Childhelp National Child Abuse Hotline

Call or text
1-800-4-A-CHILD
(1-800-422-4453)

Live Chat available at: childhelphotline.org

Available 24/7

Staffed by professional counselors

Access to over 170 languages through interpreters (calls only)

We can help with:

- Child abuse signs/indicators/definitions
- Education about the child abuse reporting system & process
- Crisis counseling
- Emotional support for child abuse victims, family members and concerned community members
- Connection to local resources
- Parenting support & education

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

OCTOBER 2020
Phase 2 - Initial Quarterly Report Data

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 quarterly data collected during June, July, and August 2020 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). Within the 3-month pilot period, a total of 22,202 total contacts initiated were exchanged between help seekers and counselors. This includes 1,419 text sessions, 2,215 chat sessions, and 18,568 call sessions.

### TEXT
- Female: 66.8%
- Age: 15.8/15 mean and mode

### CHAT
- Female: 69.5%
- Age: 15.9/15 mean and mode

### CALL
- Female: 82.8%
- Age: 17.6/17 mean and mode

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**Decreased Stress**

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

- **Text**: 71.3%
- **Chat**: 77.7%
- **Call**: 87.2%

**Got the Information Needed**

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

- **Text**: 90.9%
- **Chat**: 88.1%
- **Call**: 94.4%

**Better Prepared**

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

- **Text**: 76.5%
- **Chat**: 80.4%
- **Call**: 92.2%

**More Positive and Hopeful**

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

- **Text**: 87.2%
- **Chat**: 85.2%
- **Call**: 93.8%

To view full PACTECH Quarterly Report visit: [https://www.childhelp.org/childhelp-hotline/](https://www.childhelp.org/childhelp-hotline/)