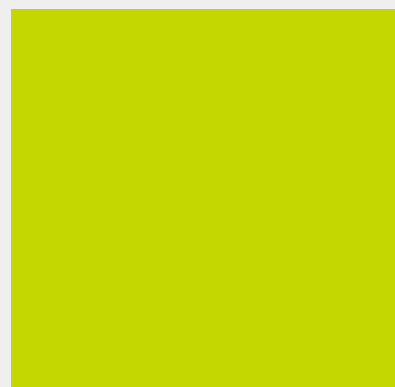


2024

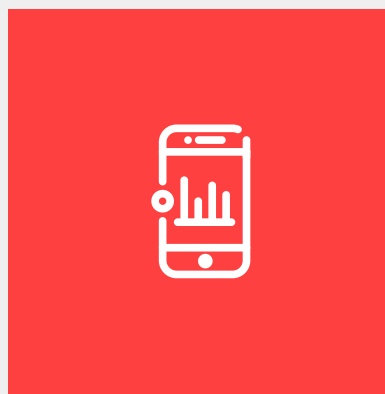


# Annual Report

We are shaping  
the future of  
workers compensation



Explore More



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# President's Message

It's been a year of momentum and progress at the Delaware Compensation Rating Bureau. In 2024, we continued to evolve — not just in what we do, but in how we do it. With a renewed strategic vision guiding our path, we've leaned into innovation, prioritized insight, and sharpened our focus on delivering exceptional value to our stakeholders across Delaware's workers compensation system.

This annual report — presented once again in a refreshed and modern format — aligns with the spirit of our second Workers Compensation Symposium, a moment of collective reflection and shared purpose. It showcases how we're working smarter, reaching further, and shaping a future built on credibility, clarity, and service.

Over the past year, we've taken decisive steps to turn vision into action. From the advancement of our business intelligence platform, WorkComp360, to the successful execution of an online residual market application process known as the Delaware Insurance Plan Manager, the introduction of credit cards and ACH for deposit premiums and the implementation of Delaware's revised Experience Rating Plan, our efforts reflect the priorities we hold dear: data integrity, member support, transparent communication, and operational excellence.

Our focus remains clear:

- Supporting our members.
- Strengthening data quality and modernization.
- Developing internal talent.
- Driving forward-looking technology.
- Expanding research and outreach.

And in every area, we've made measurable progress:

## Organizational Excellence

- Integrated strategic prioritization and the 9-box succession planning model
- Advanced internal audit and advisory partnerships
- Modernized accounting and operational workflows
- Launched new employee recognition and performance programs
- Strengthened project management and document governance practices



**William Taylor**

President / CEO

# President's Message

## Innovation & Products

- Launched the Delaware Insurance Plan Manager (DIPM) platform and executed the use of credit cards and ACH for payment of deposit premiums
- Filed and implemented the revised Delaware Experience Rating Plan
- Made key enhancements to the Field Office File Assignment (FOFA) system
- Advanced development and beta testing of WorkComp360
- Initiated transition from three to five industry groups to align with classification structures used in other jurisdiction and to align with PCRB's 2025 implementation to enhance consistency and comparability across state lines.
- Published research briefs offering timely, actionable insights



## Communications & Engagement

- Expanded our digital footprint through elevated branding strategies including social media
- Released new educational videos and hosted interactive webinars
- Produced engaging issues of Premium Blend and held regular Town Halls to foster transparency and connection

## Technology & Infrastructure

- Refined the Optimus platform and executed major IT deployments (DevOps, Wi-Fi, Entra ID)
- Deployed a new enterprise HR platform via ADP
- Initiated the buildout and redesign of our flagship website

None of these milestones would have been possible without the DCRB team. Their adaptability, innovation, and deep sense of purpose fuel everything we do. I'm profoundly grateful for their dedication and proud of all we've accomplished together.

To our members, partners, and colleagues — thank you. Your support strengthens our resolve and sharpens our focus. We remain honored to serve as your trusted source for workers compensation data, research, and regulatory insight.

And as I prepare to retire from DCRB in early 2026, I do so with deep appreciation and full confidence in what lies ahead. The foundation we've built — and the values we uphold — ensure that the future of this organization is not only secure, but bright.

With sincere gratitude and optimism,

*William Taylor*

10 Years of  
Distinguished  
Service as  
President/CEO

Curious,  
Responsible  
Leadership Yielding  
Technology &  
Cultural  
Transformation



# Core Functions

The DCRB is committed to providing the highest possible levels of service to its members, those members' insureds, regulators, legislators, other governmental offices and the workers of Delaware covered under the Workers Compensation Act. During 2024, the DCRB staff and its membership engaged in the following efforts and accomplishments:

## Setting the Pace in Actuarial Advancement

In 2024, the Delaware Compensation Rating Bureau made significant strides in strengthening its actuarial capabilities and advancing its data infrastructure — all in service of a fairer, more responsive workers compensation system.

A highlight of the year was the implementation of Delaware's revised Experience Rating Plan, effective December 1, 2024. This long-anticipated update modernizes the way experience modifications are calculated and reflects DCRB's commitment to aligning with best practices across the industry.

At the same time, we accelerated development of WorkComp360, our business intelligence and analytics platform, which reached final beta testing thanks in part to a Carnegie Mellon University capstone project. This milestone marks a transformative leap in how we deliver insights to stakeholders and help shape the future of claims analysis and decision-making.

We also welcomed our first in-house data scientist in 2024, enhancing our modeling capacity and bolstering our ability to conduct deeper, more timely research. This investment in data science will continue to position DCRB at the forefront of actuarial advancement in the years ahead.

## Informing, Educating, and Engaging

DCRB's communications and outreach efforts were elevated in 2024 to better inform, engage, and support both internal and external audiences. This included replacing our legacy email tool with a modern HTML platform that provides greater flexibility, automation, and data-driven targeting capabilities.

## 2024 FILINGS

Number	Subject
2405	F-Classification Filing Effective: 12/01/24   Approved
2404	Manual Housekeeping Revisions to Section 2 of the Basic Effective: 12/01/24   Approved: 10/25/24
2403	Residual Market Rates, Voluntary Market Loss Costs and Designated Auditable Payroll Effective: 12/1/24   Approved: 10/15/24   Amended: 10/11/24
2402	Experience Rating Plan Revisions Effective: 12/01/24   Approved: 08/07/24
2401	Delaware Workers Compensation Insurance Plan Revisions Effective: 08/01/24   Approved: 08/05/24

We also launched Premium Blend — a vibrant, digital magazine-style newsletter designed to keep our staff, board members, and committee members informed about key initiatives, project milestones, and employee highlights. Regular Town Halls and strategically timed webinars complemented these efforts, fostering transparency and reinforcing our values of openness and accessibility.

Our educational and promotional materials were also refreshed with a cleaner visual identity and more narrative-forward language, underscoring our commitment to clarity and impact. Every communication — whether an internal update or a public-facing webinar — reflected DCRB's ongoing evolution as a trusted, essential, and objective resource.

# Core Functions

## Advancing Data Integrity and Reporting Standards

At DCRB, data is more than an obligation. It's the foundation for accuracy, equity, and insight in the workers compensation system. In 2024, we continued to raise the bar for our data collection and reporting programs, making important strides in quality, timeliness, and transparency.

## Driving Accuracy with Financial Data

The Financial Data Manager (FDM) played a pivotal role in the 2023 reporting cycle, enabling members to proactively address data issues before submission and avoid unnecessary penalties. As a result of updated assessment structures, Financial Data Incentive Program (FDIP) assessments totaled \$220,723 in 2024. These enhancements reflect DCRB's commitment to modern compliance tools and aligning data quality initiatives with member needs.

## Strengthening Unit Statistical Reporting

Our oversight of unit data reporting continued to mature in 2024. While transmission accuracy improved, due in large part to the Unit Data Manager (UDM), delays in submissions led to increased incentive charges, totaling \$36,290 compared to \$32,515 in 2023. We remain focused on helping members meet deadlines and improve the timeliness of submissions through continued education and data validation tools.

## Gaining Insight from Indemnity Data

The Indemnity Data Call has become a critical

source for understanding cost drivers and policy impacts. Since launching in 2020, it has enabled greater visibility into indemnity payment structures. In 2024 alone, DCRB processed over 14,000 quarterly and 36,000 transactional records — data that informs filings, guides policy conversations, and enhances our research capabilities.

## Leading with Medical Data Analytics

Since the inception of the Medical Data Call in 2010, DCRB has processed more than 5.6 million medical records, accounting for over \$804 million in benefits. In 2024, we published a comprehensive study, Prescription Drug Trends in Delaware Workers' Compensation: 2012–2022, offering actionable insights into medication usage and pricing. We also implemented new data fields, like NPI and ZIP+4, to enhance legislative analysis and provider-level research.

## Ensuring Consistency through Test Audits

Our Test Audit Program continued to serve as a key quality assurance mechanism. The adjusted four-quarter difference ratio remained stable at 12.5%, well below the program standard of 20% and consistent with prior years. These results underscore DCRB's focus on premium audit integrity and industry-wide accuracy.

Looking ahead, we will continue refining our data programs to meet the evolving needs of regulators, insurers, and the workers compensation community. By delivering timely, credible, and actionable information, DCRB remains a trusted source for data that drives decisions.

**\$220,723**

FDIP Program  
Assessments

**\$36,290**

Unit Statistical  
Plan Fines

**Financial Data  
Manager (FDM)  
Accelerates  
Data Quality**

**Newer Data Set for  
Indemnity Data Call  
Provides Increased  
Detail**

# Core Functions

## Passage of SB306 Improves Workplace Safety Program Eligibility

In a landmark step for workplace safety and premium equity, Delaware passed Senate Bill 306 in 2024 — a reform effort led by Governor John Carney, Insurance Commissioner Trinidad Navarro, and the Delaware Insurance Department.

The legislation revamps the Workplace Safety Program (WSP) and ties eligibility

directly to the revised Experience Rating Plan. Employers with at least \$5,000 in Delaware-only premium over a three-year period are now automatically eligible for safety credits — a change expected to improve access and deliver measurable cost savings.

DCRB played an instrumental role in advancing this legislation, collaborating with the Department of Insurance, the Delaware Chamber of Commerce, and Insurance Agents & Brokers to promote awareness and ensure widespread adoption.

### STRATEGIC PRIORITIES



Data  
Modernization  
& Quality



Focus on  
Members



Develop  
Talent



Expanded  
Research  
& Outreach



Enable  
Technology



# Committee Activities

Strong governance remains a foundational element of the DCRB's ongoing success and operational resilience. In 2024, our Governing Board and Committees continued to serve as essential stewards of our mission, offering strategic guidance, advancing accountability, and helping ensure that the organization remains responsive to the needs of our members and the broader workers compensation community.

## GOVERNING BOARD

### Strategic Stewardship

The DCRB Governing Board holds general charge and oversight of the organization's operations, aligning our strategic direction with member priorities and evolving marketplace dynamics. In 2024, the Board met three times virtually, focusing on aligning project execution with our strategic roadmap, overseeing fiscal management, and evaluating enterprise risk management practices. Board discussions emphasized member value, operational transparency, and

BOARD MEMBER	TERM EXPIRES
American Home Assurance Company	2026
AXA XL Insurance Company	2027
Liberty Mutual Insurance Company (Chair)	2025
National Federation of Independent Business	2025
PMA Insurance Company (Vice Chair)	2027
Travelers Property & Casualty Company	2025
Zurich Insurance Company	2026

continued organizational adaptability. In addition, the Board reviewed and reaffirmed our expense allocation methodology in conjunction with our Pennsylvania counterpart, ensuring consistency and equity in financial operations.

## CLASSIFICATION & RATING COMMITTEE

### Ensuring Accountability

This Committee functions as a technical review body, evaluating recommendations related to classification rules, loss cost filings, and underwriting procedures. In 2024, the Committee met once, providing critical review and approval of changes to classification structures and rating plan methodologies. The Committee also serves as the appellate body for parties seeking review of DCRB classification decisions. Its role helps ensure procedural fairness, technical

BOARD MEMBER	TERM EXPIRES
AXA XL Insurance Company	2027
Builders & Remodelers Association of Delaware	2025
Eastern Alliance Insurance Company	2026
Liberty Mutual Insurance Company	2027
Nationwide Insurance Company	2026
Travelers Property & Casualty Company	2025
Zenith Insurance Company	2025

accuracy, and transparency in the assignment of classification codes. One public member vacancy remains open — an opportunity to further broaden the diversity of expertise on this important body.



# Committee Activities

## ACTUARIAL COMMITTEE

### Analytical Rigor

The Actuarial Committee plays a pivotal role in maintaining the integrity and credibility of the DCRB's analytical frameworks. Meeting twice in 2024, the Committee reviewed updates to actuarial models used in rate and loss cost filings, examined the impact of external market trends on filing assumptions, and provided insight into emerging data sources such as the Indemnity and Medical Data Calls. The

#### BOARD MEMBER

#### TERM EXPIRES

AXA XL Insurance Company	2027
Donegal Mutual Insurance Company	2025
Hartford Accident & Indemnity Company	2025
PMA Insurance Company	2026
Technology Insurance Company	2027
Travelers Property and Casualty Company	2026

group's feedback helps strengthen the foundation of our actuarial work and supports consistency and reliability in our filings and research.

## NOMINATING COMMITTEE

### Building the Future of Governance

Each year, the Nominating Committee is tasked with developing a slate of nominees for the DCRB Governing Board and its standing Committees. Drawing from member and stakeholder submissions, the Committee reviewed all candidate nominations and

#### BOARD MEMBER

#### TERM EXPIRES

Liberty Mutual Insurance Company	2026
Nationwide Insurance Company	2025
PMA Insurance Company	2027

convened virtually to finalize its recommendations for the 2025 governance cycle. The process ensures a robust, representative, and strategically aligned leadership pipeline that reflects the diversity and expertise of Delaware's insurance community.

We extend our sincere appreciation to all Committee and Board members. Their insights, engagement, and dedication are vital to DCRB's mission and success. Together, they help ensure that our organization remains accountable, adaptive, and aligned with the long-term interests of our members and the marketplace.

# 7

PCRB team members passed their Workers Compensation Professional (WCP) exam in 2024 and traveled with leadership to Charleston, S.C., to receive their WCP designation.





# Operational Reports

## CLASSIFICATION

The classification function monitors and authorizes classifications for employers to ensure that the rating value(s) applied reflects the exposure(s) present in each business enterprise. The unit is also responsible for continuously updating the classification system, responding to requests for classification analysis from employers, trade associations and the industry and reviewing individual case reports for proper classification assignments to verify that losses are being included in the correct classification. In 2024 the Classification Department responded to 585 outside inquiries.

**585**  
Outside  
Inquiries

## FIELD SURVEY PROGRAM

In order to assure that operations of employers are properly classified the DCRB devotes a significant portion of its resources to on-site surveys of employer facilities. A DCRB field representative will visit the employer's place of business, interview the employer or another appropriate representative and observe the operations being conducted. A written report is prepared for review by a DCRB classification analyst, after which the insurer will be notified of the DCRB classification assignment and, if required, directed to correct erroneous assignments. During 2024 the DCRB issued 34 surveys.

**34**  
Surveys



# Operational Reports

## POLICY EXAMINATION (POLICY REPORTING)

An important activity of policy reporting is the capture of policy coverage data. As the records repository for proof of insurance, this area maintains records of all insured Delaware employers through an alphabetical index system. This function provides information for claims adjudication and enforcement of statutory coverage requirements to the Delaware Department of Labor.

Each year the policy reporting area typically processes over 150,000 transactions consisting of policies, endorsements, and cancellation and reinstatement notices. This function is necessary to monitor employer compliance with coverage requirements, assure insurance company compliance with Department of Insurance regulations and statutory requirements, and facilitate data collection. As part of the review process, carrier representatives send inquiries to DCRB members when probable errors in the reported information are detected. During 2024 policy reporting examined 177,745 documents for proper application of experience modifications, merit rating adjustments, carrier rating values, employer classifications, duplicate coverage, and proper use of approved forms. The policy reporting area continues its commitment to the accurate and timely collection of data.

## EXPERIENCE RATING (RATING RULES)

Experience rating is an important element of the workers compensation pricing mechanism and adjusts the manual premium for eligible employers to reflect their previous loss experience. The basic objectives of experience rating are to distribute the cost of workers compensation equitably among the employers assigned to an industry classification and to provide a direct financial incentive for employers to reduce work-related accidents and control the costs of accidents that do occur.

The Experience Rating & Pricing Programs area is responsible for the timely issuance of experience rating modifications and providing an explanation of experience rating rules while the Underwriting & Coverage Compliance area is responsible for investigating and administering changes in ownership, and entity status, and determining which entities may contribute data to a risk's rating. Staff within these areas have full knowledge of the Delaware Experience Rating Plan. Both areas maintain a qualified staff of individuals providing professional assistance with experience rating rules and procedures.

Timely issuance of experience ratings remains a DCRB objective. Overall departmental production in all areas increases yearly.

**178K**  
**Documents**  
**Examined**

# Operational Reports

## MERIT RATING PROGRAM

The Delaware Merit Rating Program was implemented on July 1, 1999. This plan grants premium discounts or assesses premium surcharges to most employers who do not qualify under the uniform Experience Rating Plan, based on the number of lost-time claims they have incurred.

## PENNSYLVANIA CONSTRUCTION CLASSIFICATION PREMIUM ADJUSTMENT PROGRAM

The Delaware Construction Classification Premium Adjustment Program (DCCPAP) was implemented on July 1, 1990. During the course of 2024, 273 applications were processed by the DCRB. Approximately, 35% of the credits applied for in 2024 fell within the 21 to 30 percent range.

## DELAWARE WORKPLACE SAFETY PROGRAM

The Workplace Safety Program was implemented on February 1, 1989. This program offers five to 19 percent credits to eligible employers that pass a workplace safety inspection(s). The Department of Insurance authorized 932 employers to receive such credit in 2024.

## DELAWARE WORKERS COMPENSATION INSURANCE PLAN (DEWCIP)

The DEWCIP is an assigned risk program providing those employers unable to secure coverage in the voluntary market with a means of insuring their operations through a designated carrier, as required under the State Workers Compensation Act.

The DCRB launched a new application system in late May of 2023 that allows agents the ease of electronic application submission and payment for deposit premiums. The DCRB received 590 applications and processed over 305 employer applications in 2024. The Delaware Insurance Plan Depopulation Listing helps to facilitate the potential placement of employers currently insured through the Delaware Insurance Plan in the voluntary market.

During 2024, 118 employers previously insured through the DEWCIP secured voluntary market insurance coverage.

**305**  
DEWCIP  
Applications  
Processed





# Membership

410

Total  
Members

## NEW MEMBERS (13)

Midvale Indemnity Company  
Omaha National Insurance Company  
WorkPartners National, Inc.  
Republic Fire & Casualty Insurance Company  
Travelers Commercial Casualty Company  
Clear Spring American Insurance Company  
Clear Spring Casualty Company  
Clear Spring National Insurance Company  
Erie Insurance Company  
Erie Insurance Company of New York  
Erie Insurance Exchange  
Erie Insurance Property/Casualty Company  
Flagship city Insurance Company



# Exhibits

## Total Policies, Endorsements, and Cancellations/Reinstatements

January 1, 2024 to December 31, 2024

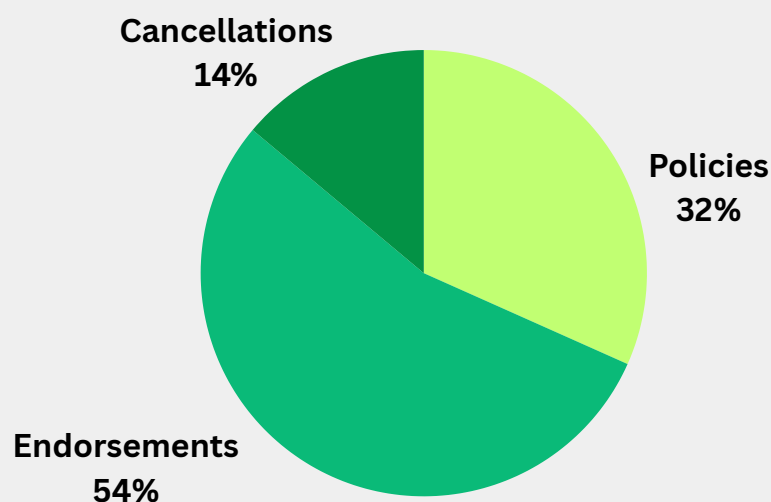
	**** One-Year			Three-Year	
Month of Process (1)	Policies * (2)	Endorsements** (3)	Cancellations*** (4)	Fixed Rate (5)	Annual Anniversary (6)
Total	63,381	108,868	27,833	0	21
January	5,341	9,141	2,742	0	0
February	4,881	10,073	2,247	0	0
March	5,116	8,728	2,451	0	0
April	5,480	8,460	2,306	0	0
May	6,345	11,085	2,533	0	0
June	5,090	9,129	2,142	0	0
July	5,597	9,434	2,498	0	0
August	5,186	9,083	2,273	0	0
September	4,116	7,858	2,113	0	0
October	5,493	9,392	2,328	0	6
November	4,961	8,501	2,005	0	1
December	5,075	7,984	2,195	0	14

\* Policy documents received, including not taken, duplicate coverage, replacements, etc.

\*\* Separately filed endorsements

\*\*\* Includes reinstatements

\*\*\*\* Total of one-year and fixed rate/annual 3-year policies

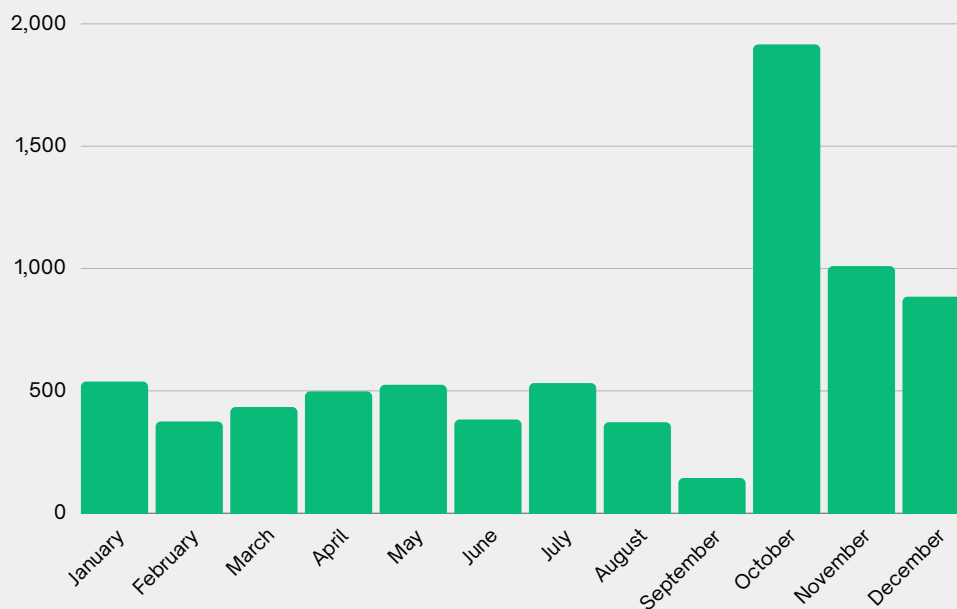




## Experience Ratings

January 1, 2024 to December 31, 2024

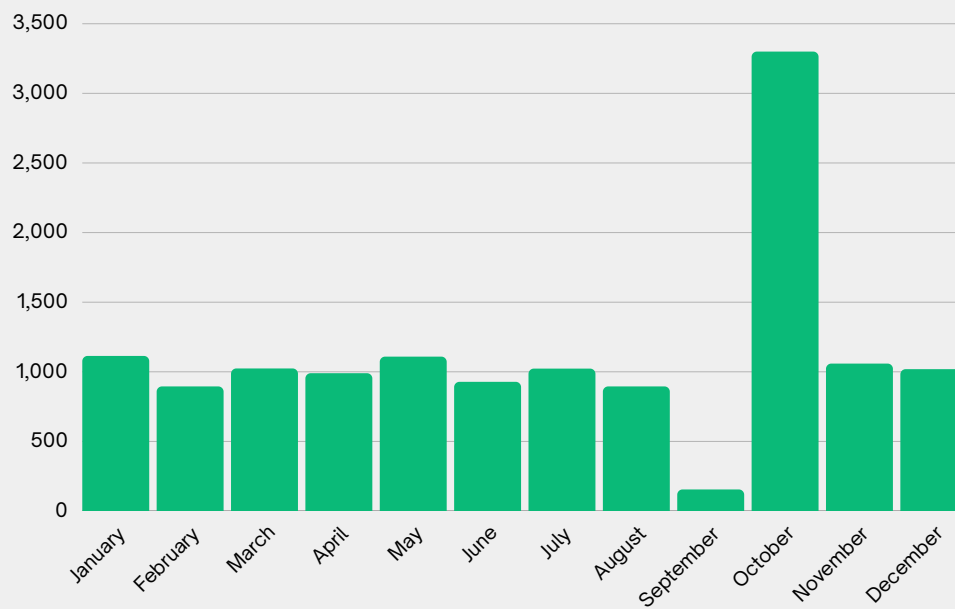
Effective Month	Total Ratings	Percentage
January	538	7.07%
February	375	4.93%
March	434	5.70%
April	498	6.54%
May	525	6.90%
June	383	5.03%
July	532	6.99%
August	372	4.89%
September	144	1.89%
October	1,916	25.17%
November	1,010	13.27%
December	885	11.63%
<b>Totals</b>	<b>7,612</b>	<b>100.00%</b>



## Merit Ratings

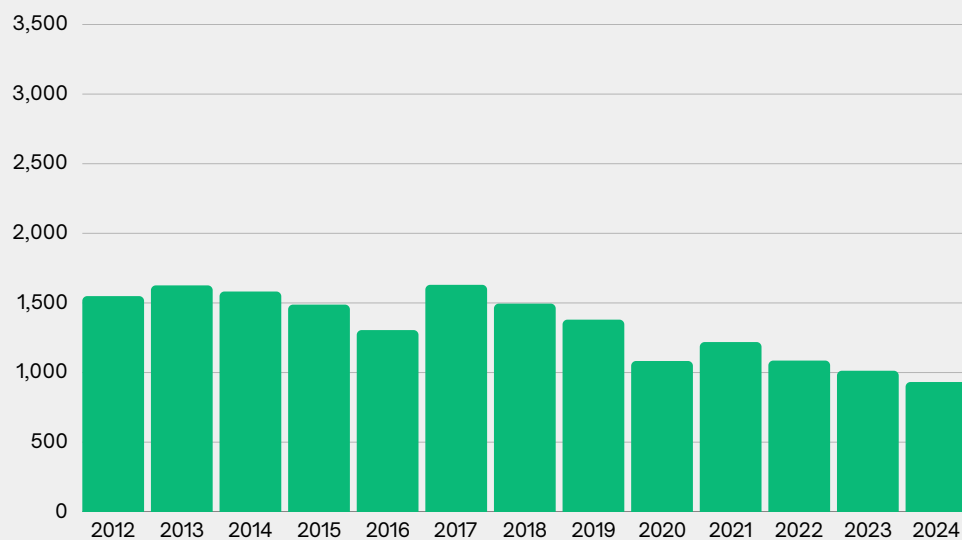
January 1, 2024 to December 31, 2024

Effective Month	Total Ratings	Percentage
January	1,114	8.25%
February	895	6.62%
March	1,024	7.58%
April	990	7.33%
May	1,109	8.21%
June	928	6.87%
July	1,023	7.57%
August	895	6.62%
September	155	1.15%
October	3,300	24.42%
November	1,059	7.84%
December	1,019	7.54%
<b>Totals</b>	<b>13,511</b>	<b>100.00%</b>

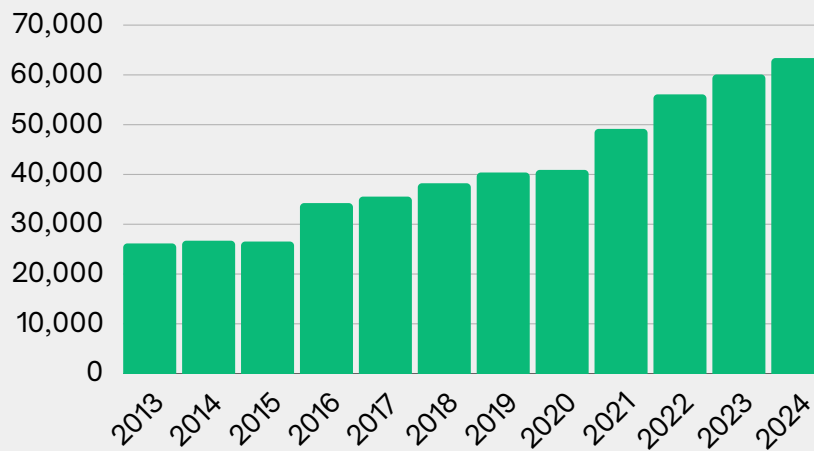


## Delaware Workplace Safety Program

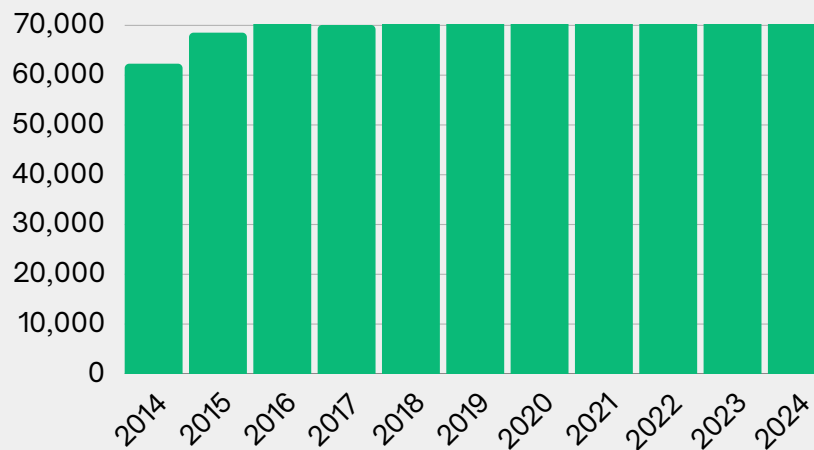
Number of Employers Receiving Credits By Year



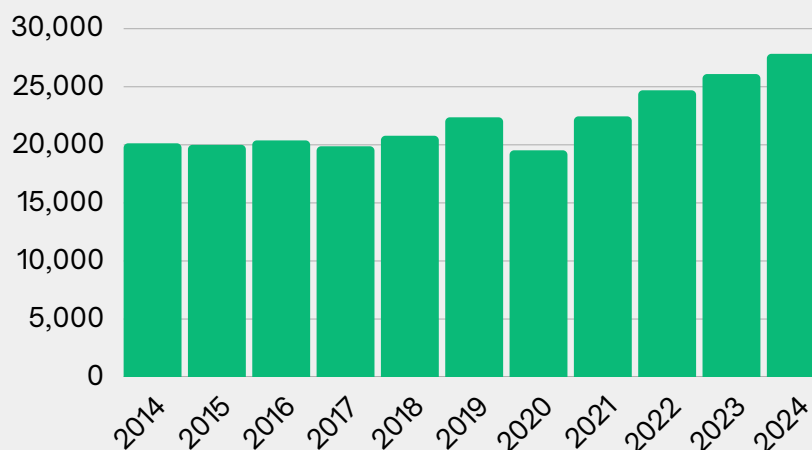
## Policies Processed



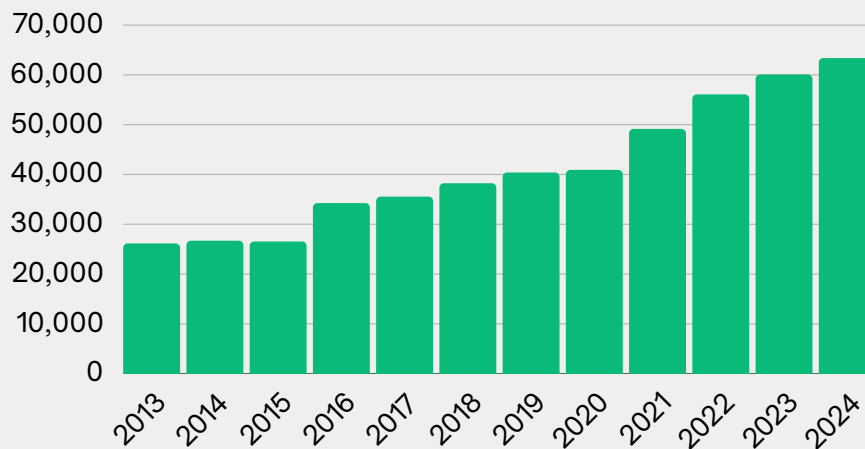
## Endorsements Processed



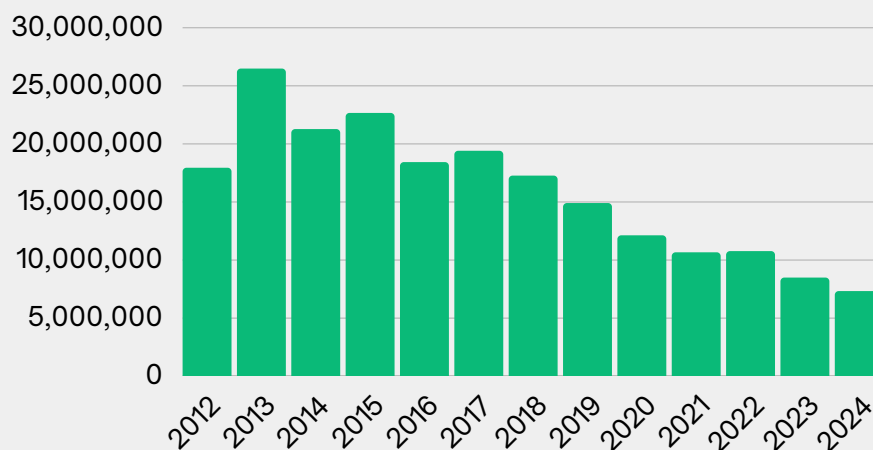
## Cancellations/Reinstatements Processed



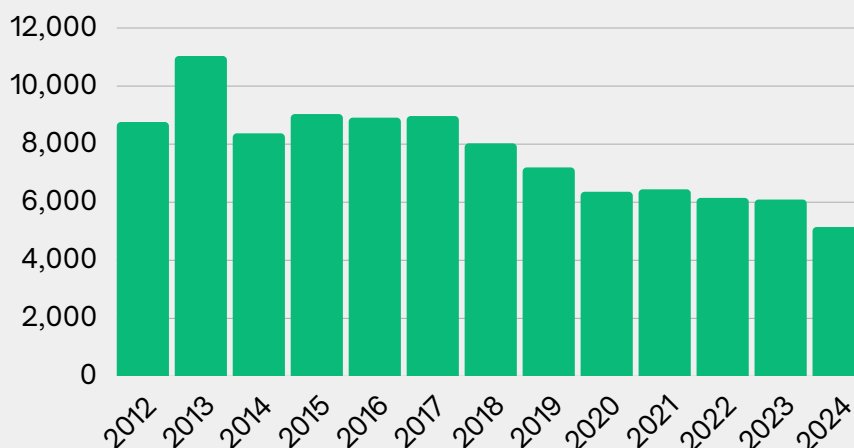
## Assigned Risk Participants Per Year



## Assigned Risk Premium Per Year

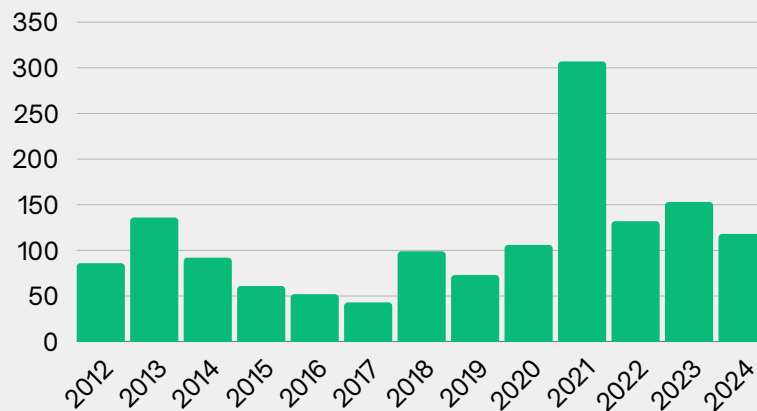


## Average Assigned Risk Premium Per Year

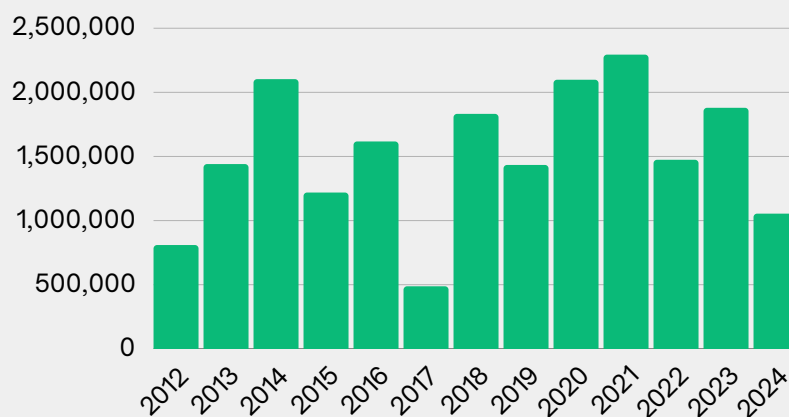




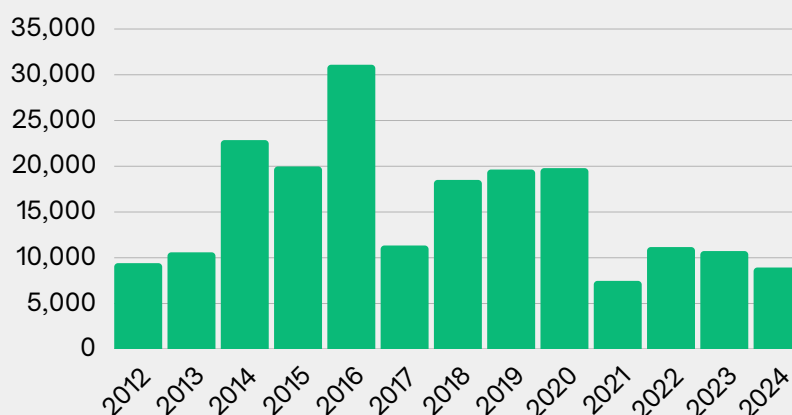
## Prior Year Delaware Insurance Plan Risks



## Delaware Insurance Plan Depopulation - Prior Year Premium for Risks Obtaining Voluntary Market Coverage



## Delaware Insurance Plan Depopulation - Prior Year Average Premium for Risks Obtaining Voluntary Market Coverage



## USR Submissions by Policy Year & Type of Report

Type of Report	Total Reports	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
First	46,258	51	22	38	70	94	283	2,422	5,240	15,523	22,515
Second	3,633	59	12	10	42	47	188	536	1,047	1,692	
Third	1,189	12	9	10	29	47	194	363	525		
Fourth	1,246	36	46	86	160	290	133				
Fifth	756	35	52	64	149	115					
Sixth	446	45	73	89	119						
Seventh	303	43	52	74							
Eighth	205	44	87								
Ninth	137	52	85								
Tenth	77	77									
<b>Total</b>	<b>52,274</b>	<b>188</b>	<b>110</b>	<b>129</b>	<b>231</b>	<b>287</b>	<b>1,074</b>	<b>3,713</b>	<b>6,812</b>	<b>17,215</b>	<b>22,515</b>

**52,274**  
Total Reports





## TRUSTED | ESSENTIAL | OBJECTIVE

Founded in 1917, the **Delaware Compensation Rating Bureau, Inc. (DCRB)** is a nonprofit data collection organization serving as a trusted, essential, and objective resource that supports a healthy workers' compensation system for Delaware. DCRB provides data-driven products and services that anticipate and respond to marketplace conditions and identify emerging trends, including accurate and valuable statistical and actuarially-based information, marketplace knowledge, and rating plans. DCRB also conducts innovative research, provides educational services, and engages in outreach that delivers knowledge to empower actionable decisions.



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