

ESIT Data Management System Known Issues

October 2026 Edition



*“Visualization gives you answers to questions you didn’t know you had.”
– Ben Schneiderman, Retired Emeritus Professor of Computer Science*

ESIT Helpdesk Fast Facts – September by the Numbers

In September 2026, our dedicated ESIT DMS Help Desk team processed a total of 963 requests! Here's a breakdown of the support we provided:

- **773** admin requests (completed by Helpdesk Coordinator),
- **190** data fixes (completed by our developer through a coding change in the record),
- **The Help Desk has processed more tickets in September than August and July combined** – the highest amount since we started tracking them!

Announcements

ESIT Data Management System (DMS) Intermittent Issues & Freezing

Several users have reported issues with the DMS timing out, freezing and displaying a blank screen during outcomes reviews. We have triaged these reports, and our IT team was able to trace these issues back to new updates that have been released by Microsoft to enhance Edge. We are continuing to explore possible solutions and appreciate your patience!

Summary of recent issues reported in the DMS:

- Outcomes in open IFSP reviews unable to load; screen goes blank for multiple users across agencies,
- Intermittent access issues: users unable to log in, or being repeatedly signed out due to “inactivity,”
- Duplications of records from referral to record creation (happening spontaneously vs.



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Original Date: October 5, 2026

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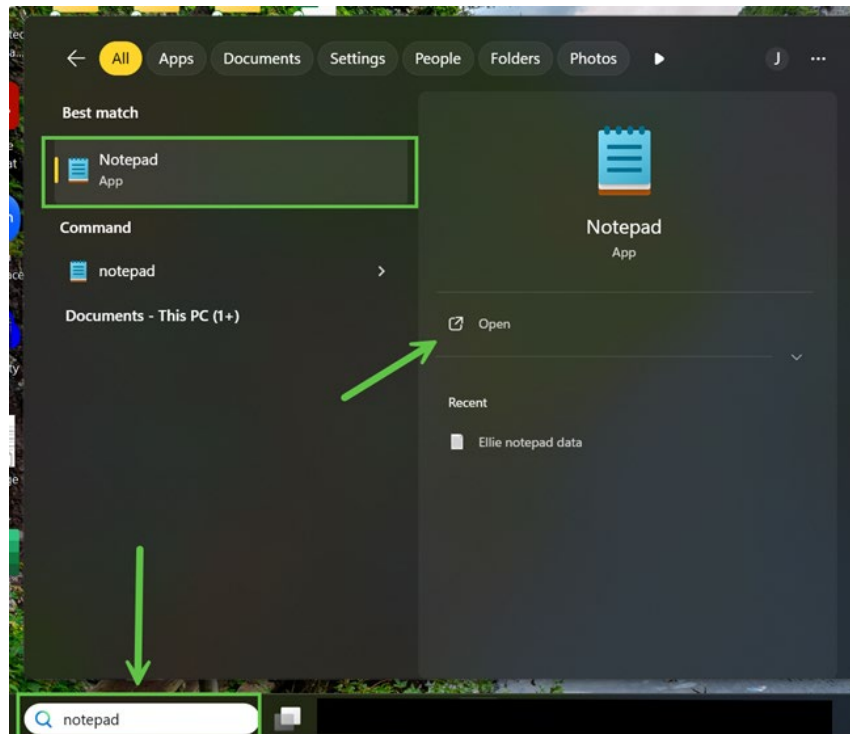
- accidental),
- System crashing during data entry for multiple providers—dialog box open causes a white screen and crash of DMS,
- Copy/paste (Ctrl+C / Ctrl+V) functionality failing and causing the system to freeze or crash,
- Transition Conference and Entry COS data fields producing error messages.

Highlighted Topics Based on Processed Service Tickets

Workaround for Compatibility Complications with Copy/Paste Information into the DMS

Documents like PDFs and Microsoft Word files use hidden formatting code to style text, fonts, and tables. Since our platform runs on advanced web technologies (powered by Telerik components), it cannot always read or translate those hidden, document-specific formats. When you paste directly, this formatting clash can cause errors, broken layouts, or data loss.

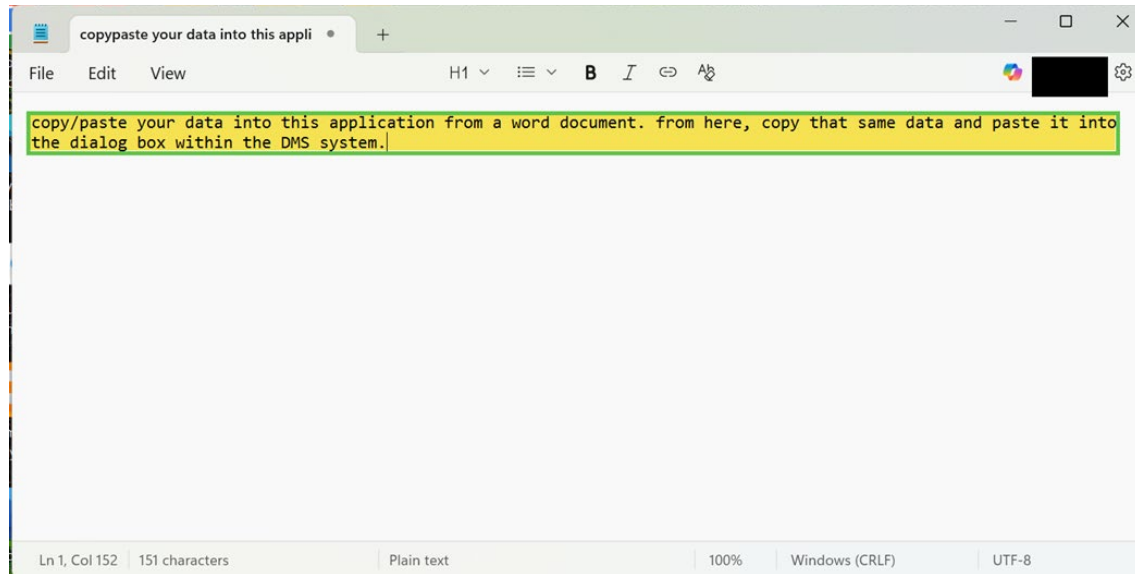
Please paste your text into Notepad (Windows) first, then copy it from there into our system.



Screenshot of “Notepad” Typed into the Computer Search Bar

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Copy & Paste Your Data in Application

Do ESIT Child IDs Require an Added Layer of Protection?

ESIT Child IDs are generated by our DMS and can only be traced back to child information by users of our data system. When sending Help Desk requests, please only list the childID OR the DOB/initials (not both). You are not required to add encryption or passwords to the emails sent to the Help Desk unless the email contains copies of IFSPs or medical documentation.

Waiting for a Transfer Request to be Approved?

Prior to requesting assistance with transfer approval from the Helpdesk please ensure the following has been attempted on your end:

- Attempts to contact the currently assigned FRC **OUTSIDE** of the DMS system have been made. If you need the current FRC's email, you can ask the Helpdesk for assistance with that.
- A minimum wait period for a response of 3 business days.

Once you have attempted to contact and waited for a response from the assigned FRC and you have NOT heard back, the Helpdesk can assist with completing the approval process.

****It is important that you reach out to us for assistance if you have been waiting more than 3 business days for approval because child records are associated with an assigned FRC, not an agency. If the last assigned FRC for the requested child record is no longer at the agency, the request is going unnoticed.**

Receiving a Transfer Request: How to Access from Your Homepage/Main Dashboard to Approve (or Decline)

To approve (or decline) a transfer you need to locate the request on your homepage dashboard, within your tasks and deadlines. There is a blue circular icon to the far left of the date and child's name; click that icon to pull up the request. The dialog box allows you to approve or decline the request as

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appropriate. **Unfortunately, you cannot approve/decline a transfer from the calendar tab.**

“Reopen IFSP” Requests are Increasing, Reminder to Double Check Your Work Prior to Issuing!

We are receiving an influx of data fix tickets to reopen IFSPs, many to add a service that was accidentally left off the IFSP. We ask that you please check ALL tabs within the child’s record and use the PRINT option to review your work on a PDF copy BEFORE you hit issue. We also ask that you DO NOT populate a date in the issuance date box (within the IFSP tab) until you are ready to issue the IFSP!

All things DMS Record Reactivations

What happens when a record is reactivated in the DMS system?

When reactivating a record, the intake coordinator or FRC needs to check the record once the FRC assignment is set. Here is how you will react to two key scenarios:

- 1. Does the record show a history of issued IFSPs and a timeline?**
 - If there is an issued IFSP in the record: There is an initial IFSP on file for this child, resetting the referral date would generate a new initial IFSP task on the timeline. Please track your 45-day timeline outside of the system and issue an annual IFSP in that timeframe. The tasks will reset the child's timeline.
- 2. Is the record mostly empty, with no history of issued IFSPs?**
 - If the reactivated record does **NOT** have an issued IFSP: Reach out to the Helpdesk to reset the referral date. This crucial step establishes the IFSP timeline.

Training and Guidance Support When a Record is Reactivated

- [Practice Guidance](#)
- [Evaluation, Assessment, and Ongoing Eligibility Guidance Update](#)
- [Updated Evaluation, Assessment, and Eligibility Guidance](#)
- [Data Management System Resources](#)

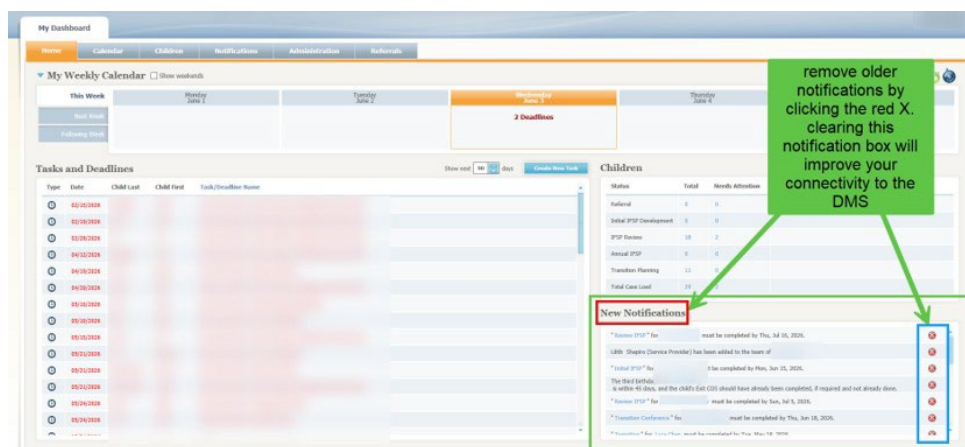
Creating User Accounts in the DMS

Users with administrative roles in the DMS (Lead FRC, Agency Manager, Lead Agency Manager) can create new user accounts in the DMS. Once the account is created in the respective organization, please contact the Helpdesk to activate the account. The Helpdesk Coordinator will send out a temporary password to the email associated with the new account and the new user will be able to access the DMS production environment immediately. We ask that when you alert the Helpdesk of the new user that they have completed all applicable training modules on the DMS system. If you need guidance on how to create user accounts, please contact the Helpdesk dcyf.esithelp@dcyf.wa.gov.

Ongoing Topics to Highlight

Prune Your Notifications to Improve DMS Performance

Items displayed on your DMS Home page under the New Notifications list slow down the connection between your computer and the DMS. Make sure to try and keep that list of items pruned, of older notifications, that you don't need any more so that they won't slow you down.



Home Tab in the DMS

IFSP Participants Not Listed on the Issued IFSP

Did you issue an IFSP without listing the IFSP participants within the summary tab of the IFSP? What should you do because of this finding? To help determine the next best steps, please confirm if these specific participant changes need to be visible on the IFSP PDF copy by asking your manager/team to ensure the action matches your agency's specific process.

Depending on your agency process, here are our two options:

- Option 1 (Reopen the IFSP): If your agency requires IFSP participants to be reflected on the PDF, let us know and we will happily reopen the IFSP so you can edit the participants.
- Option 2 (Progress Note): If it does not need to show on the PDF copy, we recommend simply making a note in the progress note tab of the record. You can state that the system participant list was not completed prior to issuance but note that the physical IFSP signature page accurately documents who was present.

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