



Walking with our neighbors
Through Crisis to Confidence



2024 **ANNUAL IMPACT** REPORT

Benefits In Action Board of Directors

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Letter from The Board Chair, Michelle Lapierre

In 2024, the BIA Board of Directors prioritized stabilization and preparation. We continued our evolution from an advisory board to a working board by honing our committee structure to ensure greater effectiveness and efficiency. Specific committee participation allows each board member to use their talents to impact the success of the strategic plan and contribute to a solidly performing organization.

The Finance Committee worked with staff to complete BIAs first single audit. Simple words – heavy lifting! Their tenacity has gifted Benefits in Action with a clean, easy-to-understand financial report that ensures we’re all focused on our fiduciary health.

The Governance + Nominating Committee audited endless policies and procedures, revised the Bylaws, and worked with Jane and the Executive Committee to develop a comprehensive succession plan for the CEO position.

The Fundraising Committee helped execute our most successful BOXED annual fundraising event ever! They also investigated various options for diversifying our funding sources and developing a greater understanding of how Benefits in Action can attract individual donors. The Executive Committee, while advising on day-to-day business decisions, vetted and hired an executive search firm, and developed the selection process for hiring our next CEO. They revised the new member board packet and onboarding process as well. Our board members solidly support and appreciate the staff and volunteers of Benefits in Action.



Letter from CEO, Jane Barnes

As Benefits in Action approaches our tenth anniversary in 2025, it's a time to reflect. Founded in late 2015 to serve older adults, we quickly expanded to help adults and families statewide. Our budget grew from \$50,000 to \$5.5 million, but our true impact is measured by the individuals we've served.

2024 was a milestone year. After significant growth during the 2020-2022 pandemic, we expanded our benefit navigation to include social security disability, Medicaid waivers, childcare assistance, Connect for Health Colorado, pro-bono taxes, food delivery, and mental wellness programs. We opened offices in Colorado Springs, Commerce City, Aurora, and will soon open in Arvada. Our approach—meeting clients where they are—works! Partnering with CIVHC, we analyzed nearly six years of data and found our clients successfully receive health benefits 87% of the time for Medicaid. They use their healthcare benefits well, increasing primary care use and reducing emergency room visits—both positive outcomes.

We're reaching hard-to-serve individuals and exceed Colorado averages in serving people of color. We're also joining a cohort with the University of Notre Dame's LEO to design a research project measuring our impact on specific populations—more to come!

Our dedicated staff of nearly 40 are not only skilled but deeply committed to making a difference in our communities.

So thankful for our
FUNDERS

Adams County Human Services

Boulder County Housing and
Human Services

Brighton Legacy Foundation

Colorado Access

Colorado Attorney General
Office of Financial Empowerment

Colorado Community Health
Alliance

Colorado Department of Human
Services

Colorado Department of Public
Health and Environment

Colorado Division of Insurance

Colorado Gives Foundation

Colorado Springs Health
Foundation

Connect for Health Colorado

Delta Dental Foundation of
Colorado

Denver Human Services

Denver Regional Council of
Governments

Gary Philanthropy Community
Foundation

Intermountain Health

Kaiser Foundation

Metro Area Health Alliance

Mile High United Way

Tax Help Colorado

Thornton Community Connections

Social Security Administration



PROGRAMS AND BENEFICIARIES

Our Food Delivery Program

Benefits in Action provided boxes filled with fresh and non-perishable foods to our neighbors who faced barriers to accessing nutritious meals.



Benefit Navigators

Our benefit navigators help our community members apply for benefits that support financial security, food assistance, and access to health care by connecting them with programs like SNAP, Medicare, Connect for Health for Colorado, Medicaid, and other essential resources.



Outreach and Education

In 2024, we reached more than 18,000 individuals through our outreach efforts, delivering informative presentations and engaging online educational sessions on Medicare, Social Security, and other vital resources to empower and support our community.



Unhoused Case Management

In collaboration with the Colorado Safe Parking Initiative, Benefits in Action provides essential care and case management to unhoused individuals and families sleeping in their vehicles.



Every Statistic IS A STORY



We served **17,500** neighbors across the state, helping them access resources & supports.



We helped **12,300** individuals gain access to healthcare via health benefit applications.



12,600 households received assistance with vital food benefits via SNAP.



15,745 boxes of food were delivered to 8,675 households in Adams, Arapahoe, Denver, Jefferson Counties.

VITAL PROGRAMS. INCREDIBLE PEOPLE!

Our programs make a real difference, but it's our supporters who make it all possible. Every day, we connect people to food, healthcare, financial support, and essential services. Through initiatives like Medicare navigation, SNAP and disability benefit assistance, tax preparation, and food delivery, we help create a healthier, more supported community. But none of this would be possible without our volunteers, advocates and donors. On behalf of the Benefits in Action team, thank you for your support.



Paulette's Story

FROM CRISIS TO CONFIDENCE

When Paulette came to us, she was in danger of losing her home, and had lost all hope. Overwhelmed by her health care costs she didn't know whether to pay for housing, food or medical bills. Our expert navigators were there for her. They uncovered benefits she did not know she qualified for—help with her Medicare premium, and no-cost tax help—support that brought her peace of mind and help she desperately needed.

"Not only did you help me navigate and apply for these benefits, you also set up phone appointments with volunteer experts who answered questions I had about Medicare... I remain tremendously grateful for benefits I didn't even know were available until Benefits In Action helped me obtain them. It is not an exaggeration to say that I am still in my own home, in a community of which I've been a part of for more than 30 years, thanks to Benefits In Action."



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