



ANNUAL REPORT

July 1, 2024 - June 30, 2025

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

263 SHELTER RESIDENTS

Adults **158**

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

Children **105**

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



9,613 Total Meals

5,284 Meals Provided to Adults
4,329 Meals Provided to Children



53 Protective Orders Filed

35 Protective Orders Granted

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



38 DV Hospital Responses

(IU Health Muncie/Reid Health Richmond)

SHELTER DEMOGRAPHICS

Race/Ethnicity	Adults	Children
White	106	63
Black/African American	29	26
Hispanic/Latina/e/o	5	3
Multi-Racial	16	12
American Indian/Indigenous	2	1

SHELTER DEMOGRAPHICS

Age Range	#	Relationship	#
Age 0-16	104	Intimate Partner/Ex	97
Age 17-24	30	Spouse/Ex	36
Age 25-35	53	Family Member	70
Age 36-46	42	Acquaintance	8
Age 47-57	22	Other	52
Age 58-68	9		
Age 69+	3		

RELATIONSHIP TO ABUSER

AFTER LEAVING SHELTER

Status	#	Repeat Victimization	#
Did Not Return to Abuser	183	Survivors Who Returned to ABW	4
Returned to Abuser	7		
Unknown	73		

391 NON-RESIDENTIAL SURVIVORS SERVED

MUNCIE OFFICE

101 Adults

168 Support Groups Facilitated

104 - Adult Groups Facilitated
(109 Adults Attended)

59 Children

64 - Children's Groups Facilitated
(102 Children Attended)

NON-RESIDENTIAL

Race/Ethnicity	Adults	Children
White	206	96
Black/African American	18	18
Hispanic/Latina/e/o	5	3
Multi-Racial	11	23
American Indian/Indigenous	3	6
Asian or Asian American	2	0

NON-RESIDENTIAL

Age Range	#	Age Range	#
Age 0-16	143	Age 47-57	41
Age 17-24	37	Age 58-68	15
Age 25-35	83	Age 69+	4
Age 36-46	68		

RICHMOND OFFICE

144 Adults

106 Support Groups Facilitated

97 - Adult Groups Facilitated
(40 Adults Attended)

87 Children

9 - Children/Teens Groups Facilitated
(33 Children/Teens Attended)

SEXUAL ASSAULT

58 ASSAULT SURVIVORS SERVED

10 - SA Survivors (In Shelter)
19 - SA Survivors (Self-Referrals)

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



29

Hospital Responses
(IU Health/REID Hospitals)

Our fiscal year at a glance.

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



Emotional Support

Emotional support is crucial for those in crisis as it provides comfort, reassurance, and a sense of connection, helping to alleviate feelings of isolation and hopelessness.



Safety Planning

Safety plans for suicide prevention include identifying warning signs, coping strategies, emergency contacts, and steps to create a safe environment during a crisis.



Resources / Referrals

Resources and referrals are provided to mental health counseling, support groups, and local community support services, ensuring those in crisis get the support they need.



MORE THAN
1,000 INDIANA RESIDENTS
COMPLETE
SUICIDE
EVERY YEAR

988 | SUICIDE & CRISIS LIFELINE

31,761

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 **HELP LINES**
Leadership • Accreditation • Support

95%
Answer Rate

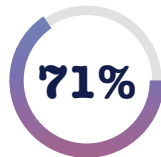
CALL DATA

Crisis Calls	1306
Residential Intake DV	847
Non-Res Intake DV	257
Hospital Response DV	46
Domestic Violence	315
Information & Referral	5701
Emotional Support	15863
Sexual Assault	134
Suicide (Specific)	1745
Frequent Caller	6593
Business	869
Hang Up/Prank	5514
Other	3,797
Donations	454
Follow-up	1111
RRH/Homeless	36
Telecare Client Calls	494

45,082

CALLS ANSWERED BY
A BETTER WAY STAFF

CRISIS SUPPORT



Emotional Support

4,510

CALLS CAME THROUGH
THE CRISIS SUPPORT LINE

71% of calls were from individuals
seeking emotional support.

BALL STATE CRISIS LINE



BALL STATE
UNIVERSITY

250 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

12,280

CALLS MADE TO 37
TELECARE 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.

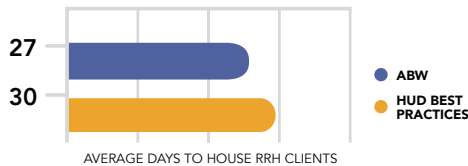
HOUSING PROGRAMS

287 SERVED

A Better Way secured housing for 287 individuals and families through our transitional and Rapid Re-Housing programs.

Rapid Re-Housing (DOMESTIC VIOLENCE SPECIFIC)

90 individuals and families served who have experienced domestic violence.



54

Passage Way (TRANSITIONAL HOUSING)

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

90

143

Rapid Re-Housing (HOMELESSNESS SPECIFIC)

143 individuals and families served who have experienced homelessness.



DEMOGRAPHICS

Passage Way

17 Adults

Race/Ethnicity	#
White	20
Black/African American	19
Hispanic/Latina/e/o	3
Multi-Racial	12
Indigenous	0

37 Children

Age Range	#
Age 0-17	37
Age 18-45	16
Age 46-62	0
Age 63+	1

Rapid Re-Housing

137 Adults

Race/Ethnicity	#
White	156
Black/African American	49
Hispanic/Latina/e/o	6
Multi-Racial	21
Indigenous	1

96 Children

Age Range	#
Age 0-17	96
Age 18-45	89
Age 46-62	42
Age 63+	6

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.

Our fiscal year at a glance.

04 VOLUNTEER, INTERN, & COMMUNITY INITIATIVES

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

5,354

VOLUNTEER HOURS

164

Direct Service
Volunteers

4,304
HOURS



5

Children's Program
Volunteers

18
HOURS



259

Indirect Service
Volunteers

1,032
HOURS



Jaden Louraine

Direct Service Intern, Summer 2024

"My time at A Better Way was one of the most inspiring experiences that I have had. Watching people get back on their feet after going through the hardest time of their life with the support of A Better Way was amazing to see."



Marleny Garcia Juarez

Direct Service Intern, Spring 2025

"I appreciated the opportunity to support not only those facing hardships but also individuals that encountered language barriers, by helping bridge services to Spanish speaking survivors."



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."



Teagan Parsons

Direct Service Intern, Fall 2024

"My favorite memory from interning at ABW was the Trunk or Treat on Halloween! It was so much fun seeing all the kids with so much joy & energy in their costumes!"