



Support Coordination Agency Census Enforcement

Fact Sheet

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

Policy Manual Requirement

The census requirement has been in Division policy manuals since the transition to Fee-for-Service. The most recent manual updates, released in April 2024 (Version 6.0), include the following language:

Section 17.18.5.8: *Effective April 1, 2025, any Support Coordination Agency operating for 12 months or longer must serve a minimum of 60 individuals and serve at least one county. Support Coordination Agencies serving less than 60 individuals after one year of operation may not continue operations unless extenuating circumstances have been determined by the Division. The Division of Developmental Disabilities is not responsible for referring individuals to a Support Coordination Agency to meet this metric.*

Summary of Census Enforcement

- Support Coordination Agencies have until April 1, 2025 to achieve a census of 60 or more.
- New agencies have until April 1, 2025 or one year from the date they are approved as a provider of Support Coordination services, whichever is later, to achieve a census of 60 or more.
- For agencies that achieve a census of 60 or more and then experience a census loss, the Division will not take any action until/unless the census remains less than 60 for 90 days or longer.
- Agencies that have a compelling and well-documented reason for an extension will have an opportunity to submit an *Extenuating Circumstance Application*.
- Agencies that do not achieve a census of 60 by April 1, 2025 (and do not have an approved *Extenuating Circumstances Application*) will have individuals reassigned by the Division.

Extenuating Circumstance Applications

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.

- **Unique or Underserved Populations:** The agency has **demonstrated** evidence of experience and expertise serving a specific area or population **and** there is compelling evidence that the needs are otherwise unmet.
- **Geographic Need:** The agency provides Support Coordination services in geographic areas where market saturation does not exist **and** the agency can provide **demonstration** of need.
- **Evaluation Outcomes:** The agency is in Released status, and has been formally evaluated by the Support Coordination Unit and demonstrated that waiver manual requirements are met.

- **Census between 50 and 60:** The agency is in Released status and in good standing, has a census of at least 50 and compelling evidence of growth opportunities, and has been determined by the Division to have a realistic plan to achieve a census of 60 or more within a 90-day period.

Extenuating Circumstance Limitations

- 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 are resolved.
- Agencies with an approved *Extenuating Circumstance Application* must achieve a census of 60 or more within 90 days of application approval.

More information on the Extenuating Circumstance Application will be available in September 2024.

Information and Trainings

- 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](#)).