



LEOFF 2 Ombudsman Program Annual Report

December 18, 2024

About the Program

- Provides individual disability and survivor consultation to LEOFF 2 members and their dependents.
- Works with outside agencies to assist on behalf of members.
- Maintains a network of federal, state, and local disability and survivor resources.
- Identifies roadblocks running counter to stakeholder interests and addresses systemic issues.
- Makes recommendations for changes to policies or procedures.
- Conducts educational presentations to employers and stakeholder groups on disability and survivor options for their employees and constituents.

Background Information

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- Ombuds Position established in 2013 under budget bill HB 1057
 - First Ombuds hired June 2014
 - Growing needs led to:
 - Additional part-time Ombuds July 2021 - June 2023
 - Converted into full-time additional Ombuds beginning October 2023
 - Maturing program requires formalization of structure, systems and practices:
 - Official training program
 - Program charter
 - Accountability

Brief Overview

Standards of Practice

- Confidential
- Neutral
- Independent
- Informal

Brief Overview

What our visitors can expect:

- Interview to understand circumstances
- Information on benefits they may be eligible for, and customized options based on their circumstances
- Information on how each of the benefits work together
- Mediation on issues as they arise
- Assistance through step of each process they undergo

July 2023 – June 2024 Data

Caseload

- 138 New Cases, worked 264 times
- 69 Duty Disability Process, 5 Issues
- 7 Catastrophic Disability Process and Issues
- 9 Line Of Duty Death Process, 2 Issues
- 26 LNI Process, 3 Issues
- 43 Presumptive
- 8 Service Retirements
- 8 Tuition Waivers
- 29 Other

July 2023 – June 2024 Data

Who We Serve

- Occupation: 83 FFs, 41 LEOs, 14 Other
- Status: 69 Active, 30 Retired, 3 Separated, 36 Other
- Average Age: 52
- Average Years of Service: 22

July 2023 – June 2024 Data

Other Ombuds Activities

- Professional Development
 - 10 hours DEI, 1.5 hours Security Training
 - LNI Virtual Trainings
 - Jessica – IOA Foundations Course (Jan)
 - Jessica – IFEBP Overview of Disability Plans Certification (Feb)
 - 3.5 Days IOA Annual Conference (Mar)
 - Tammy - Master's Degree (Jun)
- Outreach Events
 - WACOPS Fall and Spring Member Meetings
 - Cancer Support Network Training Conference
 - Seattle Local 27 Winter Meeting
 - WSCFF Education Conference and Annual Convention
 - WASPC Spring Expo
- Support for Informational Videos
- Prepared Tuition Waivers Letters
- Updated Promotional Materials

Questions?

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More Info: leoff.wa.gov/benefits-ombudsman

Informational Videos: leoff.wa.gov/member-resources/board-videos



Ombudsman Services

Let us help you navigate the systems for every benefit you are entitled to.

Assistance for line-of-duty injuries and deaths. Our goal is to provide a one-stop service to navigate benefits at the local, state, and federal levels.

This includes benefits related to:

- Labor and Industries Benefits
- LEOFF 2 Pensions
- Social Security
- Public Safety Officer Benefits
- Employer/Union benefits such as:
 - health insurance
 - long term disability
 - leave options
 - and more

For Members:

We provide information, resources, and options customized to individual circumstances.

During our visit, we will review and discuss:

- Your current status
- Your current benefits
- Eligibility criteria for additional benefits
- How and when to access benefits to maximize
- What to expect
- Rights and responsibilities of all parties

End of Life Assistance

Survivor benefits
Eligibility requirements
How to access
What to expect
Preparing your family

We will be with you throughout this journey to answer questions, provide next steps, and provide personalized care.

Other Program Services:

- Maintains a network of federal, state, and local disability and survivor resources.
- Identifies roadblocks that counter stakeholder interests and tracks problem areas.
- Makes recommendations for changes to policies or procedures.
- Conducts educational presentations to employers and stakeholder groups on disability and survivor options for their LEOFF 2 employees.

CONNECT WITH US:

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Please be mindful of including private and confidential information via email. Thank you.