TWIST Release Notes
Effective 02-23-2026

Sent 02-18-2026

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Attachments: None

Our TWIST Workgroup and programmers have been working hard to make some improvements to the system. Please make note of the many updates to TWIST that will be ready for you to use **February 23, 2026**.

Please stay out of TWIST from 7:00 p.m. Friday, February 20, 2026, to 7:00 p.m. Sunday, February 22, 2026, while updates are installed.

Forecasting additional yogurt is here!

It's here. You can forecast food packages modified with the additional yogurt swap. You no longer need to modify templates month-by-month for participants who choose this swap.

Formula Warehouse no longer allows out-of-state addresses

We are not able to ship formula to out-of-state addresses. The Formula Warehouse order window will no longer allow out-of-state addresses in the "Other" shipping address. The field for "State" is set to "OR" and cannot be changed. See the image below.
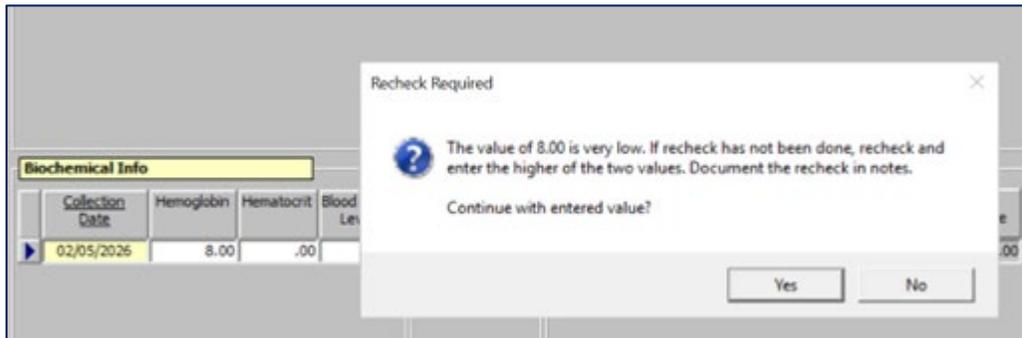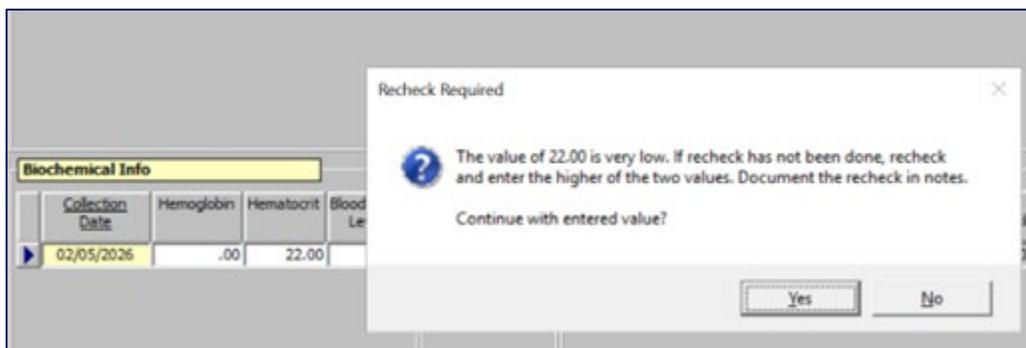
Very low hemoglobin or hematocrit pop-up message

A pop-up message appears on the Medical Data screen when a hemoglobin or hematocrit value is entered in the "very low" range.

Hemoglobin pop-up:

Hematocrit pop-up:

The pop-up message asks certifiers to confirm the value entered. Select "yes" to continue with the value entered. Select "no" to clear the field so a new value can be entered.

Documenting hemoglobin or hematocrit when no value is obtained

TWIST no longer allows "0" to be entered for hemoglobin or hematocrit. A pop-up reminder appears when you enter "0." The pop-up states the value must be greater than 0 and clears the
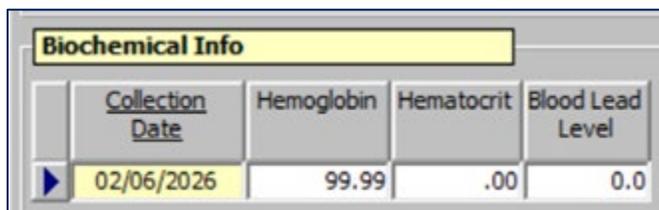
field. Please enter nines (e.g., 9999) when you are required to enter a hemoglobin or hematocrit test and cannot obtain one.

The images below show the screens and correct way to document no value is available.
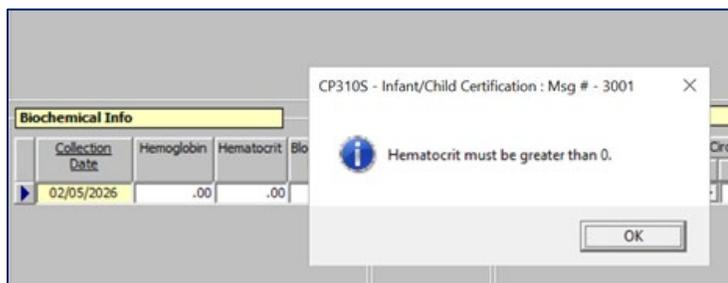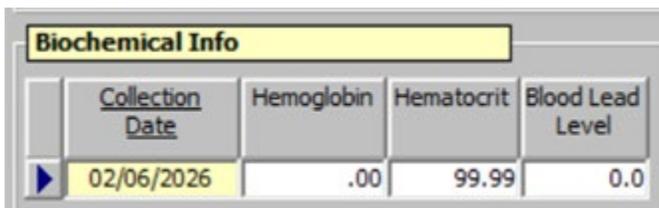
Hemoglobin pop-up:
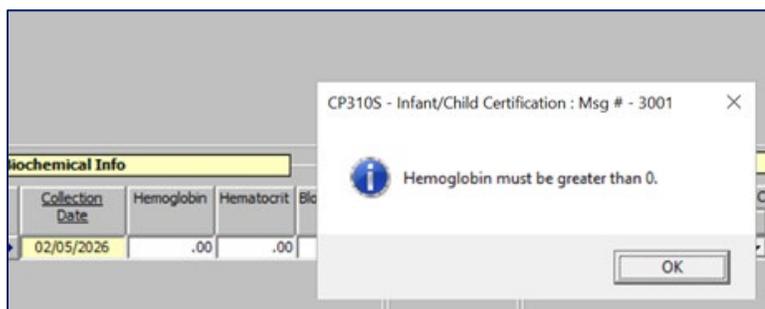
Correct way to enter no hemoglobin value is 99.99:

Hematocrit pop-up:

Correct way to enter no hematocrit value is 99.99:

Risk/Interventions subtab now works like the Health History Risk Factor subtab

The Risk/Interventions subtab on the NE Plan tab now works like the Health History Risk Factors subtab on the Health History tab. TWIST will automatically update the participant's risk level when you add a risk.

In the example below, Risk 343: Diabetes Mellitus was added to the Risk Factors list. TWIST automatically updated the participant's risk level to "High" in the field at the bottom of the screen.

New process for graduation and termination letters

We made a big change to the process for graduation and termination letters. Graduation and termination letters are now in TWIST. The previous website used for this process will not be available after **April 30, 2026**. This change requires updates to your agency's existing process for printing graduation and termination letters.

How to create and print graduation and termination letters

Letters and labels are now created in the same place in TWIST. The menu option in the "Output" menu is now called, "Notifications and Labels."

Here are the steps to create graduation and termination letters.
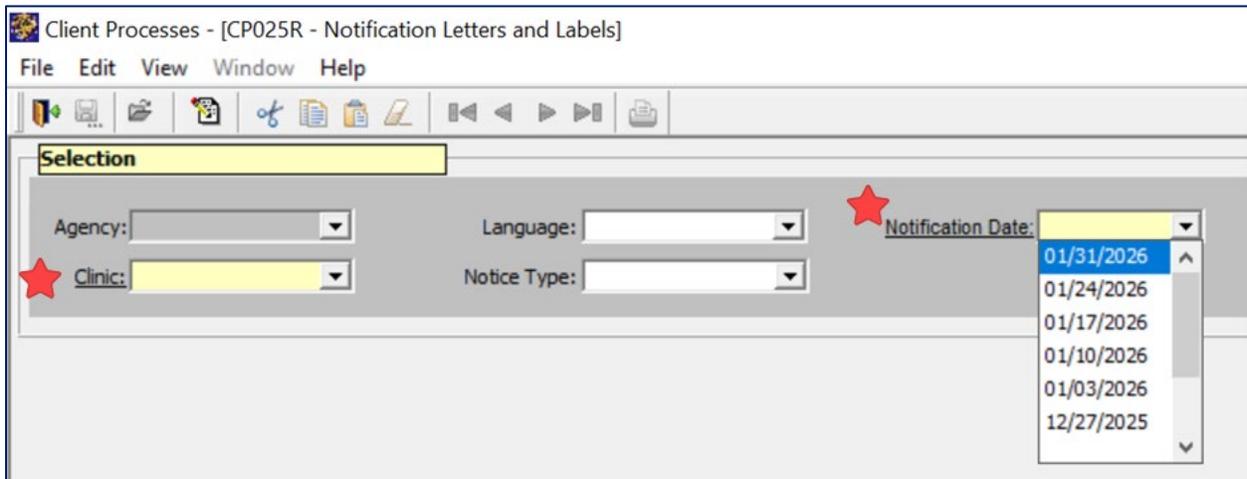
Step one

From the Client Processes screen select:

Output → Documents → Notification Letters and Labels

Step two

Select the Clinic and Notification Date. These are required fields. The Notification Date field has dates from the past two months. Letters must be run for each date and each clinic.

Step three

A Citrix Workspace Security Warning pop-up may appear the first time the report is created. If this happens, select "Permit all access" so the report can be saved to your computer.
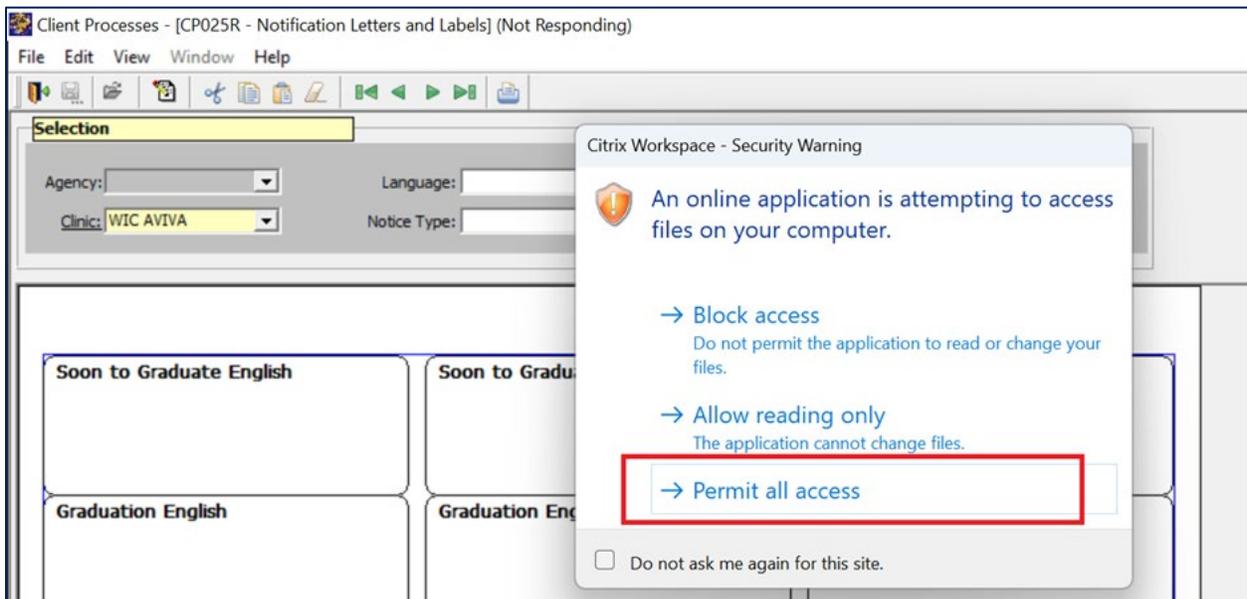
Step four

TWIST creates PDF files grouped by letter type. The letters are grouped by type in the same way labels are created. For example, all "Graduation English" letters are in one PDF file, all "Soon to Graduate Spanish" letters are in another PDF file.

In the example below, a PDF file was created with one letter for Lexi Lexington under "Soon to Graduate English." A separate PDF file was created for Sam Spade under "Soon to Graduate Spanish."

Step five

A pop-up will prompt you to save the files. Choose a location on your computer or network. **Do not select "Desktop"** as this may save to a Citrix desktop you cannot access and is not a secure location for participant information.

Reminder: never save participant data to the Desktop of any computer.
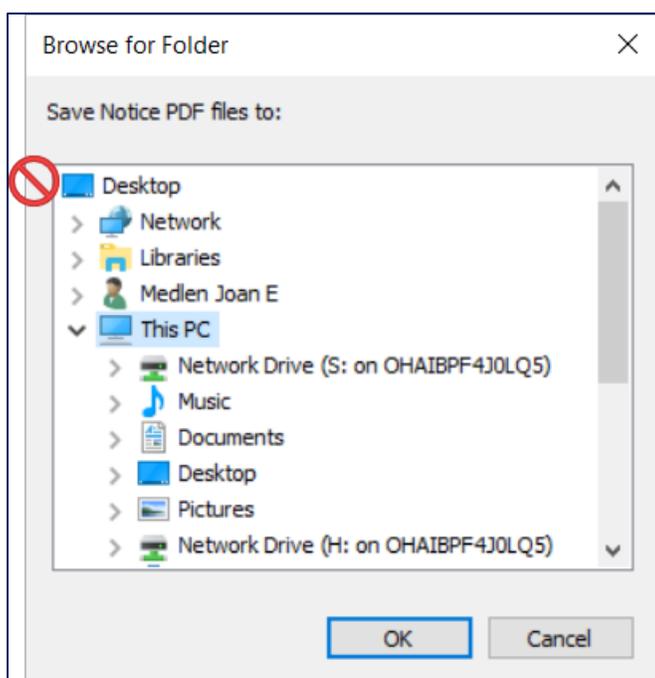

Note: Please follow your agency's policy regarding safe handling of protected health information. We recommend not saving files to a computer desktop and deleting the files as soon as possible after printing.

Step six

Another pop-up will ask you if you want to open the PDF files now.

> Select "yes" to open immediately.

Select "no" to open them later. They will be saved in the location you chose in step five.
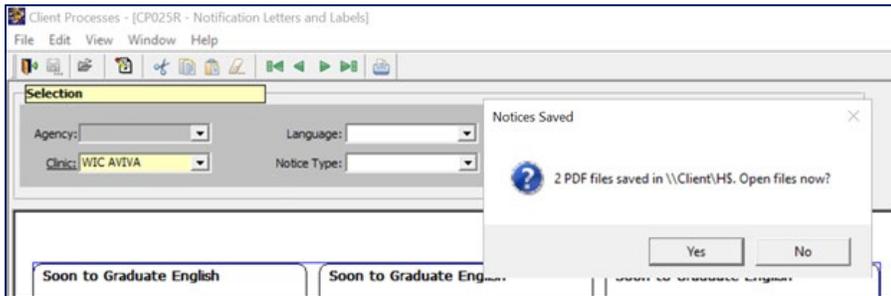
Printing Labels

The labels document is generated automatically when the report is run. The process for printing labels has not changed. The process for printing labels is outlined in the TWIST Manual in Chapter 13, Section 805, page 13.

Graduation and Termination Letter technical assistance office hours

The process for creating graduation and termination letters is a big change. State staff will be available at the following times to provide Technical Assistance:

Dates: March 11, 2026

March 25, 2026

April 22, 2026

Time: 9:00 a.m.

Teams Meeting Link

Meeting ID: 263 928 858 791 10