



A place to get quick updates spotlighting what's happening in the Kentucky Early Intervention System (KEIS). The newsletter is sent on the first Friday of every month and is hosted on [Service Provider Information](#).

Families Supported, Futures Strengthened

"We are so thankful for the help of KEIS and our wonderful therapists! They have really made navigating our child's disabilities more manageable and able to provide support for us as she grows and changes. We look forward to continuing with the program and referring our friends and family who may need it in the future. We are grateful for this program."

This parent's experience reflects the heart of Kentucky's collaborative coaching approach: genuine relationships, respect for family priorities and support that empowers caregivers to navigate their child's journey with confidence.

Helpful Reminders

- SLP and PT licenses renew in March. Providers are strongly encouraged to initiate the renewal process with the Kentucky Department of Professional Licensing well in advance to avoid potential delays or sanctions. Upon renewal, please email a PDF copy of the updated license to KathyL@ky.gov.
- Confirm any 2026 insurance changes with families and communicate all updates to the Service Coordinator for TOTS.
- Agency Administrators are required to submit updated annual documentation detailing all efforts to obtain in-network status with insurers for providers' caseloads.

Contacting KEIS

General Assistance: DPHKEIS@ky.gov

Billing: DPHKEISBilling@ky.gov

Provider Enrollment:

KEISProviderEnrollment@ky.gov



Family Survey Response Rate Increases Significantly

Response rates on the KEIS Family Survey increased significantly from 6.28% in FFY 2023 to 48.01% in FFY 2024. This growth reflects intentional efforts to reduce barriers and elevate family voice.

To address feedback that the length of the Family Survey discouraged completion, KEIS partnered with the Division for Maternal and Child Health Family Advisory Council to review and shorten the survey. The survey timing also moved from a child's exit to annual IFSP meetings, giving families the opportunity to provide informed feedback earlier in their early intervention (EI) experience.

Additional accessibility improvements included offering both electronic and paper formats, providing interpreter support when needed and sharing secure links in English and Spanish. Integrating the survey into the annual IFSP process resulted in fewer surveys distributed but a much higher completion rate, strengthening family input and supporting continuous improvement.

Strengthening Families Through Collaborative Coaching

Kentucky's coaching model is rooted in strengths-based interactions that position caregivers as equal partners. EI providers show genuine interest and concern while focusing on caregiver and family topics. They use family-appropriate language that avoids jargon and deficit-focused descriptions of observations or routines. Caregivers are addressed by their preferred names, and family beliefs and decisions are respected. These interactions are designed to better understand current priorities and challenges while reinforcing the strengths of caregivers and family members, whether they are present during visits or not.

Help Grow Early Intervention: Share the Impact

As an EI provider, your work makes a difference in the lives of children and families. Through strengths-based, collaborative coaching, you empower caregivers, celebrate progress and help families navigate life's challenges with confidence. Every visit strengthens relationships, builds family resilience and creates lasting impact.

You can also help grow the next generation of EI providers. By sharing your experiences and encouraging friends, colleagues or peers to explore EI careers, you help expand the network of professionals supporting families across Kentucky. Anyone interested can reach out to the KEIS Provider Enrollment Coordinator to get the process started at KEISproviderenrollment@ky.gov. Learn more and share these resources:

- [Be Part of Early Intervention - Home Page!](#)
- [Early Childhood Intervention Careers | ECIPC](#)
- [KEIS: Working Together to Help Children Develop and Learn](#)