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Janie Miller
Secretary

To Whom It May Concern:

It is with great pleasure that I share my satisfaction with Yahasoftware, Inc. and with their work in the development of Kentucky's comprehensive data management and billing system, affectionately called **TOTS** (**T**echnology-assisted **T**eaming and **O**bservation **S**upport system).

Two years is a reasonable timeframe for the design and implementation of a comprehensive early intervention data management system. Kentucky and Yahasoftware undertook an effort to do so in one. Yahasoftware, under the leadership of Mr. Roy Su, committed maximal resources to the project and delivered the software design earlier than originally anticipated and within budget.

Mr. Su approached this project at all times with the end user in mind. Every effort was made to eliminate redundancy, maximize efficiency and streamline workflow. Yahasoftware designed a system that worked for Kentucky rather than fitting Kentucky into a system designed for someone else.

The end result is TOTS. TOTS will allow both state and local users to manage everyday workflow as well as monitor performance trends across time. Federal reports are readily available and ad hoc reporting gives users – both state and local – enhanced reporting capabilities.

The features Kentucky is particularly excited about, however, are the ones that support communication and interaction among Individualized Family Service Plan (IFSP) team members. Due to the structure of Kentucky's early intervention program, teaming is a challenge. TOTS allows IFSP team members to communicate among one another through a variety of mechanisms, including a communication log, shared progress notes and shared evaluation/assessment/progress reports. These features alone will save the time and money currently allocated to phone calls, e-mails, faxes and mail.

Kentucky is very pleased with the design of TOTS and anticipates a smooth transition process in the coming months. I am happy to support Mr. Su and his team at Yahasoftware, Inc. in their efforts to share their expertise and experience with other states and programs.

Sincerely,

A handwritten signature in black ink that reads "Kirsten Hammock".

Kirsten Hammock
Part C Coordinator
Kentucky Early Intervention System