



## 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](http://www.PSOB.gov).

The PSOB 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, and 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 June 2017 to November 2017, unless otherwise noted.

## Report Highlights

- With the October 10, 2017 release of the new PSOB 2.0 online portal, an application receives a claim number once basic required documents are submitted and the application is complete. At the PSOB Office level, 29 applications were initiated in November.
- The inventory of active claims continued to decrease in November, with 759 active claims at all three levels of review, which is a 19% inventory reduction in the past 12 months.
- When compared to the same three-month reporting period in 2016, 42% more claims were determined at the PSOB Office level from September to November 2017.

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

		June	July	Aug.	Sept.	Oct.	Nov.
PSOB Office	Determined	25	63	63	66	50	65
	Approved	21	55	53	62	25	31
	Denied	4	8	10	4	25	34
Hearing Officer	Determined	3	4	1	3	5	1
	Approved	0	0	0	2	0	0
	Denied	3	4	1	1	5	1
BJA Director	Determined	1	1	4	1	2	3
	Approved	1	1	2	1	1	1
	Denied	0	0	2	0	1	2

Table 1.

Table 1 shows both the total number of claims determined each month, and the number of approved and denied claims. At the PSOB Office level, determined claims exceeded 60 claims for the third time in four months. Over the six-month period, 74% of all claims determined at the PSOB Office level were approvals.

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

		June	July	Aug.	Sept.	Oct.	Nov.
PSOB Office	Mean	770	663	690	767	1022	813
	Median	497	474	482	415	925	746
	Max.	2575	2537	2718	3187	3028	2151
	Min.	97	89	72	51	87	98
Hearing Officer	Mean	763	921	1209	1915	801	786
	Median	816	767	1209	1068	539	786
	Max.	829	1924	1209	3850	1888	786
	Min.	643	227	1209	826	339	786
BJA Director	Mean	57	1	1186	750	1695	1963
	Median	57	1	279	750	375	2223
	Max.	57	1	2166	750	3195	3142
	Min.	57	1	591	750	194	525

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

	November	Percentage
PSOB Office	586	77%
Hearing Officer	114	15%
BJA Director	59	8%

Table 3.

Table 3 shows the total amount of active claims at the end of November 2017. The majority of claims were active at the PSOB Office level (77%), followed by 15 percent at the Hearing Officer level, and 8 percent at the BJA Director level. There were 759 active claims at the end of the reporting period, a 21 percent decrease in the previous six months.

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

	Mean	Median	Max.	Min.
PSOB Office	724	399	3882	60
Hearing Officer	907	476	4007	80
BJA Director	490	1104	2709	7

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

		June	July	Aug.	Sept.	Oct.	Nov.
PSOB Office	Received	28*	31*	41*	42*	0	1
	Determined	25	63	63	66	50	65
Hearing Officer	Received	0	0	7	6	0	0
	Determined	3	4	1	3	5	1
BJA Director	Received	3	2	4	1	1	2
	Determined	1	1	4	1	2	3

\*Application classification not yet implemented

Table 5.

Received claims are new claims that have been assigned a claim number during a reporting period. Determined claims are claims that have been adjudicated at the respective level of review, meaning a decision has been rendered on the claim.