



LEOFF 2 Ombudsman Program Annual Report

December 17, 2025

About the Ombuds

The mission of the Ombuds Program is to provide members and their families with confidential and impartial assistance to identify and obtain benefits and services for which they may qualify. The Ombuds Program services are voluntary and paid for by LEOFF Plan 2.

The LEOFF 2 Ombuds are specialized, providing expertise in the field of death and disability benefits.

Standards of Practice

Our services are:

- Confidential – we protect member privacy
- Impartial – we advocate for fair practices, not specific outcomes
- Independent – we work to avoid outside influences

About the Program

Our why:

- Death and disability benefits are highly complex, involving multiple local, state, and federal entities.
- LEOFF 2 members are often unaware of benefits they may qualify for and struggle to navigate the systems of accessing and maintaining benefits.
- The processes, procedures, and how they all work together can be overwhelming and confusing to many.

We serve:

- LEOFF 2 members, their families and all stakeholder groups.

Our Intended Outcome

End goal is to be:

- Accurate with the information
- Clear in our delivery
- Concise and to the point
- Specific to the individual's situation

And to provide:

- Information
- Resources
- Options

The Member Experience

The Ombuds is contacted by a member with death or disability questions. These questions vary in context.

- What do I do?
- Should I apply for benefits?
- What if I can't go back to work?
- Do I need to get an attorney?
- What happens if I pass away?

The Member Experience

Often, the Ombuds will request a Zoom meeting to discuss the member's circumstances in more detail. At these meetings we provide:

- Information on benefits
- Options regarding each benefit
- Information on timing and the application process
- Answers to their questions
- Resources or assistance when questions or issues arise
- Peace of mind that they have someone to call upon when circumstances change

Administrative Update

Since the last time we met, the Ombuds and leadership teams have worked together to complete the following tasks:

- Development of a mission statement and charter
- Data collection and reporting process reviewed and updated
- Transitioned from a formal training program to a hands-on learning process

Administrative Update

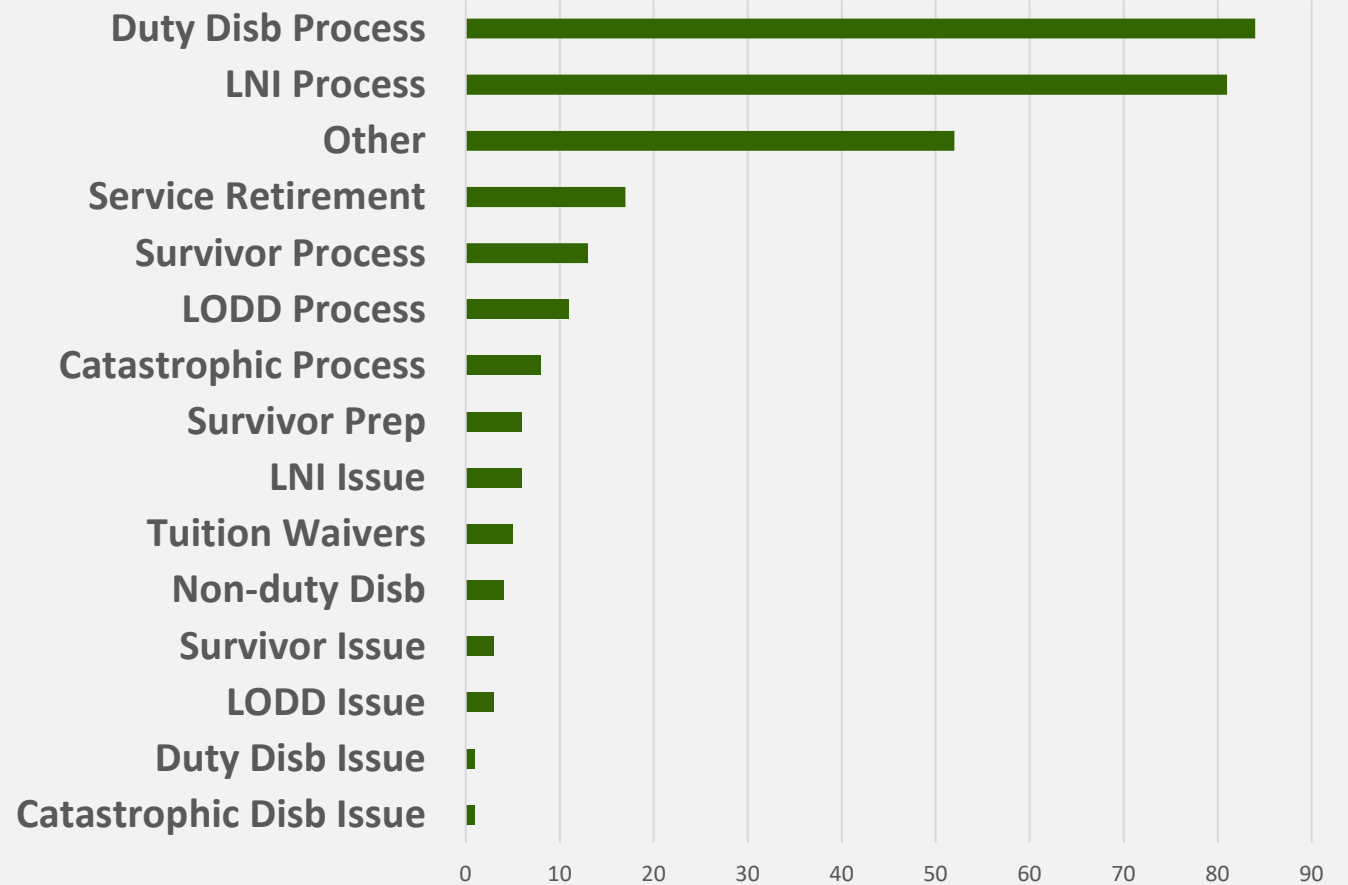
Pending projects include:

- Establishing measurements for:
 - Workload management
 - Casework outcomes
- Implementing a customer survey
- Developing a written records retention policy

July 2024 – June 2025 Data

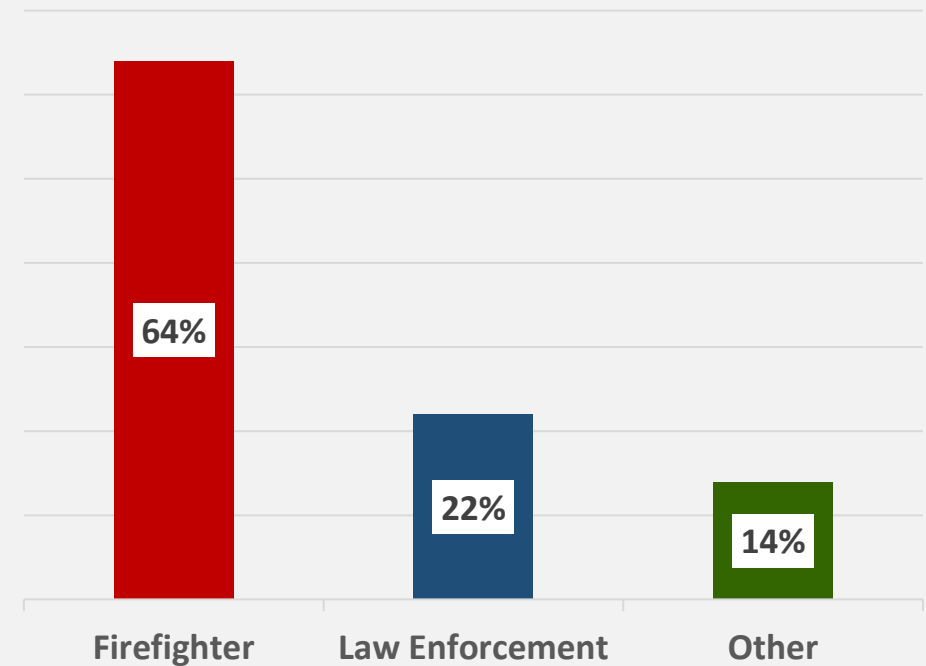
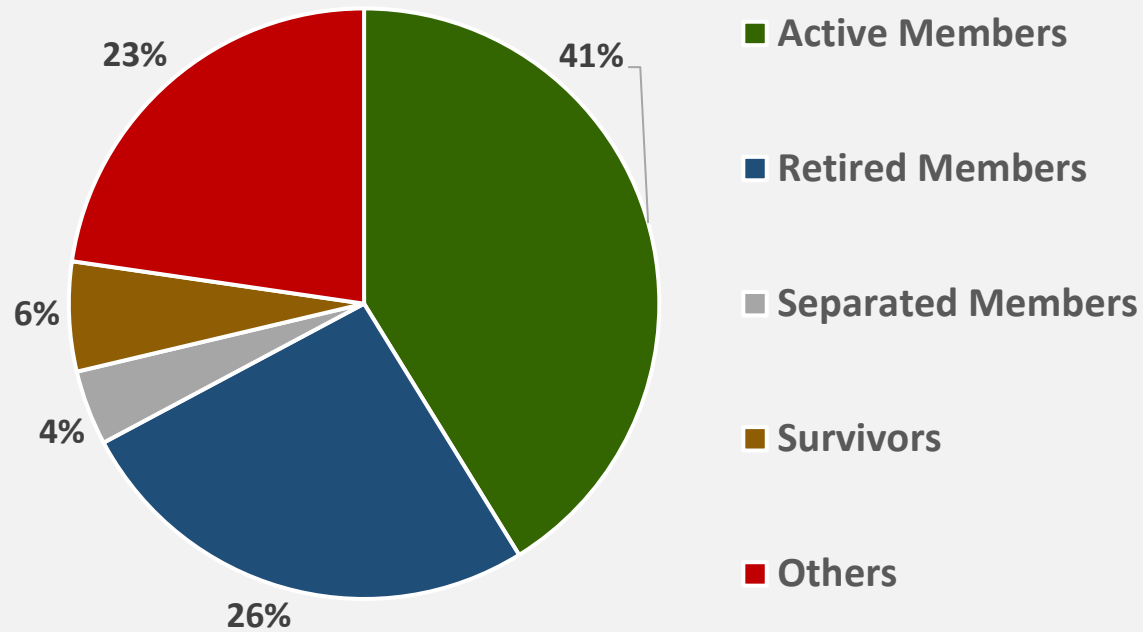
Caseload Snapshot

- 216 Cases
 - 154 Ombuds Specialty
 - 62 Others



July 2024 – June 2025 Data

Demographics Served



Other Ombuds Activities

Outreach Events

- WACOPS Fall and Spring Member Meetings
- Cancer Foundation Training Conference
- Seattle FF Local 27 Financial Wellness Spring Event
- WSCFF Education Conference and Annual Convention
- WASPC Spring Conference and Expo

Professional Development

Tammy

- COFO LE Panel Discussion (1 hr)
- COFO Annual Conference (1 day)
- USOA Annual Conference (3 days)
- LNI Claims Process Project (3 hrs)

Jessica

- IFEBP CAPPP Part 1 Certificate (2 days)
- IFEBP CAPPP Part 2 Certificate (2 days)
- COFO Annual Conference (1 day)
- USOA Annual Conference (3 days)
- LNI Claims Process Project (3 hrs)

Questions?

Tammy Sadler

Lead Benefits Ombuds

(360) 586-2324

tammy.sadler@leoff.wa.gov

leoff.wa.gov/benefits-ombudsman

