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NOVA Chat & Text Line Now Available

This system provides another channel of user-friendly communication and support to crime victims in Bucks County

(BUCKS COUNTY, Pa.) Network of Victim Assistance (NOVA) is excited to announce a new chat and text feature available for victims of crime and sexual assault. The text line is 267-323-4545. The chat line is available at www.NOVABucks.org through the “Get help” banner on the top of the webpage. The chat and text features are easy to use on a variety of devices and chats and texts are answered immediately by NOVA staff or trained volunteers. All information received is 100 percent confidential. The hours of operation for both are Monday-Friday 9:00 AM to 7:00 PM and Saturday 9:00 AM to 12:00 PM.

Individuals who contact NOVA via the chat or text features will have access to the same comprehensive services they would have if they called NOVA’s hotline. What makes the chat and text features unique are that clients can see real-time availability when they

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n e w s r e l e a s e

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hover over the chat line options and when used during open timeframes, clients can receive referrals and connections to other community providers.

“I am excited for this new feature and its ability to give people another option to contact us for support,” said Tarah Sellers, Director of Client Services at NOVA. “Our services must be accessible to all community members who need assistance—the chat and text line are other avenues that will ensure increased accessibility.”

Because many smart phone users feel more comfortable chatting or texting, these features were developed as a way to reach more individuals who need NOVA’s services, in particular, young people who grew up using smartphones. The chat and text lines were funded by way of the Federal Victims of Crime Act (VOCA) Formula Grant Program. The funds in the grant were collected from fines, penalties, forfeited bail bonds, and special assessments collected by the federal government. No taxpayer funds are used to support the VOCA program. States apply for these funds each year and then re-grant them to organizations like NOVA, that assist victims of crime.

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ABOUT NOVA

Network of Victim Assistance (NOVA) supports, counsels and empowers victims of sexual assault and other serious crimes in Bucks County and works to prevent and eliminate violence in society through advocacy, training, community education and prevention programs. Founded in 1974, NOVA is a non-profit 501(c)(3), community-

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n e w s r e l e a s e

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based organization operating out of three offices in Fairless Hills, Jamison and Perkasié. Services are made possible through the financial support of federal, state and local government grants and contracts, corporations, foundations and private donations. All contributions are tax deductible to the extent provided by law. For more information, visit www.NOVABucks.org.

Photo Caption:

Network of Victim Assistance (NOVA) has announced a new chat and text feature available for victims of crime and sexual assault. The text line is 267-323-4545. The chat line is available at www.NOVABucks.org through the “Get help” banner on the top of the webpage. The chat and text features are easy to use on a variety of devices and chats and texts are answered immediately by NOVA staff or trained volunteers. **(Graphic courtesy of NOVA)**

A graphic with a blue header and four orange columns. The header contains the text "Get Help 24-Hours a Day" and "IF YOU ARE IN IMMINENT DANGER OR EXPERIENCING AN EMERGENCY, DIAL 911 OR GO TO YOUR NEAREST EMERGENCY ROOM." The four columns represent different help methods: phone (1-800-675-6900), text (267-323-4545), online chat, and email.

Get Help 24-Hours a Day
IF YOU ARE IN IMMINENT DANGER OR EXPERIENCING AN EMERGENCY,
DIAL 911 OR GO TO YOUR NEAREST EMERGENCY ROOM.

 Get help by phone: 1-800-675-6900	 Get help by text: 267-323-4545	 Get help by Online Chat	 Get help by Email
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