
Aging and People with Disabilities Number: APD-AR-26-024

Authorized by: Erika Miller**Issue date:** 8/26/2026**Subject:** Agency with Choice - Long Term Care**Applies to (check all that apply):**

- | | |
|--|--|
| ☐ All ODHS employees | ☐ County DD Program Managers |
| ☒ Aging and People with Disabilities | ☐ Developmental Disabilities Services |
| ☒ Area Agencies on Aging: Type A and B | ☐ Self-Sufficiency Programs |
| ☐ Child Welfare Division | ☐ Support Service Brokerage Directors |
| ☐ Children's Intensive In Home Services | ☐ Stabilization and Crisis Unit |
| ☐ Children's Residential Services | ☐ Other (please specify): Enter Text |

Action required

Service delivery options discussion - Strategy and script for Aging and People with Disabilities (APD) and Area Agency on Aging (AAA) case managers (CM)

Goal:

During conversations with consumers, especially those who do not have a Long-Term Services and Supports (LTSS) provider, the CM should discuss all available services delivery options, including Agency with Choice (AwC). The CM should also discuss the different service options with individuals who have unused authorized hours. The AwC provider is required to assist individuals with identifying and connecting with potential caregivers.

Note: AwC is currently available only to Individuals eligible for one of the following benefit plans:

- APD
- KPS
- BPA
- BPO

AwC is not available for OPI classic or OPI-M consumers

Strategy and CMs steps:

1. Acknowledge the individual's current situation; either that they do not have a care provider or that they are not using all of their authorized hours.
2. Ask the individual if they are interested in help with finding a caregiver. For some individuals who do not have a caregiver, acknowledging that finding one can be stressful and reassure them that you will work with them to explore available options.
3. Explain the available service options - Review all in-home care service options, including AwC. Explain how the different service options work and the benefits of each option. Explain that the individual has the right to choose the option that best meets their needs.
4. If the individual chooses AwC, complete the referral process.

Sample CM script:

Below is a sample script with suggestions for what to say to the individual during direct contact. Please feel free to adapt the language based on your experience with the consumer you are contacting.

"I noticed you don't currently have a homecare worker or in-home care agency, so I wanted to check in and see how you are doing. Are you still interested in having a caregiver help you at home?"

[If yes] I would like to tell you about a new option that may help you find a worker.

The new option is called Agency with Choice. With this option, you stay in charge of your services. You can choose who provides your care, explain how you want your services delivered, help train your worker(s) to support you and set their schedule to meet your needs.

The Agency with Choice takes care of helping your caregiver with anything related to hiring paperwork, background checks, payroll, required training, and benefits if available.

The Agency with Choice can also help you find a worker. If you already know someone who may want to be your caregiver, they can help that person through

the hiring process. If you do not have someone in mind, the agency will help recruit workers for you. They will work with you to find a good match.

If you are interested in the Agency with Choice option, I can submit a referral. The agency will contact you within five business days and will explain what to expect throughout the process.”

Reason for action

This transmittal is being issued to provide APD and AAA CMs with a strategy and script for discussing service delivery options with individuals who do not currently have an LTSS provider. CMs frequently encounter individuals who are without an in-home worker, which can create gaps in needed support, increase stress, and lead to negative outcomes for the individual.

Reviewed by impacted parties? ☒ Yes ☐ No

If yes, reviewed by: APD Policy and Operations group

If you have any questions, please contact:

Contact(s): Agency with Choice Program

Email: awc.info@odhsoha.oregon.gov