**PROTECTION AND PERMANENCY M EMORANDUM, 14-01**

**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:**  February 21, 2014

**SUBJECT:**  Using TWIST News and Access Information for iTWIST and cTWIST

Since the implementation of iTWIST, the technology group continues to communicate helpful information related to the navigation and functioning of iTWIST. TWIST news updates are available at: https://chfsnet.ky.gov/oats/twist/news/Pages/home.aspx.

Following a request of the field, the logon instructions for iTWIST and cTWIST are attached to this memorandum.

If you have any questions regarding this memorandum, please contact via e-mail, [lisaa.durbin@ky.gov](mailto:lisaa.durbin@ky.gov) or by telephone at (502) 564-7635, ext. 3567 or contact via email, [steven.fisher@ky.gov](mailto:steven.fisher@ky.gov) or by telephone at (502) 564-7043, ext. 3570.