



Program Purpose

The purpose of the Public Safety Officers' Benefits Program is to provide death benefits to survivors of fallen law enforcement officers, firefighters, and other first responders, in addition to disability benefits for officers catastrophically injured in the line of duty, and educational assistance to spouses and children of public safety officers who were killed or totally and permanently disabled in the line of duty.

Program Goals

The Public Safety Officers' Benefits Program's central goals are:

- To ensure that all death, disability, and education benefits claims are processed accurately and efficiently.
- To serve as a support resource for public safety officers and their families.

PSOB Benefit Amount

Fiscal Year	Death and Disability Benefit	Educational Assistance Benefit
2018	\$ 350,079.00	\$ 1,041.00
2017	\$ 343,589.00	\$ 1,024.00
2016	\$ 339,881.00	\$ 1,021.00

The amount of the death and disability benefit is adjusted annually to reflect alterations to the Bureau of Labor Statistics' Consumer Price Index. For more information about the PSOB benefit amounts, visit www.PSOB.gov.

The PSOB Performance Measures Brief is prepared by the PSOB Office to track death and disability benefits claims, as well as evaluate program performance measures. Several measures are included in this report to evaluate program performance, including received applications; received, determined, approved, and denied claims; and measures of central tendency, such as mean and median. The mean is calculated by adding the number of days to process claims determined in a month, then dividing by the total number of claims determined. The median is calculated by listing, from the fewest number of days to the most, all claims determined in a month, then finding the "middle number." All reported data represent the six-month period from July 2017 to December 2017, unless otherwise noted.

Report Highlights

- At the PSOB Office level, the number of determined claims continued to rise in December, which directly contributed to the reduction of the active claims inventory. When compared to the same six month period in 2016, 47% more claims were determined at the PSOB Office level from July to December 2017. Additionally, the active claims inventory decreased 20% in the past 12-months.
- In December, 33 applications were initiated, and one claim was received, at the PSOB Office level.

Performance Measure 1: Number of claims determined by level of review

		July	Aug.	Sept.	Oct.	Nov.	Dec.
PSOB Office	Determined	63	63	66	50	65	32
	Approved	55	53	62	25	31	22
	Denied	8	10	4	25	34	10
Hearing Officer	Determined	4	1	3	5	1	0
	Approved	0	0	2	0	0	0
BJA Director	Determined	1	4	1	2	3	0
	Approved	1	2	1	1	1	0
	Denied	0	2	0	1	2	0

Table 1.

Table 1 shows both the total number of claims determined each month, and the number of approved and denied claims. While the number of determined claims declined in December, 47% more claims were determined than during the same 6-month-period in 2016. At the PSOB Office level, 73% of all claims determined were approvals.

Performance Measure 2: Average days to determine claims

		July	Aug.	Sept.	Oct.	Nov.	Dec.
PSOB Office	Mean	663	690	767	1022	813	553
	Median	474	482	415	925	746	347
	Max.	2537	2718	3187	3028	2151	2111
	Min.	89	72	51	87	98	104
Hearing Officer	Mean	921	1209	1915	801	786	0
	Median	767	1209	1068	539	786	0
	Max.	1924	1209	3850	1888	786	0
BJA Director	Mean	1	1186	750	1695	1963	0
	Median	1	279	750	375	2223	0
	Max.	1	2166	750	3195	3142	0
	Min.	1	591	750	194	525	0

Table 2.

The number of days it takes to determine a claim is the calculated duration between when a claim number is assigned and when a claim is determined. It is important to note, as older and more complex claims are determined, the average number of days to determine a claim will increase.

Performance Measure 3: Inventory of active claims by level of review

	December	Percentage
PSOB Office	546	75%
Hearing Officer	122	17%
BJA Director	56	8%

Table 3.

Table 3 shows the total amount of active claims at the end of December 2017. The majority of claims were active at the PSOB Office level (75%), followed by 17 percent at the Hearing Officer level, and 8 percent at the BJA Director level. There were 724 active claims at the end of the reporting period, a 22 percent decrease in the previous six months.

Performance Measure 4: Number of days pending for active claims

	Mean	Median	Max.	Min.
PSOB Office	770	447	3935	14
Hearing Officer	794	478	4060	46
BJA Director	524	295	2762	60

Table 4.

Table 4 shows the number of days that active claims have been pending at each level of review at the end of this reporting period, including the mean, the median, the oldest and the youngest claims in the inventory. Pending claims at the PSOB Office level are in many cases awaiting the submission of documents or claim-related materials.

Performance Measure 5: Claims received and claims determined

		July	Aug.	Sept.	Oct.	Nov.	Dec.
PSOB Office	Received	31*	41*	42*	0	1	1
	Determined	63	63	66	50	65	32
Hearing Officer	Received	0	7	6	0	0	5
	Determined	4	1	3	5	1	0
BJA Director	Received	2	4	1	1	2	1
	Determined	1	4	1	2	3	0

*Application classification not yet implemented

Table 5.

Received claims are new claims that have been assigned a claim number during a reporting period, which subsequently become active claims. Determined claims are claims that have been adjudicated at the respective level of review, meaning a decision has been rendered on the claim.