

FY 2018 Directory of Funded Programs:
Organizational Profiles and Project Summaries
Best Practices for the Use of Text and Chat-Based Technology in Child Maltreatment
Reporting, Detection, and Prevention
HHS-2018-ACF-ACYF- CA-1383
Administration for Children and Families - Administration on Children,
Youth & Families - Children's Bureau

Award Number:
90CA1855

Project Title:
Best Practices for the Use of Text
and Chat-Based Technology in
Child Maltreatment Reporting,
Detection, and Prevention - 2018

Childhelp, Inc.:
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Phoenix, AZ 85018

**Project Director (PD) and
Principal Contact:**
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Project Period:
24 Months

**Federal Program Officer
(FPO)/Specialist:**
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Target Population:
Young people ages 13 to 24 and
secondarily adults 25+ suspected
child abuse/neglect

Geographic Area(s) Served:
National

Agency Region:
ACF Region 9

Childhelp, Inc.

Organizational Description

For over 59 years, Childhelp continues to be the leader in providing services to meet the physical, emotional, educational, and spiritual needs of abused, neglected, and at-risk children. The organization is best known for its public awareness campaigns to promote the prevention, detection, and reporting of child maltreatment. In 1983, Childhelp launched its national hotline to field calls in suspected cases of child abuse with remarkable results. Staffed 24 hours a day, seven days a week, professional crisis counselors provide callers with information from its database of over 11,000 emergency social service and support resources. The hotline receives over 100,000 calls each year from parents and youth who speak 170 different languages.

Use of Program Funds

Childhelp, along with its collaborative partner the Arizona State University – Southwest Interdisciplinary Research Center, will expand and enhance its current text and chat-based hotline to create a nationwide, best practice/evidence-based/evidence-informed model to report, prevent, and detect suspected cases of child maltreatment. The Prevent Abuse of Children Text and Chat Hotline (PACTECH) project will target young people ages 13 to 24 to text and live chat with professional counselors who will provide resources, referrals, and information for local services. Childhelp anticipates PACTECH will serve 2,160 youth during the 24-month grant period.

Expected Outcomes

The goals of the proposed project are to 1) expand and enhance PACTECH nationwide to determine best practices and protocols pertaining to the use of text/chat within the child abuse and neglect context, 2) evaluate the effectiveness of PACTECH to identify emerging best practice/evidence-based/evidence-informed strategies to communicate, verify identification, and protect the privacy of youth who may be victims of maltreatment, and 3) test and evaluate the ability of PACTECH to share resources with both youth who may be experiencing maltreatment and those seeking to prevent child maltreatment.