Childhelp is the lead agency for the Prevent Abuse of Children Text and Chat Hotline (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 2020 through May 2021. Phase 2 data were analyzed to determine if text and chat help seekers had similar outcomes to call help seekers.

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

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

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

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

To view full PACTECH Quarterly Report visit: https://childhelphotline.org/research/