Childhelp
Prevent Abuse of Children Text and Chat Hotline (PACTECH) Project

SEPTEMBER 2022
Annual Data Report Summary

PACTECH Overview
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 from July 2021 through June 2022. 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 a phone call. 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 to the help seeker to respond to questions regarding their feelings and the services (see page 2). During the full twelve months, 18,333 total text and chat contacts were initiated between help seekers and counselors. This includes 6,947 text sessions and 11,386 chat sessions.

**TEXT**
- Female 61.6%
- Age Average 16.1 Mode 15

**CHAT**
- Female 58.6%
- Age Average 15.7 Mode 16

93.6% found TEXT to be a good way to get help
89.5% found CHAT to be a good way to get help

This Childhelp project is supported by the Children's Bureau (CB), Administration for Children and Families (ACF) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling $4m (71%) funded by CB/ACF/HHS and $1.6m (24%) supported by non-government source(s) over the past 4 years. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, CB/ACF/HHS, or the U.S. Government. For more information, please visit Administrative and National Policy Requirements.
Decreased Stress

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

<table>
<thead>
<tr>
<th></th>
<th>Text</th>
<th>Chat</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>71.4%</td>
<td>72.4%</td>
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Got the Information Needed

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

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<thead>
<tr>
<th></th>
<th>Text</th>
<th>Chat</th>
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<tbody>
<tr>
<td>%</td>
<td>91.4%</td>
<td>86.2%</td>
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</tbody>
</table>

Better Prepared

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

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<thead>
<tr>
<th></th>
<th>Text</th>
<th>Chat</th>
</tr>
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<tbody>
<tr>
<td>%</td>
<td>78.0%</td>
<td>76.3%</td>
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</table>

More Positive and Hopeful

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

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<tr>
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<th>Text</th>
<th>Chat</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>86.0%</td>
<td>81.7%</td>
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To view full PACTECH Quarterly Report visit: https://childhelphotline.org/research/