

# ESIT Data Management System Known Issues

March 2026 Edition



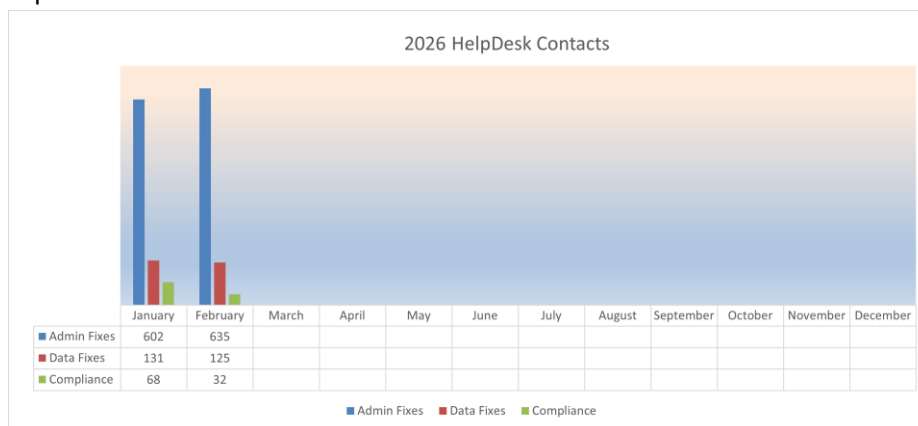
***“Data empathy involves recognizing that data is not just a collection of numbers and statistics, but a reflection of real people and their experiences. It is the capacity to understand the context, emotions, biases, and motivations that shape the data we work with.”***

*- The Power of Data Empathy: Understanding, Connecting, and Analyzing by Ken Tingle, Former VP, Consumer Sales & Data Analytics Manager, Cambridge Trust Company*

## ESIT Helpdesk Fast Facts – January 2026

In February 2026, our dedicated ESIT DMS Help Desk team processed a total of 792 requests! Here's a breakdown of the support we provided:

- 635 admin requests,
- 125 data fixes,
- 32 Compliance fixes



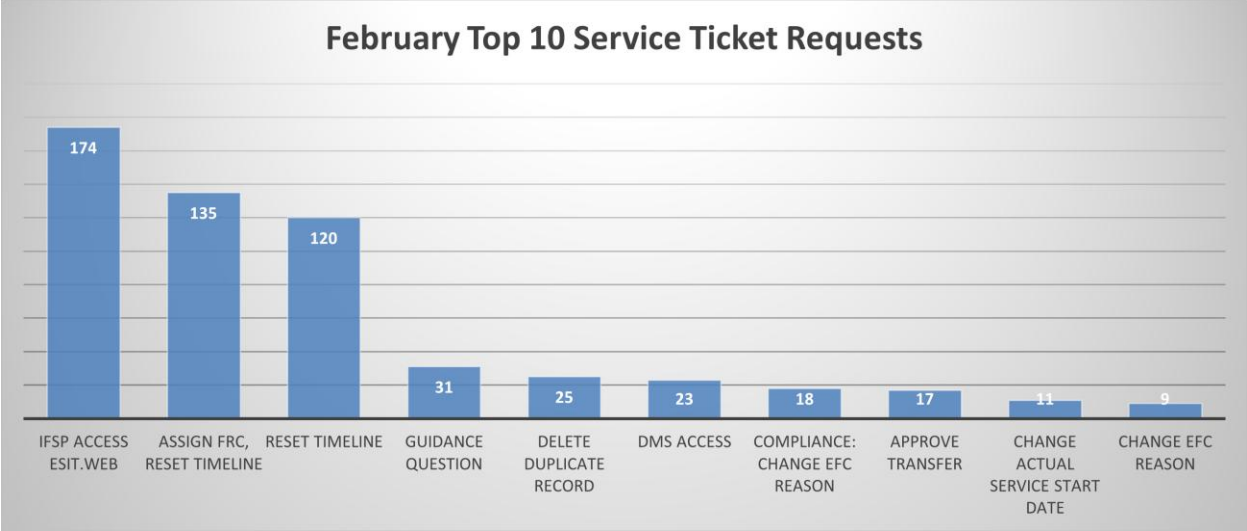
2026 HelpDesk Contacts: Admin, Data Fixes and Compliance



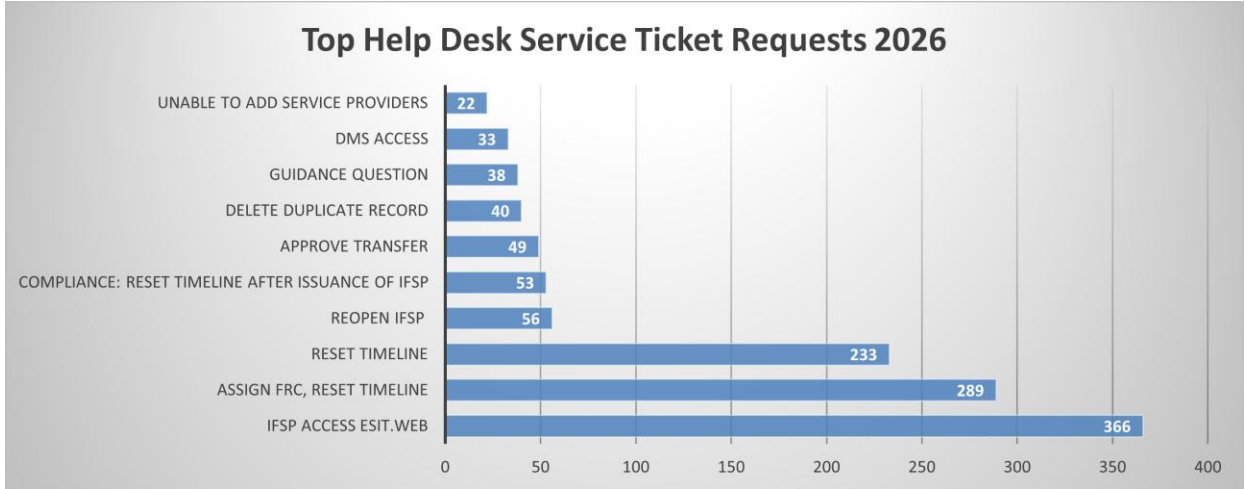
Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

Original Date: March 4, 2026

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*February Top 10 Service Ticket Requests*



*Top Helpdesk Data Fix Service Tickets 2026*

**Fielded Key Topics to Highlight in March**

**Indicator 1, 7, and 8 Compliance Period Continues**

The compliance period for FFY 2025 continues through March 31. We are actively reviewing DMS reports from Compliance Indicators 1, 7 and 8 for accurate data entry. Users can be proactive in anticipation of the upcoming compliance period and ensure that all data is entered accurately and in a timely manner. If data fixes are needed, these should be requested as soon as possible to allow time for the work to be completed prior to the beginning of our compliance monitoring work. Users have access to the federal indicator reports in the DMS and can pull the data at any time. See screenshots below to locate and access the federal indicator reports in the DMS:

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My Dashboard

Home Calendar Children Notifications Administration

My Weekly Calendar  Show weekends

This Week: Monday February 16, Tuesday February 17, Wednesday February 18, Thursday February 19, Friday February 20

Tasks and Deadlines

Type	Date	Child Last	Child First	Task/Deadline Name

Children

Status	Total	Needs Attention
Federal	0	0
Initial IFSP Development	0	0
IFSP Review	0	0
Annual IFSP	0	0
Transition Planning	0	0
Total Case Load	0	0

New Notifications

You do not have any notifications.

Washington State Department of Children, Youth & Families  
ESIT-DMS

Program Guidance

Washington State Department of Early Learning

ESITDMS Reports

Compliance

Indicator 1 - New Service Timeliness  
Count and percent of active children with a timely start to new Services.  
[View Report](#)

Indicator 1 - New Service Timeliness - Details  
A detailed list of active children with a timely start to new Services.  
[View Report](#)

Indicator 7 - IFSP Timeliness  
Count and percent of Individualized Family Service Plans active during a range or a point in time, aggregated timely IFSPs, including exceptional family circumstance and late other reasons.  
[View Report](#)

Indicator 7 - IFSP Timeliness - Details  
A detailed list of Individualized Family Service Plans active during a range or a point in time disaggregated by service area, agency, staff, childid, child name, IFSP type, issuance date, due date, timeliness, and late reasons, if applicable.  
[View Report](#)

Indicator 8a - Steps and Services  
Count and percent of IFSPs active during a range or a point in time to identify IFSPs with a transition plan that includes transition steps and services needed for the toddler with a disability and his or her family in order to exit from the Part C early intervention program at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday.  
[View Report](#)

Indicator 8b - LEA Notification Timeliness  
Count and percent of toddlers with disabilities exiting Part C for whom the Lead Agency has notified the SEA and the LEA where the toddler resides at least 90 days prior to the toddler's third birthday for toddlers potentially eligible for special education preschool services.  
[View Report](#)

Indicator 8c - Transition Conference Timeliness  
Count and percent of toddlers with disabilities exiting Part C for whom the Lead Agency has conducted a timely transition conference prior to the toddler's third birthday for toddlers potentially eligible for preschool special education services.  
[View Report](#)

Indicator 8a, 8b, and 8c - Details  
A detailed list of Individualized Family Service Plans active during a range or a point in time disaggregated by service area, agency, staff, childid, child name, IFSP type, issuance date, due date, timeliness, and late reasons, if applicable.  
[View Report](#)

Overdue IFSPs (Initial)  
Count of children who have made Initial Contact but for whom an Initial IFSP has not yet been issued.  
[View Report](#)

Overdue IFSPs (Initial) - Details

## Spotlighting Indicator 7 Data

Indicator seven focuses on the percentage of eligible infants and toddlers with Individualized Family Service Plans (IFSP) who received an initial evaluation, initial assessment, and an initial IFSP meeting within Part C's 45-day timeline.

When reviewing the indicator seven report for initial IFSPs, a question mark in the Timeliness column points to a data entry error. This happens when a previously exited child, with no IFSPs on record, is reactivated without resetting the timeline in the DMS. In that situation the system can't determine an appropriate timeline so there is no IFSP due date set for the child.

### Correcting the Data

The FRC, data entry user, or Agency Manager can correct these errors by requesting an updated referral date from the Helpdesk. This data fix will produce the timeline and mark the Issued IFSP as completed. The email needs to include the following details:

**Subject:** Child ID XXXXXX Compliance request, IFSP issued without timeline reset

**Body:** The IFSP was issued prior to the timeline being reset. Please resolve by updating the referral date to: *(insert referral date)* and adding an initial IFSP due date of *(calculate date and insert +45 days of referral date)*.

- **Note** – The Helpdesk needs a late reason narrative and late reason indicator (Extenuating family circumstance (EFC) or late/other) for issuance dates beyond the 45-day timeline so these details can be manually entered into the DMS.

### Maintaining Accurate Data Collection

When reactivating a record, the Intake Coordinator or FRC needs to check the record once the FRC assignment is set. Your next steps will depend on two key scenarios:

#### 1. There is an issued IFSP in the record.

- Issue an Annual IFSP to re-establish the IFSP timeline. You will do this regardless of the date of the last IFSP, as it updates the timeline.
  - **Fast Fact** – *If the child had an initial or annual IFSP within a few months of the exit and current present levels of development are documented, you can use the most recent evaluation to proceed with the annual. Alternatively, you can update the present levels to reflect the child's progress over the past several months.*

#### 2. The reactivated record does NOT have an issued IFSP.

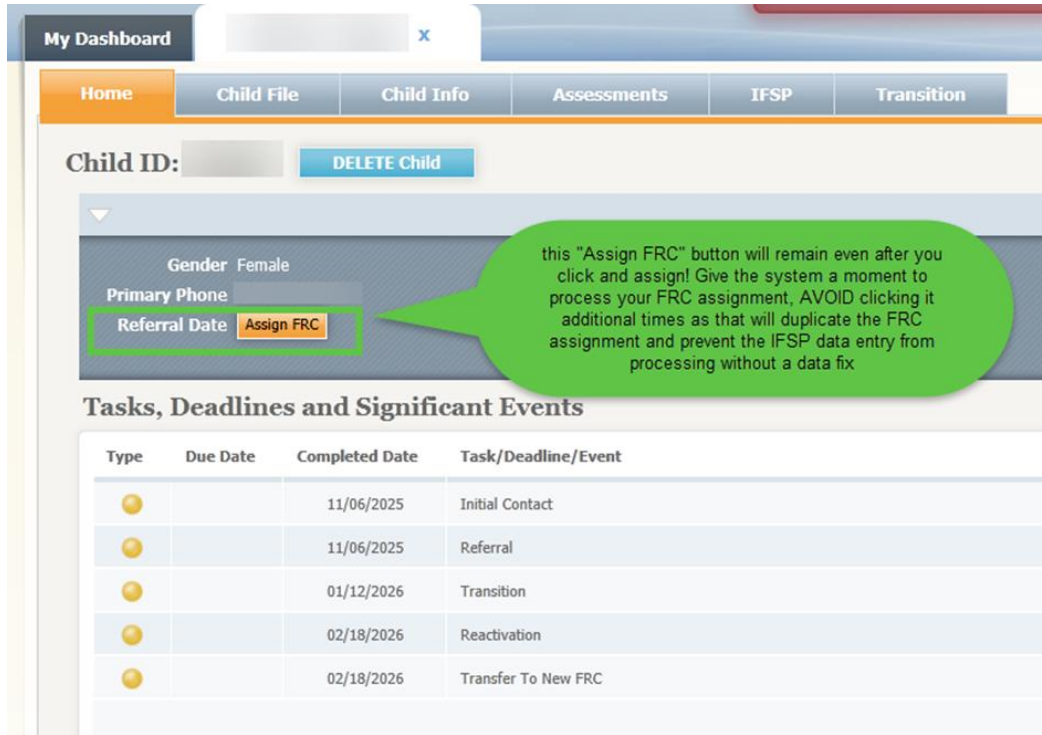
- Reach out to the Helpdesk to reset the referral date. This step establishes the IFSP timeline.
  - **Fast Fact** – *Without resetting the timeline, you can issue an initial IFSP, but the system won't track whether it was completed on time. Does this matter? Absolutely! A 45-day timeline must be established to ensure accurate statewide data and compliance within indicator seven.*

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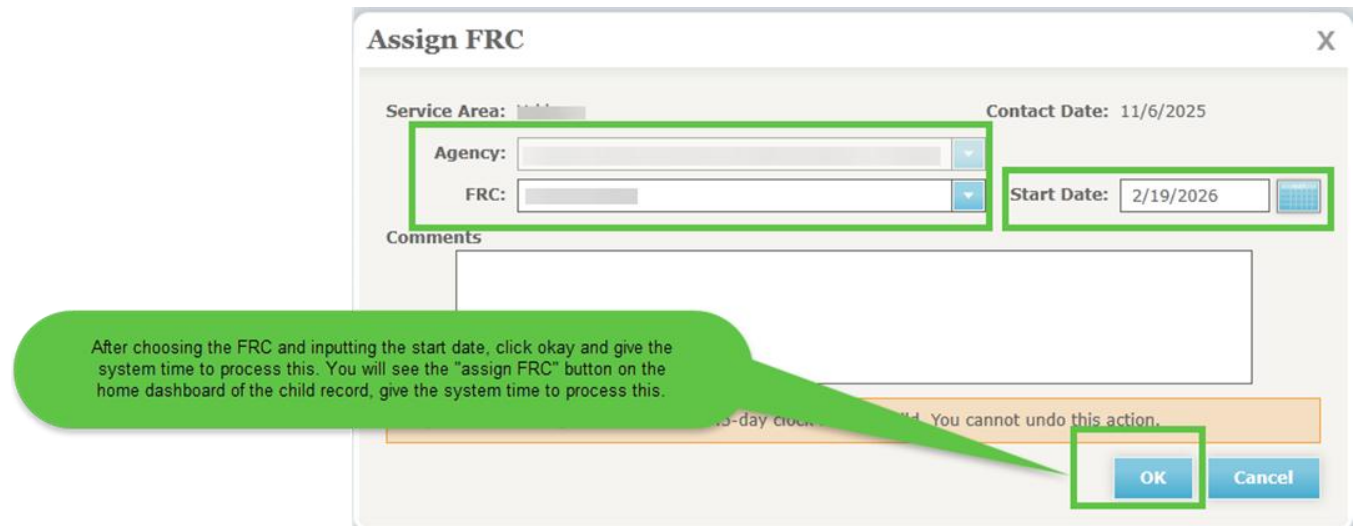
## Assigning the FRC in a Record & How to Prevent a Duplication of the FRC Role

We notice that many agencies report a duplication of the FRC role that requires a data fix to restore the record. To prevent the duplication of the FRC in a record, please give the system time to process the assignment after you click the “assign FRC” button. If you click it again, it will most likely accept the assignment while it is still processing the first click/assignment.



The screenshot shows a web dashboard with a navigation bar containing 'Home', 'Child File', 'Child Info', 'Assessments', 'IFSP', and 'Transition'. Below the navigation bar, there is a 'Child ID:' field and a 'DELETE Child' button. A green callout bubble points to the 'Assign FRC' button, which is located next to the 'Referral Date' field. The callout text reads: "this 'Assign FRC' button will remain even after you click and assign! Give the system a moment to process your FRC assignment, AVOID clicking it additional times as that will duplicate the FRC assignment and prevent the IFSP data entry from processing without a data fix". Below this, there is a section titled 'Tasks, Deadlines and Significant Events' with a table of events.

Type	Due Date	Completed Date	Task/Deadline/Event
●		11/06/2025	Initial Contact
●		11/06/2025	Referral
●		01/12/2026	Transition
●		02/18/2026	Reactivation
●		02/18/2026	Transfer To New FRC



The screenshot shows a dialog box titled 'Assign FRC'. It contains fields for 'Service Area', 'Agency', 'FRC', 'Contact Date', and 'Start Date'. A green callout bubble points to the 'OK' button, with the text: "After choosing the FRC and inputting the start date, click okay and give the system time to process this. You will see the 'assign FRC' button on the home dashboard of the child record, give the system time to process this." The 'OK' button is highlighted with a green box.

See “duplicate FRC instructions” continued on next page.

**My Dashboard**

Home | Child File | Child Info | Assessments | IFSP | Transition

Child ID: [ ] **DELETE Child**

Gender: Female

Primary Phone: [ ]

Referral Date: 11/6/2025

**Tasks, Deadlines and Significant Events**

Type	Due Date	Completed Date	Task/Deadline/Event
●		11/06/2025	Initial Contact
●		11/06/2025	Referral
●		11/06/2025	Referral
●		01/12/2026	Transition
●		02/18/2026	Reactivation
●		02/18/2026	Transfer To New FRC

### Unable to transition a record due to the transition tab data requirement

Unable to transition a record because the system requires transition data? Perhaps you lost contact with a family or received the record through a transfer and never reached the family to meet or process the next steps in the record. If the child is 27 months or older, the system will not allow you to exit a record without something entered in the transition tab. Please document the reason for exit within this tab so that it is documented why the transition planning and/or conference was not completed. Once you have that data entered, you can process the formal exit of the record.

### Ongoing Topics to Highlight

#### Training and Guidance Support When a Record is Reactivated

For the most current guidance on eligibility, evaluations, and procedures for children returning for an evaluation or re-evaluation, please refer to the DCYF ESIT website using the links provided:

- [Practice Guidance](#)
- [Evaluation, Assessment, and Ongoing Eligibility Guidance Update](#)
- [Updated Evaluation, Assessment, and Eligibility Guidance Frequently Asked Questions](#)
- [Data Management System Resources](#)
- [Re-evaluation of Returning Child](#)

## Has the school district reached out inquiring about granting school district access check?

What you can do if the transition partner reaches out because the child you requested school district access is not pulling up on their report.

- Did you mark the LEA notification (potentially eligible), did it go through, showing marked as sent?
- Is the IFSP active?
- Do you have the correct school district listed in the record?
- Did you previously ask the helpdesk to “grant school district access”?

**Please check that all these things are in place before reaching out to the helpdesk to ask for us to investigate.**

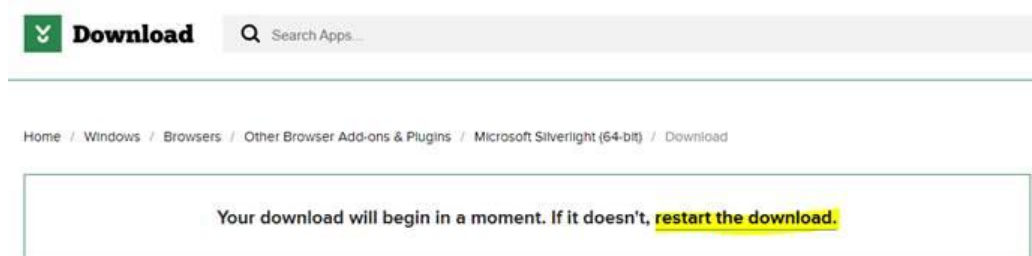
## Windows 11 Update and How to Maintain the Silverlight Plugin

DCYF continues to utilize the ESIT DMS which runs on the Silverlight application. Until we have a new data system, we remain committed to our current system and are here to support our ESIT contractors with the download and installation of the Silverlight application. We have developed a BAT file that serves as a bridge and allows Silverlight to run on Windows 11.

If your agency needs the BAT file, please let us know so that we can schedule a Teams meeting to provide your IT support staff and you that file. It is too large to send via email. Here are the Silverlight Plugin download instructions:

Our application requires the Silverlight plugin, which can also be downloaded to your PC however your computer might have this pre-installed for you. If this is needed on your system, download Silverlight please use the following steps:

- Open this link and make sure to open it in Google Chrome
  - Paste in this link on google chrome:  
[https://download.cnet.com/Microsoft-Silverlight-64-bit/3001-2378\\_4-75884713.html](https://download.cnet.com/Microsoft-Silverlight-64-bit/3001-2378_4-75884713.html)
  - Then click on restart the download,



- After downloading double click on the Silverlight installer,
- When the installer is done; restart the computer,

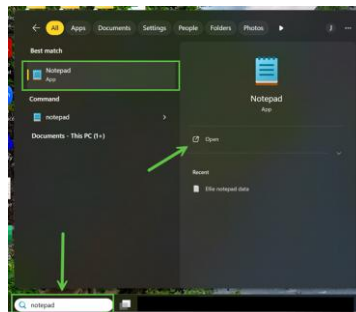
- Test out the link by opening an Edge browser:  
<https://apps.dcyf.wa.gov/Login.aspx?ReturnUrl=%2fesit.web>

If you have any questions, please reach out to our business analyst, [Terri Brown](#). Terri is happy to support your organization.

### How to Copy & Paste Information into the DMS

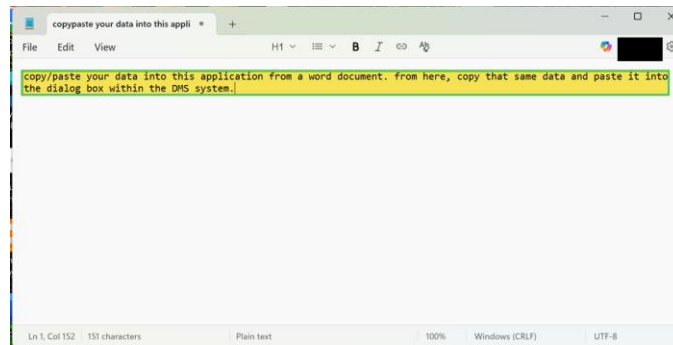
If you want to use the copy/paste function to quickly enter information from another system or document into the DMS then it is important to do it the right way to avoid a situation where the system will not save or will not be able to read the pasted information, preventing an IFSP or other documentation from working.

Please use the notepad application within your computer to transfer the data from the word document to an open notepad (see screenshot below on how to locate the notepad on your computer system):



*Screenshot of "Notepad" Typed into the Computer Search Bar*

Then copy any text you plan to bring into DMS from another system into a notepad document first and then copy it from the notepad document into the DMS dialog box.



*Screenshot in Notepad Application*

### Encrypted Messaging Services are No Longer Accessible by the ESIT Help Desk

Please use email or secure email to contact the helpdesk for all DMS service-related tickets. If you use an external service with a login then we will not be able to respond to your ticket. Please just use the Child ID to identify the record if you are required to encrypt when using the child's name or other identifiers.

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Using the ID gives no identifiers out when sending to us in a format that we can open and respond to your email.

If you are required by your agency to use encryption even when identifying a child record by the ESIT ID, then please place the sensitive information in an encrypted word or excel document and attach that document to your email. Then let us know the password to access the document.

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