



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 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 April 2017 to September 2017, unless otherwise noted.

Report Highlights

- September exceeded all other months in the annual reporting period for both the number of claims determined in a month (66), and the lowest median days to determine a claim (415).
- In the past six months alone, 33% more claims were determined (301) than received (198) at the PSOB Office level, 85% of which were approvals.
- The inventory of active claims reached its lowest point in the previous year, with 837 active claims at all three levels of review. The 10% decrease in active claims over the past 12 months is due to the large number of claims determined, particularly in August and September, which coincides with the end of the fiscal year.

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

		April	May	June	July	Aug.	Sept.
PSOB Office	Determined	40	44	25	63	63	66
	Approved	29	37	21	55	53	62
	Denied	11	7	4	8	10	4
Hearing Officer	Determined	5	5	3	4	1	3
	Approved	0	1	0	0	0	2
	Denied	5	4	3	4	1	1
BJA Director	Determined	1	1	1	1	4	1
	Approved	1	1	1	1	2	1
	Denied	0	0	0	0	2	0

Table 1.

Table 1 shows both the total number of claims determined each month, and the number of approved and denied claims. For the third consecutive month, more than 60 claims were determined at the PSOB Office level in September, contributing to the highest three-month total of determined and approved claims in the past year.

Performance Measure 2: Average days to determine claims

		April	May	June	July	Aug.	Sept.
PSOB Office	Mean	719	715	770	663	690	767
	Median	468	438	497	474	482	415
	Max.	2829	3657	2575	2537	2718	3187
	Min.	89	66	97	89	72	51
Hearing Officer	Mean	1278	673	763	921	1209	1915
	Median	600	687	816	767	1209	1068
	Max.	2217	1330	829	1924	1209	3850
	Min.	287	252	643	227	1209	826
BJA Director	Mean	589	23	57	1	1186	750
	Median	589	23	57	1	279	750
	Max.	589	23	57	1	2166	750
	Min.	589	23	57	1	591	750

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

	September	Percentage
PSOB Office	669	80%
Hearing Officer	122	15%
BJA Director	46	5%

Table 3.

Table 3 shows the total amount of active claims at the end of September 2017. The majority of claims were active at the PSOB Office level (80%), followed by 15 percent at the Hearing Officer level, and 5 percent at the BJA Director level. There were 837 active claims at the end of the reporting period, a 10 percent decrease over the past six months.

Performance Measure 4: Number of days pending for active claims

	Mean	Median	Max.	Min.
PSOB Office	714	434	3826	13
Hearing Officer	867	517	3951	24
BJA Director	690	334	3181	25

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

		April	May	June	July	Aug.	Sept.
PSOB Office	Received	23	33	28	31	41	42
	Determined	40	44	25	63	63	66
Hearing Officer	Received	5	4	0	0	7	6
	Determined	5	5	3	4	1	3
BJA Director	Received	3	7	3	2	4	1
	Determined	1	1	1	1	4	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.