



## 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 January 2017 to June 2017, unless otherwise noted.

## Report Highlights

- At the PSOB Office level, more claims were determined than received in five of the six months included in the reporting period, which contributed 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 was 920, a 1 percent decrease since January 2017.
- Of the 231 claims that were determined at the PSOB Office level over the six-month reporting period, 77 percent were approvals and 23 percent were denials.
- At the PSOB Office level, the median number of days to determine a claim decreased 9 percent over the six-month reporting period, and the mean number decreased 4 percent.

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

		Jan.	Feb.	Mar.	April	May	June
PSOB Office	Determined	31	34	57	40	44	25
	Approved	28	17	46	29	37	21
	Denied	3	17	11	11	7	4
Hearing Officer	Determined	4	6	5	5	5	3
	Approved	1	0	1	0	1	0
	Denied	3	6	4	5	4	3
BJA Director	Determined	8	0	1	1	1	1
	Approved	3	0	1	1	1	1
	Denied	5	0	0	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. The number of determined claims decreased in June, however the percentage of approved claims remained stable throughout the six month reporting period.

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

		Jan.	Feb.	Mar.	April	May	June
PSOB Office	Mean	802	845	635	719	715	770
	Median	547	870	508	468	438	497
	Max.	3009	2506	2359	2829	3657	2575
	Min.	143	121	124	89	66	97
Hearing Officer	Mean	1497	811	967	1278	673	763
	Median	1303	725	469	600	687	816
	Max.	2947	1671	1774	2217	1330	829
	Min.	434	252	396	287	252	643
BJA Director	Mean	756	N/A	321	589	23	57
	Median	458	N/A	321	589	23	57
	Max.	2027	N/A	321	589	23	57
	Min.	6	N/A	321	589	23	57

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

	June	Percentage
PSOB Office	764	83%
Hearing Officer	111	13%
BJA Director	45	4%

Table 3.

Table 3 shows the total amount of active claims at the end of June 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 920 active claims at the end of the reporting period, a 1.1 percent decrease over the past six months.

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

	Mean	Median	Max.	Min.
PSOB Office	733	478	3735	2
Hearing Officer	928	631	3860	44
BJA Director	782	473	3090	24

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

		Jan.	Feb.	Mar.	April	May	June
PSOB Office	Received	25	30	41	23	33	28
	Determined	31	34	57	40	44	25
Hearing Officer	Received	0	3	7	5	4	0
	Determined	4	6	5	5	5	3
BJA Director	Received	1	3	0	3	7	3
	Determined	8	0	1	1	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.