The PACTECH practice model guides crisis counselors through providing support and resources. A total of 300 text and chat hotline conversations were analyzed, focusing on patterns across the most successful conversations. The practice model is built on the key findings of the importance of tailoring the approach to the situation, empathizing with the help-seeker, and communicating clearly.

For additional information, contact Dr. Laura Schwab-Reese at lschwabr@purdue.edu, Larel Jacobs at ljacobs@childhelp.org, or Michelle Fingerman at mfingerman@childhelp.org.

This practice model is the intellectual property of Childhelp, Inc. and Purdue University.

The project was supported by Grant Number 90CA1855 from the Administration on Children Youth and Families, Children’s Bureau, U.S. Dept. of Health and Human Services. The opinions, findings, conclusions and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the ACYF, CB, U.S. HHS.