

**Support Coordination Agency *Extenuating Circumstance Application***  
**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. 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.

**1. What is an *Extenuating Circumstance Application*?**

The *Extenuating Circumstance Application* is an application used by Support Coordination Agencies to request a short-term, 90-day extension to meet the DDD policy manual requirement. 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
- Other

Limitations:

- Approved *Extenuating Circumstance Applications* extend the period for achieving a census of 60 or more by 90 days.
- Agencies with significant Division sanctions may not apply for an extenuating circumstance extension.
- Agencies with an open Corrective Action Plan (CAP) should be able to demonstrate appropriate progress.

**2. When will the *Extenuating Circumstance Application* be available?**

The *Extenuating Circumstance Application* is now available and posted on the [Support Coordination Information](#) webpage, along with an “Overview of the *Extenuating Circumstance Application*” video.

**3. What is the date by which Support Coordination Agencies must meet census requirements?**

Support Coordination Agencies **without** an approved *Extenuating Circumstance Application* must achieve a census of 60 or more by April 1, 2025.

Support Coordination Agencies **with** an approved *Extenuating Circumstance Application* must achieve a census of 60 or more by June 30, 2025.

**4. How does a Support Coordination Agency submit the *Extenuating Circumstance Application*?**

Applications and supporting materials will be uploaded to a secure portal. Detailed instructions are included on the application document.

**5. Should a Support Coordination Agency submit the *Extenuating Circumstance Application* quickly?**

There is no advantage to early submission of the *Extenuating Circumstance Application*. Agencies may want to use the time prior to the December 2, 2024 application deadline to work on census-related efforts and planning (marketing efforts, merger planning, etc.). Time might also be used to ensure the application is complete, with compelling documentation included.

**6. If a Support Coordination Agency has been open less than one year, should an application be submitted?**

If the agency will have its one-year anniversary *before* April 1, 2025, and does not expect to meet census requirements by that date, the agency is able to submit an application with compelling evidence that census will be achieved with a 90-day extension.

The Division is currently developing a process for agencies with less than 60 individuals that will have their one-year anniversary *after* 4/1/25.

**7. What should a Support Coordination Agency submit with their *Extenuating Circumstance Application*?**

Supporting documentation can include, but is not limited to, certifications or credentials, evidence of training or experience, marketing documents (including results), customer satisfaction results, staff capacity (ex: language, assignments). Agencies should ensure that documentation is related to the extenuating circumstance type.

Agencies should not solicit personal or professional letters of recommendation. Any letters of this type submitted with the application will not be reviewed.

**8. What if a Support Coordination Agency has more than one extenuating circumstance?**

Agencies are encouraged to select on the application all extenuating circumstances that apply, along with a detailed explanation and supporting documentation for each category selected.

**9. 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.

## 10. Where can a Support Coordination Agency 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](#)).