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

OCTOBER 2020
Phase 2 - Initial Quarterly Report Data

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 quarterly data collected during June, July, and August 2020 during Phase 2. Data were analyzed to determine if text and chat help seekers had similar outcomes to call help seekers.

**95.3%** found **TEXT** to be a good way to get help

90.2% found **CHAT** to be a good way to get help

96.3% found **CALL** to be a good way to get help

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 3-month pilot period, a total of **22,202** total contacts initiated were exchanged between help seekers and counselors. This includes **1,419 text** sessions, **2,215 chat** sessions, and **18,568** call sessions.
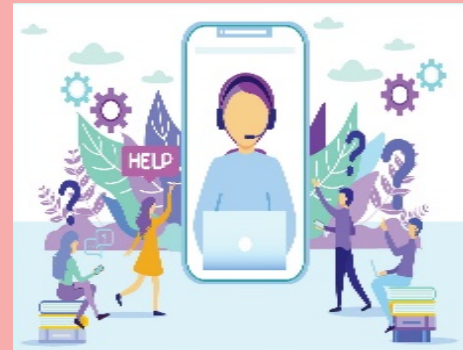
TEXT
Female **66.8%**
Age **15.8/15**
mean and mode

CHAT
Female **69.5%**
Age **15.9/15**
mean and mode

CALL
Female **82.8%**
Age **17.6/17**
mean and mode

TEXT, CHAT, & CALL
Post Survey Response %

30.4%
211 of 695 text surveys

34.6%
311 of 899 chat surveys

35.1%
145 of 413 call surveys

TEXT, CHAT, & CALL
Average Contact Time
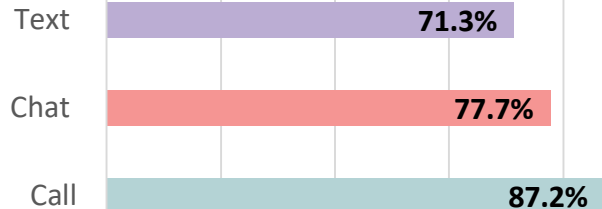
Text	41.7 minutes
Chat	42.8 minutes
Call	16.0 minutes

Decreased Stress

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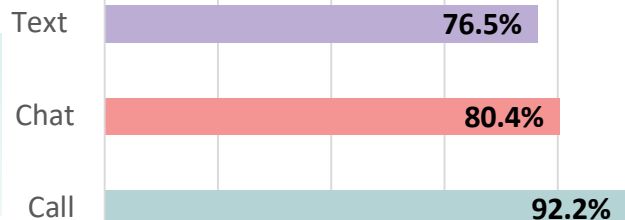(*Reporting = Yes or Maybe*)

Text	71.3%
Chat	77.7%
Call	87.2%

Got the Information Needed

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

Text	90.9%
Chat	88.1%
Call	94.4%
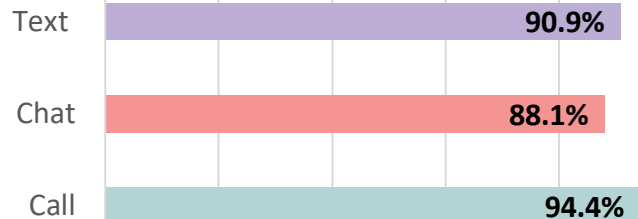
Better Prepared

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

Text	76.5%
Chat	80.4%
Call	92.2%

More Positive and Hopeful

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

Text	87.2%
Chat	85.2%
Call	93.8%

To view full PACTECH Quarterly Report visit: https://www.childhelp.org/childhelp-hotline/