

August 2026



Thank You for Your Commitment to Kentucky's Children and Families!

A heartfelt thank you to the providers who recently renewed their enrollment in Kentucky's Early Intervention System (KEIS). Your continued dedication ensures that infants, toddlers and their families across the Commonwealth have access to the high-quality early intervention services they deserve.

This year's provider renewal was a tremendous success. Of the 371 renewal packets distributed, 350 were completed, resulting in an outstanding 94% completion rate. Thank you for taking the time to complete this important process and for your ongoing commitment to serving Kentucky's youngest learners.

We're also excited to celebrate another milestone! Our June New Provider Orientation welcomed 29 new providers, the largest orientation class to date. This record-breaking group reflects the continued growth and strength of our early intervention workforce, and we are thrilled to welcome these new professionals to the KEIS community.

Together, your dedication, expertise and commitment make a lasting difference in the lives of Kentucky's children and families. Thank you for all that you do!

Welcome Our New Part C Coordinator, Carolyn Bond!



Please join us in welcoming Carolyn Bond as the new Part C Coordinator and Branch Manager for Kentucky's Early Intervention System (KEIS)!

Carolyn brings a wealth of leadership experience to the Early Intervention Branch. Since joining the Kentucky Department for Public Health in 2019, she has served in the Division of Administration and Financial Management. Prior to that, she was a branch manager with the Kentucky Transportation Cabinet.

Education has always been at the heart of Carolyn's career. She served as an educator and interventionist in several public school districts, including implementing the Healthy Living Grant to improve early childhood teaching methods, and as a classroom teacher for kindergarten and fourth-grade students. Her passion for supporting children and families is complemented by a strong educational background, including a bachelor's degree in liberal studies from the University of Michigan and a master's degree in education from the University of the Cumberlands. She is currently completing a graduate certificate in Population Health from the University of Kentucky.

Carolyn lives in Lawrenceburg with her husband and their son, who will be a high school senior this fall. They also have a son attending Morehead State University, a daughter attending the University of Kentucky, and two grown sons.

A favorite quote of hers is "The tall cedars and the little flowers are warmed by the same sun." – inspired by St. Thérèse of Lisieux.

Carolyn is excited to serve Kentucky's infants, toddlers, families and the dedicated providers who make early intervention possible every day. We are thrilled to have her leadership, experience and enthusiasm guiding the KEIS program. Please join us in giving Carolyn a warm welcome!

Part C Update: Building on Our Strengths

The Kentucky Early Intervention System (KEIS) recently submitted its annual IDEA Part C State Performance Plan/Annual Performance Report (SPP/APR) to the Office of Special Education Programs (OSEP). This report highlights our statewide performance, celebrates our successes and identifies opportunities for growth. If you would like to see the full report, it is posted on the [KEIS website](#).

OSEP has also issued Kentucky's annual State Determination. Kentucky received a designation of Needs Assistance for the second consecutive year. While this determination identifies areas where continued improvement is needed, it also

provides an opportunity to strengthen our system through focused technical assistance, collaboration and continuous quality improvement.

Kentucky continues to demonstrate strong performance in delivering services in natural environments, with 99.94% of children and families receiving services where they learn best, at home and in their communities. We also continue to invest in evidence-based practices, professional development, caregiver coaching and strong partnerships with families and stakeholders to improve outcomes for infants and toddlers across the Commonwealth.

As we move forward, our focus will be on more timely delivery of services and strengthening child outcomes while continuing to build on the many strengths of KEIS. OSEP has identified technical assistance resources that will support this work, and KEIS is committed to partnering with providers, Points of Entry, families and stakeholders to ensure every child and family receives high-quality, timely, family-centered services.

Your commitment is the foundation of Kentucky's success, and together we will continue to grow, learn and improve for the children and families we serve.

Redefining What Makes Us Proud



What elicits pride and joy in our work within early intervention? Last month's focus topic centered on professional practice and its impact on family empowerment. Caregiver coaching transitions our traditional role from being the sole planner, implementer and provider of resources to skillfully facilitating visits to support caregivers in what they are doing for their child/family. We hope you, like many KEIS providers, are sensing a shift in your response, mindset and what excites you compared to a decade ago. When coaching, we redefine how we view 'helping' and, in turn, the moments of pride and joy we feel stem from what the family has shared, shown and acted upon within their routines. [Watch](#) as (Cassidy, PT) offers opportunities for

the caregiver to reflect and coach her son to support his sister and observe the self-reflection he demonstrates through his actions. Cassidy celebrates these family moments on only her third visit with the family.

TOTS Support Requests: New Information Required

Yahasoft, the developer of TOTS, has transitioned to a new support platform, Jira Service Management (JSM), to improve the tracking and resolution of technical issues.

Please continue to report all TOTS issues and technical support requests to the KEIS general mailbox, DPHKEIS@ky.gov.

To submit a JSM support ticket, additional information is now required. When reporting a TOTS issue, please include:

- A brief summary of the issue, along with your TOTS username and any applicable TOTS ID(s). Do not include any personally identifiable information.
- The TOTS screen or report where the issue occurred
- The steps you took before the issue occurred, in sequential order
- At least one screenshot showing the issue
- What you expected to happen and what actually happened, including any error messages or codes.

We must have all information listed above to be able to submit a support request. Providing this information will help the support team investigate and resolve issues more quickly, getting you back to serving families as soon as possible.

Partnering with Interpreters: Practical Tips for Early Intervention Providers

Effective communication is the foundation of family-centered early intervention. When working with families who use a language other than English, interpreters play a critical role in helping providers build relationships, share information and support meaningful participation in services.

Here are a few practical strategies to help make interpreter-supported early intervention visits successful:

- **Speak Directly to the Family** - Even when an interpreter is present, speak directly to the parent or caregiver.
 - **Instead of:** *"Can you ask Mom if she has concerns?"*
 - **Try:** *"What concerns do you have about your child's development?"*

This helps establish rapport and reinforces that the conversation is with the family.



- **Use Plain English** - Avoid jargon, acronyms and highly technical terms whenever possible. Simple, clear language is easier to interpret accurately and easier for families to understand.
 - **For example, instead of saying:** *“We’re targeting sensory regulation and self-regulation strategies.”*
 - **Try:** *“We’re working on ways to help your child stay calm and participate during daily activities.”*
- **Pause frequently** - Interpreting takes time. Speak in short segments and pause often to allow the interpreter to convey information completely and accurately.
- **Allow Extra Time** - Caregiver coaching may require more time when not conducted in a shared language. Build in time for interpretation with appropriate pacing, questions and clarifications.
- **Check for Understanding** - Rather than asking, *“Do you understand,”* invite conversation:
 - *“What questions do you have?”*
 - *“Can you tell me how you might use this strategy during your day?”*
 - *“What do you think will work best for your family?”*

These questions encourage engagement and help confirm that information has been communicated effectively.

- **Respect Cultural Perspectives** - Language and culture are closely connected. Be curious, listen carefully and invite families to share their routines, traditions and priorities. Understanding a family’s perspective can help ensure recommendations fit naturally into everyday life.
- **Include the Interpreter as a Professional Partner** - Before beginning, briefly share the purpose of the visit and any specialized terms that may arise. After the visit, ask whether there were any communication concerns or cultural considerations that could help support future interactions.
- **Remember the Goal** - The interpreter’s role is not simply to translate words, it’s to help create meaningful communication between providers and families. When families feel heard, understood and respected, they are better positioned to participate fully in their child’s early intervention journey.

By partnering effectively with interpreters, providers can strengthen family engagement, improve communication and support positive outcomes for children and families.



