

A Conversation Guide for Case Managers

New: Aug. 4, 2026

Table of Contents

What is Agency with Choice (AwC)?1

Things to consider when deciding2

What GT does2

When AwC may be helpful3

What to know before choosing AwC.....3

Key takeaway4

What is Agency with Choice (AwC)?

Agency with Choice is an in-home service option that combines individual choice and direction with the structure and support of an agency. In Oregon the Agency Provider is Guardian Trac Independence (GT). A simple way to explain it is:

The individual helps choose their Direct Support Worker (DSW) and determines how services are provided based on their needs and preferences, while Guardian Trac (GT) service as the employer and helps the DSW navigate training, workplace expectations and day-to-day needs.

This allows the individual to have more involvement in who provides support and how support is provided, while GT manages agency-level employment and supports for DSWs.

Things to consider when deciding

With AwC, you can get support to:

- Help choose the DSW who supports you
- Share your routines, preferences, and needs
- Explain how you want support provided in your home
- Be involved in scheduling within your approved service hours
- Talk with GT if you have questions or concerns about your DSW

AwC may be helpful if you want more involvement in who supports you, but you also want agency support, such as DSW onboarding, employment paperwork, payroll, and other employer functions.

What GT does

GT is the AwC provider. GT helps with agency and employment responsibilities, such as:

- Employing the DSW
- Helping the DSW complete required onboarding steps
- Supporting payroll and time entry

- Providing support when there are worker-related questions or concerns
- Supporting backup planning processes

GT's role is to support the DSW as an employer while also supporting your involvement in choosing and directing the support you receive.

When AwC may be helpful

AwC may be worth considering if:

- You want more say in who comes into your home
- You have someone in mind who may want to be your DSW
- You want help with payroll, paperwork, or worker-related concerns
- You want support from an agency, but still want to be involved in choosing and directing your DSW
- You need a flexible schedule
- You live in an area where in-home care agency (IHCA) options are not available, or it is difficult to find support workers.

What to know before choosing AwC

AwC is another in-home service option. It may be helpful for some people, but it may not be the right option for everyone.

It is important to know:

- A DSW may not be available right away

- GT may not always be able to find a DSW immediately
- Backup support may not always be available right away
- Some processes may depend on your situation and what support you need
- You can ask questions before deciding if this option is right for you

Key takeaway

AwC gives you another way to receive in-home support. It allows you to be involved in choosing and directing your DSW, while GT provides agency support with employment and worker-related responsibilities.

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.



OREGON DEPARTMENT OF
Human Services

Aging and People with Disabilities

Medicaid Services and Supports

500 Summer St. NE, E-10

Salem, OR 97301-1076

503-945-5600

odhs.info@odhs.oregon.gov

www.oregon.gov/odhs