



## 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 March 2017 to August 2017, unless otherwise noted.

## Report Highlights

- In the past six months alone, 292 claims were determined at the PSOB Office level, a 31 percent increase when compared to the previous six-month reporting period. Additionally, August matched July for the highest number of claims determined during the reporting period, with 33 percent more claims being determined than received.
- August's high determination numbers also contributed to a continued decrease in the inventory of active claims. With 881 active claims at all three levels of review, the inventory dropped 6.25 percent in the previous 10-month period.
- While the median number of days to determine a claim increased slightly from July at the PSOB Office level, there has been an overall decrease across the six-month reporting period.

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

		Mar.	April	May	June	July	Aug.
PSOB Office	Determined	57	40	44	25	63	63
	Approved	46	29	37	21	55	53
	Denied	11	11	7	4	8	10
Hearing Officer	Determined	5	5	5	3	4	1
	Approved	1	0	1	0	0	0
	Denied	4	5	4	3	4	1
BJA Director	Determined	1	1	1	1	1	4
	Approved	1	1	1	1	1	2
	Denied	0	0	0	0	0	2

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 at the PSOB Office level remained high in August, contributing to the highest two-month total of determined and approved claims in the previous year.

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

		Mar.	April	May	June	July	Aug.
PSOB Office	Mean	635	719	715	770	663	690
	Median	508	468	438	497	474	482
	Max.	2359	2829	3657	2575	2537	2718
	Min.	124	89	66	97	89	72
Hearing Officer	Mean	967	1278	673	763	921	1209
	Median	469	600	687	816	767	1209
	Max.	1774	2217	1330	829	1924	1209
	Min.	396	287	252	643	227	1209
BJA Director	Mean	321	589	23	57	1	1186
	Median	321	589	23	57	1	279
	Max.	321	589	23	57	1	2166
	Min.	321	589	23	57	1	591

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

	August	Percentage
PSOB Office	716	81%
Hearing Officer	119	14%
BJA Director	46	5%

Table 3.

Table 3 shows the total amount of active claims at the end of August 2017. The majority of claims were active at the PSOB Office level (81%), followed by 14 percent at the Hearing Officer level, and 5 percent at the BJA Director level. There were 881 active claims at the end of the reporting period, a 2.6 percent decrease over the past six months.

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

	Mean	Median	Max.	Min.
PSOB Office	726	441	3795	0
Hearing Officer	887	638	3920	14
BJA Director	676	636	3150	16

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

		Mar.	April	May	June	July	Aug.
PSOB Office	Received	41	23	33	28	31	41
	Determined	57	40	44	25	63	62
Hearing Officer	Received	7	5	4	0	0	7
	Determined	5	5	5	3	4	1
BJA Director	Received	0	3	7	3	2	4
	Determined	1	1	1	1	1	4

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.