

# Childhelp

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

SEPTEMBER 2022  
Annual Data Report Summary

Text  
1-800-422-4453

Call  
1-800-422-4453

Live Chat  
Click here

### 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.

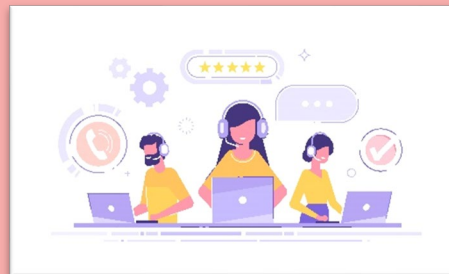
This flyer highlights data collected from **July 2021** through **June 2022**. Data were analyzed to determine if text and chat help seekers had similar outcomes to call help seekers.

**93.6%**  
found **TEXT**  
to be a good  
way to get  
help

**89.5%**  
found **CHAT**  
to be a good  
way to get  
help

### 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

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.

## TEXT & CHAT

### Post Survey Response Percentage

24.5%

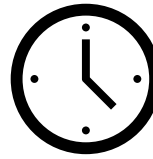
753 of 3,070  
text surveys

31.0%

1,313 of 4,234  
chat surveys

## TEXT & CHAT

### Average Contact Time



Text

35.9 minutes

Chat

38.7 minutes

## Decreased Stress



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

Text

71.4%

Chat

72.4%

## Got the Information Needed



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

Text

91.4%

Chat

86.2%

## Better Prepared



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

Text

78.0%

Chat

76.3%

## More Positive and Hopeful



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

Text

86.0%

Chat

81.7%