

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

**APRIL 2021**

**Phase 2 - Quarterly Report Data**

**Text**  
1-800-422-4453

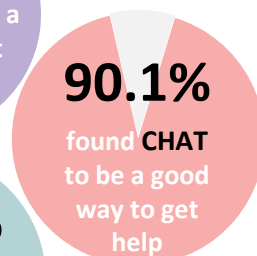
**Live Chat**

**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 2020 through February 2021 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). During the first nine months of Phase 2, a total of **60,670** total contacts initiated were exchanged between help seekers and counselors. This includes **4,207 text** sessions, **8,705 chat** sessions, and **47,758** call sessions.



### TEXT

**Female**  
**67.5%**

**Age**  
**15.7 / 15**

mean / mode

### CHAT

**Female**  
**63.2%**

**Age**  
**15.5 / 15**

mean / mode

### CALL

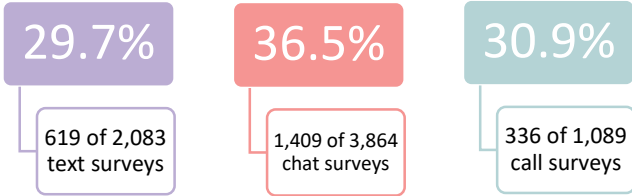
**Female**  
**78.0%**

**Age**  
**17.3/16**

mean / mode

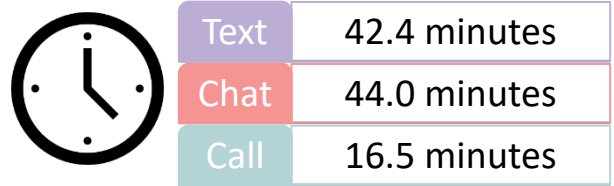
## TEXT, CHAT, & CALL

Post Survey Response %



## TEXT, CHAT, & CALL

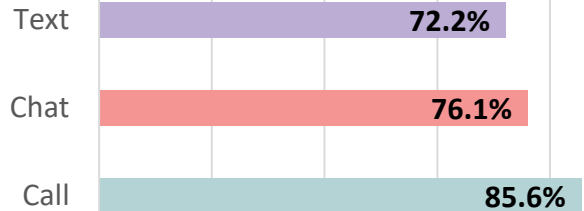
Average Contact Time



## Decreased Stress



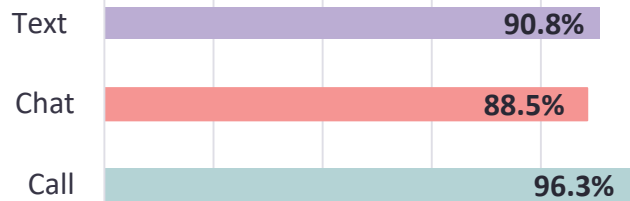
“Do you feel less stress after this text/chat/call session?”  
(Reporting = Yes or Maybe)



## Got the Information Needed



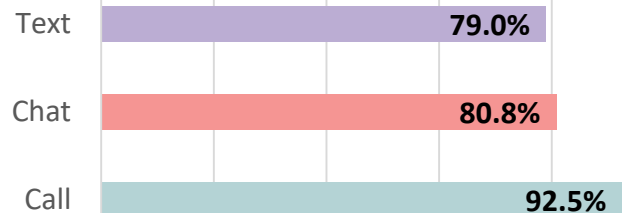
“Did you get the information you needed from this text/chat/call session?”  
(Reporting = A lot or Some)



## Better Prepared



“Do you feel better prepared to deal with 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)

