



## 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. For more information about the PSOB benefit amounts, visit [www.PSOB.gov](http://www.PSOB.gov).

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. Several measures are included in this report to evaluate program performance, including received, determined, approved, and denied claims, as well as 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 November 2016 to April 2017, unless otherwise noted.

## Report Highlights

- At the PSOB Office level, more claims were determined than received for the fourth consecutive month, leading to a decrease in the overall inventory of active claims. At all three levels of review, the combined number of active claims at the end of the reporting period (897) was at its lowest number in six months.
- Of the 202 claims that were determined at the PSOB Office level over the six-month reporting period, 73 percent were approvals and 27 percent were denials.
- At the PSOB Office level, April had the lowest median days to determine claims in the six month reporting period.

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

		Nov.	Dec.	Jan.	Feb.	Mar.	April
PSOB Office	Determined	9	31	31	34	57	40
	Approved	7	20	28	17	46	29
	Denied	2	11	3	17	11	11
Hearing Officer	Determined	3	6	4	6	5	5
	Approved	1	2	1	0	1	0
	Denied	2	4	3	6	4	5
BJA Director	Determined	0	3	8	0	1	1
	Approved	0	3	3	0	1	1
	Denied	0	0	5	0	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 remained stable throughout the reporting period, March and April had the two highest number of claims determined when compared to all other months in the reporting period.

### Performance Measure 2: Average days to determine claims

		Nov.	Dec.	Jan.	Feb.	Mar.	April
PSOB Office	Mean	622	908	802	845	635	719
	Median	487	775	547	870	508	468
	Max.	1872	3435	3009	2506	2359	2829
	Min.	156	126	143	121	124	89
Hearing Officer	Mean	493	513	1497	811	967	1278
	Median	481	520	1303	725	469	600
	Max.	565	724	2947	1671	1774	2217
	Min.	433	337	434	252	396	287
BJA Director	Mean	N/A	64	756	N/A	321	589
	Median	N/A	49	458	N/A	321	589
	Max.	N/A	135	2027	N/A	321	589
	Min.	N/A	7	6	N/A	321	589

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

	April	Percentage
PSOB Office	743	83%
Hearing Officer	117	13%
BJA Director	37	4%

Table 3.

Table 3 shows the total amount of active claims at the end of April 2017. The majority of claims were active at the PSOB Office level (83%), followed by 13 percent at the Hearing Officer level, and 4 percent at the BJA Director level. There were 897 active claims at the end of the reporting period, a 4.4 percent decrease over the past 6 months.

### Performance Measure 4: Number of days pending for active claims

	Mean	Median	Max.	Min.
PSOB Office	753	482	3677	19
Hearing Officer	870	639	3802	27
BJA Director	884	556	3032	37

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

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

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.