

Backup Planning and After-Hours Support FAQs for Case Managers

New: Aug. 4, 2026

When does backup planning happen and what is included in the backup plan?

Backup planning happens during enrollment with Guardian Trac (GT) and is an important part of the Agency with Choice (AwC) service process.

During backup planning, GT works with the individual to talk through what should happen if the scheduled DSW is not available or there is a gap in services. This may include identifying who the individual should contact, what steps should be taken in an emergency, whether there is a backup DSW, and whether there is a natural support person who may be able to help.

When appropriate, a natural support person may also be considered for onboarding as a DSW so they can be paid if they provide support during a gap in services.

Enrollment documentation, including the backup plan, is available to case managers (CMs) upon request.

Who should the individual contact first if there is a concern with a DSW no-show, missed shift, or backup support need?

The individual's first point of contact should be GT. This includes situations where a DSW does not show up, a scheduled shift is missed, the individual needs help using their backup plan, or there is another service-related concern.

If an individual contacts the CM about one of these concerns, the CM should refer the individual back to GT. GT is responsible for working with the individual to review the situation, look at the backup plan or available support options, and help determine next steps.

If GT is unable to assist, if the issue cannot be resolved through the backup planning process, or if case management follow-up is needed, GT will notify the CM.

What should a DSW do if they cannot work a scheduled shift?

The DSW should notify the individual and GT as soon as possible. If the individual may need help using the backup plan, GT can contact the individual to review the situation and help identify next steps.

What happens if a DSW does not show up, quits or is not available to work?

The individual should contact GT. GT will work with the individual to review the situation, use the backup plan, and identify the next possible steps. This may include contacting an identified backup DSW, reviewing available natural support, or helping the individual search the DSW registry for another support provider.

A backup DSW may not always be available right away. Availability can depend on the individual's needs, location, schedule, and whether there is an available DSW who is able to fill the shift.

If GT cannot identify support, if the backup plan does not meet the need, or if the issue creates a service gap that requires case management follow-up, GT will notify the CM.

What after-hours support is available and how does GT determine whether a concern is urgent?

GT will maintain a 24/7 number for AwC concerns that occur outside regular business hours. Calls will be documented and routed through GT's internal escalation process.

Concerns involving health, safety, abuse, neglect, or a disruption in services will be treated as urgent and should receive a response within one hour. Non-urgent concerns will be routed for follow-up during regular business hours.

GT will track the concern, document the actions taken, and communicate the outcome to the person requesting support.

How should CMs document AwC when completing Service Options Counseling or CA/PS Documentation?

Based on guidance from Policy Analysts, best practice is to document the individual's actual backup plan during the annual assessment and whenever the plan is reviewed during a direct contact. CMs should avoid general statements such as, "The agency is providing backup planning." Instead, the documentation should describe the specific backup plan GT has on file.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.



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