**PROTECTION AND PERMANENCY M EMORANDUM, 13-17**

**TO:** Service Region Administrators

Service Region Administrator Associates

Service Region Clinical Associates

Regional Program Specialists

Family Services Office Supervisors

**FROM:** Tina Webb, Assistant Director

Division of Protection and Permanency

**DATE:**  December 20, 2013

**SUBJECT:**  TWIST Changes Regarding Intake and Assessment Screens

The TWIST changes involving the new Assessment and Documentation Tool (ADT), that will result in the intake and assessment functions moving to an internet based format, will occur between January 17, 2014 and January 21, 2014. While transition is in progress, the system will be unavailable for worker use.

While the system is down, regions will operate a paper process for centralized intake. Also, since JC-3s will not populate while the system is down, regions should prepare for a higher number of JC-3s that will populate before the morning of the 21st.

Intakes that have not received FSOS approval **will be** converted to the new format; however, because there is a potential for lost data, it is strongly recommended that there be as few pending intakes as possible when the system goes down on the 17th.

**Any investigative CQA** that is not granted an FSOS approval by January 16th **will be deleted during the conversion. Previously saved content will lost,** and workers will have to reenter any content into the new screens. For CQAs that have approved extensions, staff should utilize the [Saving a TWIST CQA as a Word Document](https://manuals.sp.chfs.ky.gov/Resources/Related%20Resources%20Library/Saving%20a%20TWIST%20CQA%20as%20a%20Word%20Document.docx) tip sheet to save pending work. Once the web based screens are available, workers can use the Word document to paste content into the new screens.

If you have any questions regarding this memorandum, please contact via e-mail, [Gretchen.marshall@ky.gov](mailto:Gretchen.marshall@ky.gov) or by telephone at (502) 564-7635, ext. 3587.