



a better way

ANNUAL REPORT

July 1, 2023 - June 30, 2024

Our Mission

To reduce domestic abuse, sexual assault, suicide and homelessness through service, shelter, crisis intervention and prevention initiatives.

Programs + Services



01 DOMESTIC VIOLENCE & SEXUAL ASSAULT SURVIVORS

We provide shelter service and mobile advocacy to survivors of domestic violence and sexual assault in Blackford, Delaware, Fayette, Henry, Jay, Randolph, Union, and Wayne counties.

SHELTER & SERVICES

230 SHELTER RESIDENTS

Adults **140**

A Better Way provides safe shelter, advocacy, and support to survivors of domestic violence and sexual assault.

Children **90**

Our Children's Program provides age-appropriate activities to help children and youth identify positive options in life.



9,757 Total Meals

5,952 Meals Provided to Adults
3,805 Meals Provided to Children



40 Protective Orders Filed

23 Protective Orders Granted

(Reflects Residential, Non-Residential, Mobile Advocacy, Sexual Assault)



35 Hospital Responses

(IU Health Muncie/Reid Health Richmond)

SHELTER DEMOGRAPHICS	Race/Ethnicity		
	Adults	Children	
	White	111	55
	Black/African American	18	20
	Hispanic/Latina/e/o	7	6
Multi-Racial	4	9	

SHELTER DEMOGRAPHICS	Age Range		RELATIONSHIP TO ABUSER	Relationship	
	Age	#		Relationship	#
	Age 0-16	88		Intimate Partner/Ex	92
	Age 17-24	16		Spouse/Ex	23
	Age 25-35	41		Family Member	14
Age 36-46	45	Acquaintance	9		
Age 47-57	25	Other	2		
Age 58-68	13				
Age 69+	2				

AFTER LEAVING SHELTER	Status		Repeat Victimization	
	Status	#	Repeat Victimization	#
	Did Not Return to Abuser	71	Survivors Who Returned to ABW	8
Returned to Abuser	9			
Unknown	61			

310 NON-RESIDENTIAL SURVIVORS SERVED

MUNCIE OFFICE

84 Adults

171 Support Groups Facilitated

109 - Adult Groups Facilitated (156 Adults Attended)

36 Children

62 - Children's Groups Facilitated (81 Children Attended)

NON-RESIDENTIAL	Race/Ethnicity		
	Adults	Children	
	White	145	99
	Black/African American	19	12
	Hispanic/Latina/e/o	5	9
Multi-Racial	10	8	
Asian, Asian American	1	1	
American Indian/Indigenous	1	0	

NON-RESIDENTIAL	Age Range		Age Range	
	Age	#	Age	#
	Age 0-16	125	Age 47-57	21
	Age 17-24	25	Age 58-68	16
	Age 25-35	60	Age 69+	6
Age 36-46	57			

RICHMOND OFFICE

97 Adults

92 Support Groups Facilitated

62 - Adult Groups Facilitated (199 Adults Attended)

93 Children

30 - Children's Groups Facilitated (137 Children Attended)

SEXUAL ASSAULT

61 ASSAULT SURVIVORS SERVED

11 - SA Survivors (In Shelter)
20 - SA Survivors (Self-Referrals)

A Better Way's Rape Crisis Center is open 24/7 to survivors of rape or sexual assault seeking services.



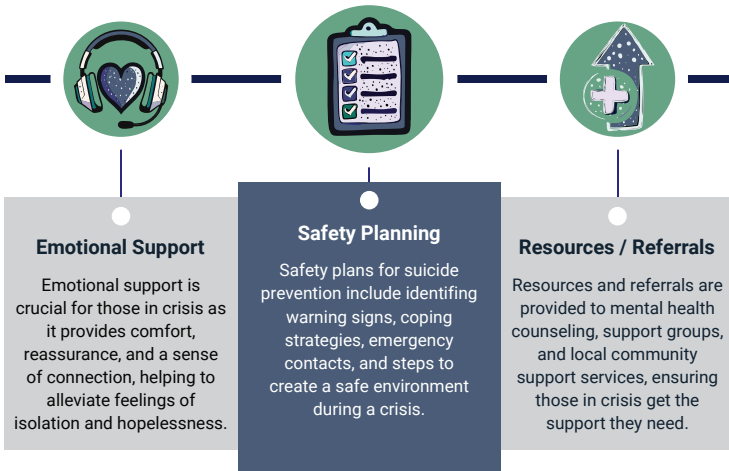
30

Hospital Responses (IU Health/REID Hospitals)

02 CALL DATA: SUICIDE, CRISIS AND TELECARE SUPPORT SERVICES

A Better Way offers a Crisis Support Line (765-288-HELP) and the 988 Suicide & Crisis Lifeline, both available 24/7. We also offer support for elderly or disabled persons through our Telecare program.

SUICIDE PREVENTION



MORE THAN **1,000** INDIANA RESIDENTS COMPLETE **SUICIDE** EVERY YEAR

988 SUICIDE & CRISIS LIFELINE

16,220 CALLS ANSWERED BY A BETTER WAY CRISIS SPECIALISTS

In cooperation with the 988 Suicide & Crisis Lifeline, A Better Way provides hotline support for persons feeling suicidal or in any type of crisis in Indiana.

A Better Way is accredited by:  International Council for HELPLINES
Leadership • Accreditation • Support

95%
Answer Rate

CALL DATA

Crisis Calls	864
Residential Intake DV	769
Non-Res Intake DV	210
Hospital Response DV	56
Domestic Violence	269
Information & Referral	4760
Emotional Support	9706
Sexual Assault	126
Suicide (Specific)	1808
Frequent Caller	4745
Business	838
Hang Up/Prank	4747
Other	3866
Donations	587
Follow-up	1105
RRH/Homeless	72
Telecare Client Calls	558

35,086

CALLS ANSWERED BY A BETTER WAY STAFF

CRISIS SUPPORT



Emotional Support

4,956

CALLS CAME THROUGH THE CRISIS SUPPORT LINE

63% of calls were from individuals seeking emotional support.

BALL STATE CRISIS LINE



BALL STATE UNIVERSITY

95 CALLS ANSWERED BY A BETTER WAY STAFF

A Better Way has partnered with Ball State University Counseling Center to offer a 24/7 Crisis Hotline for students in crisis. By calling 765-285-4673, students can access immediate support anytime they need.

TELECARE

16,484

CALLS MADE TO 35 TELECCARE CLIENTS



Social Calls



Med Reminders



Safety Checks

03 TRANSITIONAL & RAPID RE-HOUSING, HOMELESS SERVICES

A Better Way offers Transitional and Rapid-Rehousing programs, as well as homeless resources and assistance designed to help individuals and families transition towards independence and secure safe housing.

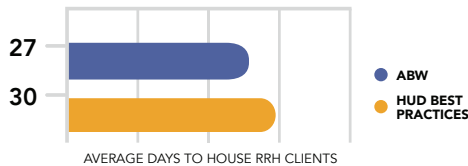
HOUSING PROGRAMS

185 SERVED

A Better Way secured housing for 185 individuals and families through our transitional and Rapid Re-Housing programs.

Rapid Re-Housing
(DOMESTIC VIOLENCE SPECIFIC)

118 individuals and families served who have experienced domestic violence.



44

Passage Way

(TRANSITIONAL HOUSING)

44 adults and children served who have experienced domestic violence and qualified for our transitional housing program.

118

Rapid Re-Housing
(HOMELESSNESS SPECIFIC)

23 individuals and families served who have experienced homelessness.

23



DEMOGRAPHICS

Passage Way

17 Adults

27 Children

Race/Ethnicity	#
White	8
Black/African American	6
Hispanic/Latina/e/o	2
Multi-Racial	0
Indigenous	1

Race/Ethnicity	#
White	8
Black/African American	11
Hispanic/Latina/e/o	1
Multi-Racial	7
Indigenous	0

Rapid Re-Housing

86 Adults

55 Children

Race/Ethnicity	#
White	63
Black/African American	15
Multi-Racial	7
Indigenous	1

Race/Ethnicity	#
White	34
Black/African American	10
Multi-Racial	11
Indigenous	0

HOMELESS RESOURCES



Case Management

A Better Way provides case management for homeless individuals, working closely to help them secure safe and affordable housing.



Resources & Referral

A Better Way offers resources and referrals to community programs that provide various forms of support, including housing and financial assistance, employment, education, counseling, and basic need services.



Landlord Liaison

A Better Way's Landlord Liaison serves as a bridge between those in need and landlords, maintaining a housing resources database, supporting housing retention, and resolving any arising issues.

04 VOLUNTEER INITIATIVES, COMMUNITY EDUCATION & OUTREACH

A Better Way's volunteer program includes training and a variety of opportunities to engage directly with survivors and their children or provide indirect services to help support our agency.

VOLUNTEERS

5,257
VOLUNTEER HOURS



Delaney Bontrager

Criminal Justice Intern, Direct Service

"My internship with A Better Way was a life changing experience where I was able to help people in ways I've never been able to before. Working directly with clients was my favorite part!"



Deb Smith

Community Volunteer, Direct Service

"I enjoy volunteering at A Better Way because I feel like I can make a difference. I cook, listen, laugh and encourage them as a role model and friend."

DOMESTIC VIOLENCE 101

- Understand the Basics (definitions & types)
- Red Flags & Warning Signs
- Resources and Support

TEEN DATING VIOLENCE

- Identify Red Flags of Abuse
- The Cycle of Violence
- How to Get Support

HEALTHY RELATIONSHIPS

- Healthy Behaviors/Boundaries
- Types of Communication
- Respect and Understanding

BODY SAFETY

- Personal Boundaries
- Recognizing Inappropriate Behavior
- How to Seek Help From Trusted Adults

OUTREACH

1,747
Students & Community
Members Reached

Topic	Type	Attendees
Domestic Violence 101	General	230
Teen Dating Violence	9-12th Grade	33
Healthy Relationships	9-12th Grade	163
Body Safety	k-6th Grade	861
ABW General	Community	460
TOTAL		1,747