



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
2017	\$ 343,589.00	\$ 1,024.00
2016	\$ 339,881.00	\$ 1,021.00
2015	\$ 339,310.00	\$ 1,018.00

The amount of the death and disability benefit is adjusted annually to reflect alterations to the Bureau of Labor Statistics' Consumer Price Index.

Performance Measure 3: Active claims by level of review

	March	Percentage
PSOB Office	756	84%
Hearing Officer	110	12%
BJA Director	38	4%

Table 3.

Table 3 shows the total amount of active claims at the end of March 2017. The majority of claims were active at the PSOB Office level (84%), followed by 12 percent at the Hearing Officer level, and finally 4 percent at the BJA Director level. There were 904 total active claims at the end of the reporting period.

Summary

The Public Safety Officers' Benefits Program Performance Measures Brief is prepared by the PSOB Office to track death and disability benefits claims, as well as evaluate program performance measures over time. All reported data represent the six-month period from October 2016 to March 2017, unless otherwise noted.

Report Highlights

- Due to the increase in the number of claims determined in March, the inventory of active claims decreased, with fewer active claims at the end of the reporting period (904) than there were at the end of the previous three months.
- Of the 179 claims that were determined at the PSOB Office level over the six-month reporting period, 71 percent were approvals and 29 percent were denials.
- At the Hearing Officer level, five out of six months had more claims determined than received, and overall more claims were determined (29) than received (12). Similarly at the BJA Director level, 14 claims were determined during the reporting period, and 10 were received.

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

		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
PSOB Office	Determined	17	9	31	31	34	57
	Approved	9	7	20	28	17	46
	Denied	8	2	11	3	17	11
Hearing Officer	Determined	5	3	6	4	6	5
	Approved	0	1	2	1	0	1
	Denied	5	2	4	3	6	4
BJA Director	Determined	2	0	3	8	0	1
	Approved	0	0	3	3	0	1
	Denied	2	0	0	5	0	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 was relatively stable throughout the reporting period, March exceeded all other months.

Performance Measure 4: Number of days pending for active claims

	Avg. Days	Max. Days	Min. Days
PSOB Office	753	3654	24
Hearing Officer	928	3779	33
BJA Director	854	3009	14

Table 4.

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

Performance Measure 2: Average days to determine claims

		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
PSOB Office	Average Days	598	622	908	802	845	635
	Max. Days	1283	1872	3435	3009	2506	2359
	Min. Days	94	156	126	143	121	124
Hearing Officer	Average Days	1094	493	513	1497	811	967
	Max. Days	2014	565	724	2947	1671	1774
	Min. Days	516	433	337	434	252	396
BJA Director	Average Days	1266	N/A	64	756	0	321
	Max. Days	2140	N/A	135	2027	0	321
	Min. Days	392	N/A	7	6	0	321

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 5: Claims received and claims determined

		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
PSOB Office	Received	40	23	33	25	30	41
	Determined	17	9	31	31	34	57
Hearing Officer	Received	0	2	0	0	3	7
	Determined	5	3	6	4	6	5
BJA Director	Received	0	3	3	1	3	0
	Determined	2	0	3	8	0	1

Table 5.

Received claims are the number of 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.