**PROTECTION AND PERMANENCY M EMORANDUM, 12-22**

**TO:** Service Region Administrators

Service Region Administrator Associates

Service Region Clinical Associates

Regional Program Specialists

Family Services Office Supervisors

**FROM:** Michael Cheek, Director

Division of Protection and Permanency

**DATE:**  December 4, 2012

**SUBJECT:** TWIST Updates Regarding the Case Plan Evaluation/CQA Process

On December 1, 2012, TWIST was updated to allow the case plan evaluation/ongoing assessment to print with the corresponding case plan report, thus allowing the closing assessment to be printed at the time of case closure. The business process regarding this is as follows:

* The SSW completes the case plan with the family;
* Once the case planning period is over, or it is determined that a case will be closed, the case plan is evaluated as it always has been;
* Once the case plan evaluation is completed and approved by the FSOS, the SSW may go into reports, create a revised version of the case plan, which includes the assessment, and places that version into the case file.

In addition, the case plan evaluation screen labels in TWIST have been updated to more appropriately reflect the ongoing assessment process. The [Case Plan Evaluation-CQA Template](https://manuals.sp.chfs.ky.gov/Resources/sopFormsLibrary/Case%20Plan%20Evaluation-Ongoing%20Assessment%20Template.docx) has also been updated to reflect the new language. Please ensure that all staff begin using the updated template effective immediately.

If you have any questions regarding this memorandum, please contact [tina.webb@ky.gov](mailto:tina.webb@ky.gov) or by telephone at (502) 564-6852, ext. 3606 or [gretchen.marshall@ky.gov](mailto:gretchen.marshall@ky.gov), or by telephone at (502) 564-7635, ext. 3587.