



## Support Coordination Agency Census Enforcement Frequently Asked Questions (FAQ)

Effective April 1, 2025, the Division of Developmental Disabilities (Division) will begin enforcement of the Support Coordination Agency required minimum census of 60 individuals.

### 1. Why is the Division enforcing a census requirement for Support Coordination Agencies?

The requirement that Support Coordination Agencies maintain a minimum census of 60 individuals is not new. It has been in the policy manuals since the Division's transition to Fee-For-Service.

### 2. What is an Extenuating Circumstance Application?

The Division will consider an *Extenuating Circumstance Application* that is supported by evidence that indicates the agency will achieve a census of 60 or more within a 90-day period.

Application eligibility categories include:

- Unique or underserved populations
- Geographic need
- Evaluation outcomes
- Census between 50 and 60

Limitations:

- Approved *Extenuating Circumstance Applications* only extend the period for achieving a census of 60 or more by 90 days.
- Agencies with current Division sanctions may not apply for an extenuating circumstance extension.
- Agencies with an open Corrective Action Plan (CAP) may not expand services until the CAP is closed and/or sanctions resolved.

### 3. When will the Extenuating Circumstance Application be available?

The *Extenuating Circumstance Application* will be available and posted on the [Support Coordinator Information](#) webpage in September 2024.

### 4. How does census enforcement affect agencies that have a census of 60 or more?

Larger agencies may be in a position to provide technical assistance to smaller agencies or lead consolidation/merger/acquisition conversations. Larger agencies should consider the impact of smaller agency closures, particularly in terms of potential new referrals.

### 5. Will the Division provide a list of agencies that have a census less than 60?

No, the Division will not release names or a list of names of agencies with a census less than 60.

**6. Will the Division help agencies achieve a census of 60 or more?**

No, the Division does not take actions to help agencies meet the census requirement.

**7. Where can we learn more about census enforcement?**

- Census enforcement information is available on the [Support Coordinator Information](#) webpage, under a new **Support Coordination Census Enforcement** dropdown tab.
- [Support Coordination Update Webinars](#) will continue.
- [Support Coordination Trainings](#) will continue and will include trainings related to census enforcement.
- Monthly email updates will continue (sign up on [Support Coordination Listserv](#)).

**8. Our agency has a census less than 60 and we do not want to close. What are our options?**

Agencies should seek formal advisement regarding options from Boards of Directors, legal contacts, etc. Becoming approved to provide other Division-funded services may be an option for some agencies (for example, Supports Brokerage services), but will require a new application and approval through both Gainwell and the Division’s Provider Performance and Monitoring Unit (PPMU).

The Division has a training for agencies considering options, *Support Coordination Agencies Considering Operational Options and Sustainability*, which is available monthly and any time on the College of Direct Support.

**9. Our agency has a census of 55. Will the Division force us to close?**

Agencies that have a census between 50 and 60 **and** a realistic and evidence-based plan for achieving a census of 60 or more within a 90-day period may apply for an extenuating circumstance extension as long as they meet all other application criteria.

**10. If the Division approves our Extenuating Circumstance Application and we do not achieve a census of 60 or more in the 90-day period, can we apply for another extension?**

No, agencies may not apply for a second extension. All agencies approved for extenuating circumstances must achieve a census of 60 or more within the 90-day extension period.