a better way

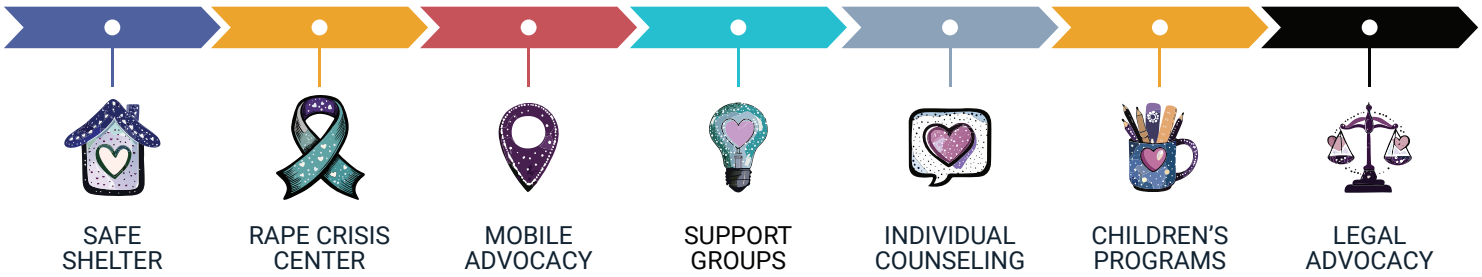
ANNUAL REPORT

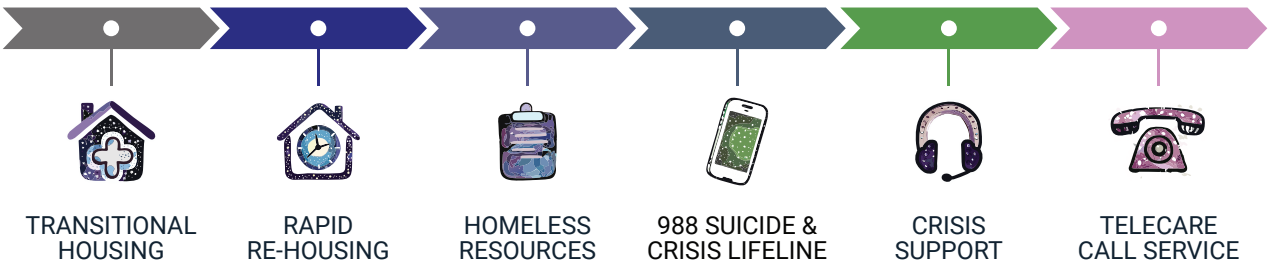
July 1, 2025 - June 30, 2026

Our Mission

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

Programs + Services





Our fiscal year at a glance.

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

290 SHELTER RESIDENTS

Adults 187

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

Children 103

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

9,645 Meals Served!

46 *Protective Orders Filed*

32 *Protective Orders Granted*

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

36 *DV Hospital Responses*

(IU Health Muncie/Reid Health Richmond)

SHELTER DEMOGRAPHICS

Race/Ethnicity	#
White	209
Black/African American	49
Hispanic/Latina/e/o	2
Multi-Racial	26
American Indian/Indigenous	4

SHELTER DEMOGRAPHICS

Age Range	#
Age 0-16	100
Age 17-24	28
Age 25-35	69
Age 36-46	42
Age 47-57	34
Age 58-68	15
Age 69+	2

RELATIONSHIP TO ABUSER

Relationship	#
Intimate Partner/Ex	112
Spouse/Ex	33
Family Member	84
Acquaintance	15
Other	46

AFTER LEAVING SHELTER

Status	#
Did Not Return to Abuser	216
Returned to Abuser	3
Unknown	71

Repeat Victimization	#
Survivors Who Returned to ABW	6

372 NON-RESIDENTIAL SURVIVORS SERVED

MUNCIE OFFICE

103 Adults

52 Children

144 *Support Groups Facilitated*

91 - Adult Groups Facilitated (113 Adults Attended)

53 - Children's Groups Facilitated (72 Children Attended)

RICHMOND OFFICE

137 Adults

80 Children

106 *Support Groups Facilitated*

30 - Adult Groups Facilitated (20 Adults Attended)

NON-RESIDENTIAL

Race/Ethnicity	#
White	283
Black/African American	36
Hispanic/Latina/e/o	15
Multi-Racial	35
American Indian/Indigenous	2
Asian or Asian American	1

NON-RESIDENTIAL

Age Range	#	Age Range	#
Age 0-16	127	Age 47-57	34
Age 17-24	44	Age 58-68	10
Age 25-35	77	Age 69+	8
Age 36-46	72		

SEXUAL ASSAULT

57 ASSAULT SURVIVORS SERVED

17 - SA Survivors (In Shelter)

33 - SA Survivors (Self-Referrals)

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

24

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

988 SUICIDE & CRISIS LIFELINE

A Better Way's Crisis Center answers 988 calls through the 988 Suicide & Crisis Lifeline for the state of Indiana. Our trained Crisis Specialists provide confidential, compassionate support 24/7 to anyone in need.

35,110 Calls Answered by A Better Way Crisis Specialists

96% Answer Rate

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



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.

CALL DATA

Crisis Calls	108
Residential Intake DV	596
Non-Res Intke DV	191
Hosptial Response DV	70
Domestic Violence	561
Information & Referral	2,999
Emotional Support	2,042
Sexual Assault	97
Suicide (Specific)	8
Familiar Visitor	2,274
Business	700
Hang Up/Prank	997
Other	2,973
Donations	458
Follow-up	1,193
RRH/Homeless	80
Telecare Client Calls	298

15,645

CALLS ANSWERED BY A BETTER WAY STAFF

CRISIS SUPPORT



Emotional Support

4,171

CALLS CAME THROUGH THE CRISIS SUPPORT LINE

71% of calls were from individuals seeking emotional support.

BALL STATE CRISIS LINE

BALL STATE UNIVERSITY

150 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

10,049

CALLS MADE TO 31 TELECARE CLIENTS



Social Calls



Med Reminders



Safety Checks

Our fiscal year at a glance.

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

484 SERVED

A Better Way secured housing for 484 individuals and families through our transitional and Rapid Re-Housing programs.

Rapid Re-Housing

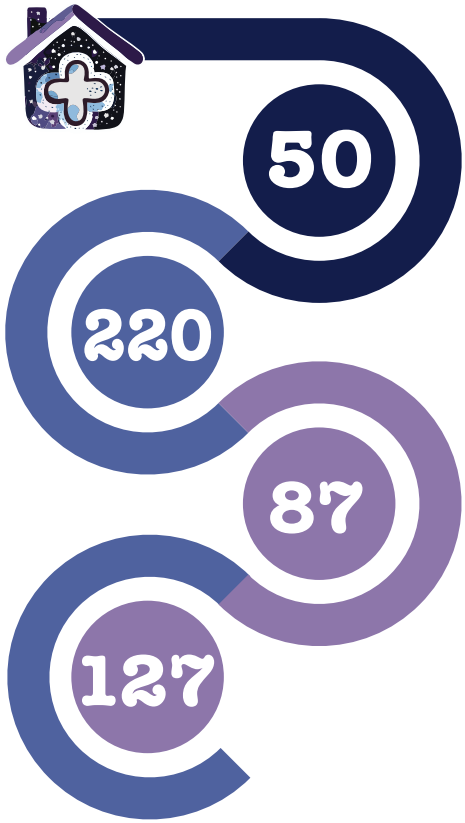
(DOMESTIC VIOLENCE SPECIFIC)

87 households (100 adults and 120 children) served who have experienced domestic violence.

Housing Prevention

(DOMESTIC VIOLENCE AND HOMELESSNESS)

48 households (60 adults and 67 children) served who have experienced domestic violence.



Passage Way

(TRANSITIONAL HOUSING)

17 households (18 adults and 32 children) served who have experienced domestic violence and qualified for our transitional housing program.

Rapid Re-Housing

(HOMELESSNESS SPECIFIC)

38 households (48 adults and 39 children) served who have experienced homelessness.

EQUAL HOUSING OPPORTUNITY

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, 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

4,365

VOLUNTEER HOURS

104	21	219
Direct Service Volunteers	Children's Program Volunteers	Indirect Service Volunteers
3,315 HOURS	139 HOURS	911 HOURS



Jaden Louraine
Direct Service Intern

"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

"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

"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!"