, July, August, September, October, and November 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 6-month pilot period, a total of **42,290** total contacts initiated were exchanged between help seekers and counselors. This includes **2,873 text** sessions, **5,463 chat** sessions, and **33,954 call** sessions.



TEXT

Female
68.1%

Age
15.7 / 15

mean / mode

CHAT

Female
64.9%

Age
15.5 / 15

mean / mode

CALL

Female
79.0%

Age
17.3 / 16

mean / mode

TEXT, CHAT, & CALL

Post Survey Response %

29.9%

426 of 1,425
text surveys

36.1%

845 of 2,338
chat surveys

31.1%

233 of 749
call surveys

TEXT, CHAT, & CALL

Average Contact Time



Text 43.1 minutes

Chat 44.3 minutes

Call 16.1 minutes

Decreased Stress



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



Got the Information Needed



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



Better Prepared



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



More Positive and Hopeful



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

