

FAQs



ThomasLefebvre/Unsplash

PUBLIC SAFETY OFFICERS' EDUCATIONAL ASSISTANCE (PSOEA) PROGRAM

I have not applied for the education benefit yet. Who do I contact with questions?

Please email AskPSOB@usdoj.gov and provide your name and phone number. An Education Specialist will contact you to discuss your questions.

Can I apply for benefits prior to starting school?

Yes. You will need your enrollment verification, schedule, and tuition statement to submit your payment application.

What documentation is required to apply for education benefits?

- Enrollment verification stating the term's start and end dates and student status (full-time, three-quarter-time, half-time, less-than-half-time). You can normally get this document from the Registrar's office. It is different from the schedule of classes.
- Schedule (if applying prospectively) and/or grades for the terms (if applying retroactively).

- Tuition statement. Please provide your billing statement, **NOT** your payment statement or cost of attendance.

I served in the military and now I'm beyond the age of eligibility. Do I get an extension for military service?

Each military service extension request is reviewed for consideration. Please contact your Education Specialist to discuss further.

For Public Safety Officers' Benefits Program (PSOB) benefit purposes, how can I find out if a particular institution of higher education, like a college, university, and trade school, is eligible?

An eligible institution must be "Title IV" compliant. You can find this information on your school's website or by contacting the Registrar. Please contact your Education Specialist if you have any additional questions.



Is there a time limit to use the education benefit?

Children of fallen or catastrophically injured Public Safety Officers who have an approved PSOB determination are generally eligible for classes taken from the date of their Public Safety Officer's passing or catastrophic injury through to the date of their 27th birthday. Spouses of fallen or injured Officers are eligible throughout their lifetime. Both spouses and children are eligible for 45 months of full-time attendance at approved institutions.

How is the eligibility benefit amount calculated?

The eligibility benefit amount is calculated by taking the number of months within the school term (for example a semester) multiplied by the reimbursement rate that pertains to the dates of school attendance. For instance: Spring 2023 attendance dates (per the enrollment verification) are 1/18/2023 to 5/9/2023 (16 weeks = 4 months). The reimbursement rate for this period is \$1,401.00 per month. The calculation is 4 months multiplied by \$1,401.00. The eligible benefit amount for the Spring 2023 term would be \$5,604.00. The actual amount received may be lower due to other assistance received or out-of-pocket expenses.

What is the current reimbursement rate?

The PSOEAE Program provides a maximum of \$404 per month of full-time education for classes taken before or during October 1998. The allowance has increased over time and, for classes taken on or after October 1, 2023, students are eligible for a maximum of \$1,488.00 per month of full-time attendance. (The amount is proportionately less for part-time education and is also dependent on educational expenses, dates of class attendance, and other factors.) Please be aware that students may receive a decreased PSOEAE award depending on the amount of other educational assistance that they have received. For applicants requesting prospective assistance, the PSOEAE Program offers payment for one term at a time.

What grade point average do I have to maintain to be eligible for education benefits?

The minimum GPA required to continue receiving assistance through the PSOEAE Program is 2.0. Future PSOEAE payments may be limited or discontinued if the GPA for subsequent terms does not reach the minimum level.

What is the review process and how long does it take to process my education claim?

After your Education Specialist confirms that all the documentation needed to process your payment application has been received, it will undergo a PSOB Office review and possibly a legal review. While actual times may vary based on the complexity of the claim, the review process typically takes approximately 8-12 weeks (actual times may vary).

How do I receive my payment?

After your initial claim is approved, you will complete a banking form (ACH form) so payment can be made to you via electronic deposit. For any subsequent claims, the payment will be deposited to that account on file. If your banking information changes at any time, please contact your Education Specialist to receive a new ACH form to update your information.

Who do I contact if I have any questions regarding my pending payment?

Please contact the Office of the Chief Financial Officer - Customer Service Center, by phone at 800-458-0786, or via email at Control.DeskOJP@usdoj.gov.

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