



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 May 2017 to October 2017, unless otherwise noted.

Report Highlights

- The inventory of active claims continued to decrease in October, with 778 active claims at all three levels of review. The 17% decrease in active claims over the past year is due in large part to the number of claims determined in July, August and September.
- Due to the large number of older and complex claims from the active claims inventory that were determined in October, both the mean and median number of days to determine claims increased substantially.
- In the previous six months, 81% of all claims determined at the PSOB Office level were approvals.

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

		May	June	July	Aug.	Sept.	Oct.
PSOB Office	Determined	44	25	63	63	66	50
	Approved	37	21	55	53	62	25
	Denied	7	4	8	10	4	25
Hearing Officer	Determined	5	3	4	1	3	5
	Approved	1	0	0	0	2	0
	Denied	4	3	4	1	1	5
BJA Director	Determined	1	1	1	4	1	2
	Approved	1	1	1	2	1	1
	Denied	0	0	0	2	0	1

Table 1.

Table 1 shows both the total number of claims determined each month, and the number of approved and denied claims. Despite an equal number of claims being approved and denied in October, when looking at the previous six months overall, 81% of all claims determined at the PSOB Office level were approvals.

Performance Measure 2: Average days to determine claims

		May	June	July	Aug.	Sept.	Oct.
PSOB Office	Mean	715	770	663	690	767	1022
	Median	438	497	474	482	415	925
	Max.	3657	2575	2537	2718	3187	3028
	Min.	66	97	89	72	51	87
Hearing Officer	Mean	673	763	921	1209	1915	801
	Median	687	816	767	1209	1068	539
	Max.	1330	829	1924	1209	3850	1888
	Min.	252	643	227	1209	826	339
BJA Director	Mean	23	57	1	1186	750	1695
	Median	23	57	1	279	750	375
	Max.	23	57	1	2166	750	3195
	Min.	23	57	1	591	750	194

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

	October	Percentage
PSOB Office	605	78%
Hearing Officer	118	15%
BJA Director	55	7%

Table 3.

Table 3 shows the total amount of active claims at the end of October 2017. The majority of claims were active at the PSOB Office level (78%), followed by 15 percent at the Hearing Officer level, and 5 percent at the BJA Director level. There were 778 active claims at the end of the reporting period, a decrease of more than 15 percent in the previous six months.

Performance Measure 4: Number of days pending for active claims

	Mean	Median	Max.	Min.
PSOB Office	718	436	3861	48
Hearing Officer	881	497	3986	59
BJA Director	564	1059	3131	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

		May	June	July	Aug.	Sept.	Oct.
PSOB Office	Received	33	28	31	41	42	0
	Determined	44	25	63	63	66	50
Hearing Officer	Received	4	0	0	7	6	0
	Determined	5	3	4	1	3	5
BJA Director	Received	7	3	2	4	1	1
	Determined	1	1	1	4	1	2

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.