ESIT Data Management System Known Issues

July 2026 Edition



"In the world of data analysis, data empathy stands as a transformative skill that elevates the practice from a cold, numbers-driven exercise to a human-centered endeavor."

– Ken Tingle, VP Consumer Sales & Data Analytics Manager, Cambridge Trust Company

ESIT Help Desk Staffing Update

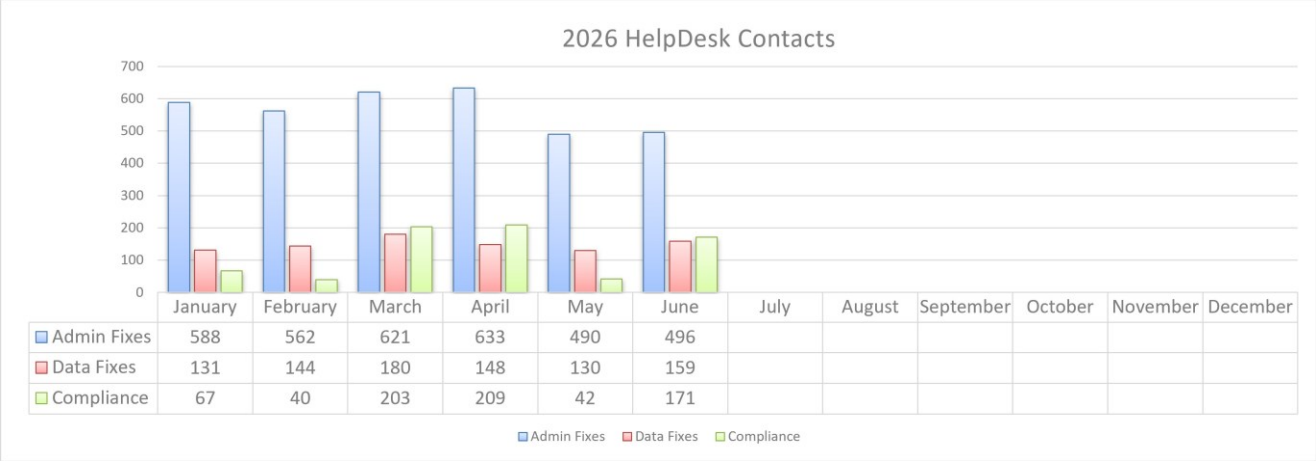
As of July 1, we are operating with just one Help Desk Coordinator on our team. Jayna will continue to field all DMS related questions coming into the Help Desk. We do not anticipate that these staffing changes will impact the turnaround time on data fixes or Help Desk tickets but ask for your patience during this transition.

ESIT Helpdesk Fast Facts – July 2026

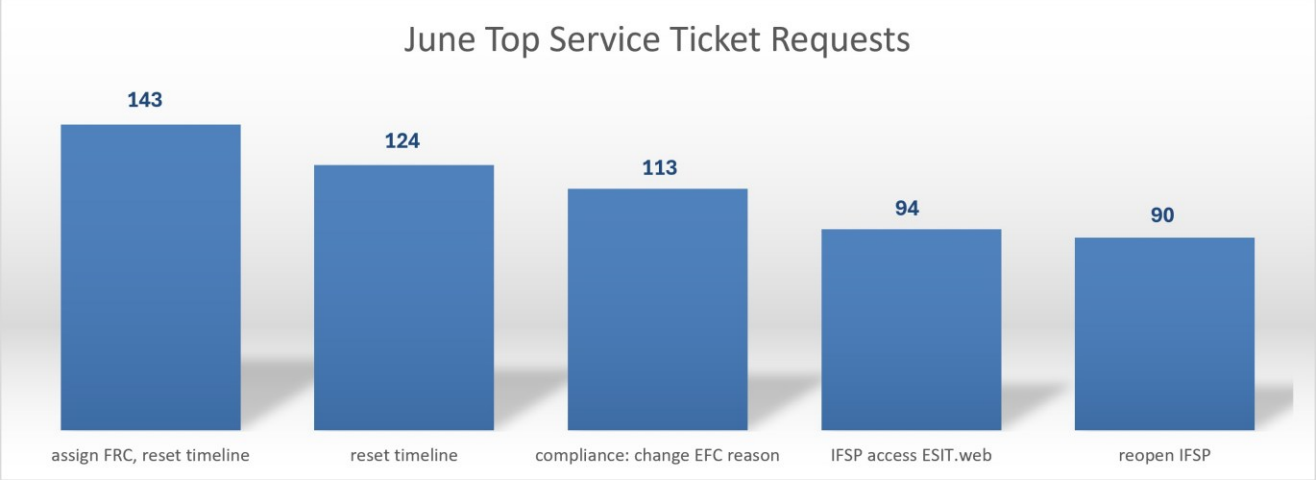
In June 2026, our dedicated ESIT DMS Help Desk team processed a total of 826 requests! Here's a breakdown of the support we provided:

- 496 admin requests (completed by Helpdesk team),
- 159 data fixes (completed by our developer through a coding change in the record),
- 171 compliance fixes (completed by Helpdesk and developer, related to indicators 1, 7 and 8.)

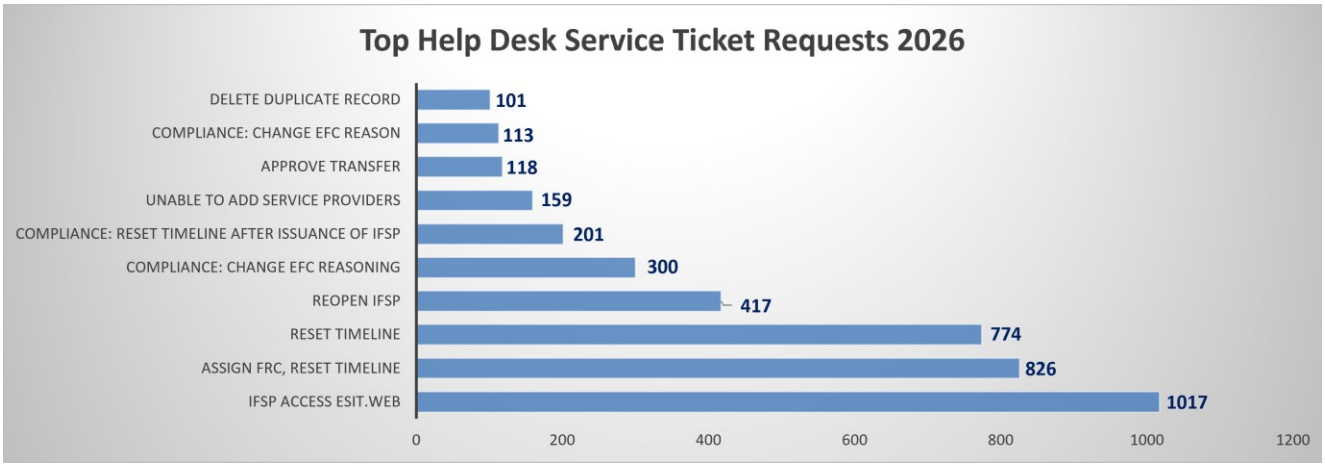
In June, we saw a significant increase in reopening of IFSPs data fix requests. We reopened 90 IFSPs, which was 40 more than in May.



2026 HelpDesk Contacts



June Top Service Ticket Requests



Top Help Desk Service Ticket Requests 2026

Fielded Key Topics to Highlight in June

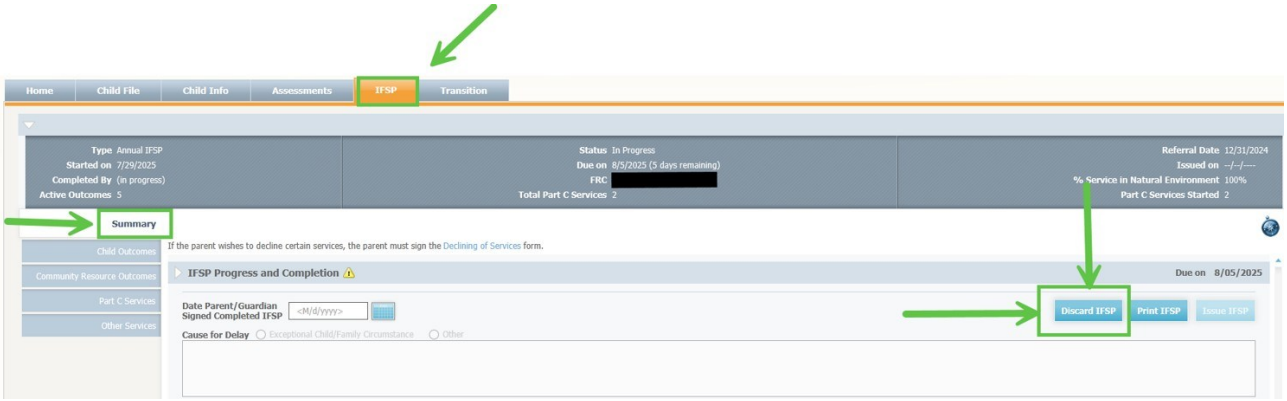
Increase to IFSP reopen data fix requests, please review data prior to issuing your IFSP.

Between May and June, we've seen a sharp increase in IFSP reopen service tickets. Please remember to review all data **PRIOR** TO ISSUING YOUR IFSP. You can review materials in two ways:

- Review each tab within the individual child record.
- Before issuing the IFSP, use the "Print IFSP" function on the IFSP tab to review data in the IFSP PDF.

Did you start entering the wrong IFSP type? If so, discard the open IFSP and start over, selecting the correct IFSP type. Don't know how to discard an IFSP? No problem, we have instructions!

1. Navigate to the IFSP tab and Summary subtab.
2. Locate the Discard IFSP, Print IFSP, and Issue IFSP buttons on the right side of the IFSP issuance date.
3. Click the "Discard IFSP" button to delete the open IFSP.



If you forgot to include IFSP participants on the issued IFSP, check your agency's documentation to process to see if the signature page detailing the participants may suffice. In this case, please write a progress note detailing that the participants are recorded on the signed signature page instead of being listed on the IFSP tab of the issued IFSP. There is no need to request to have the IFSP reopened.

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.

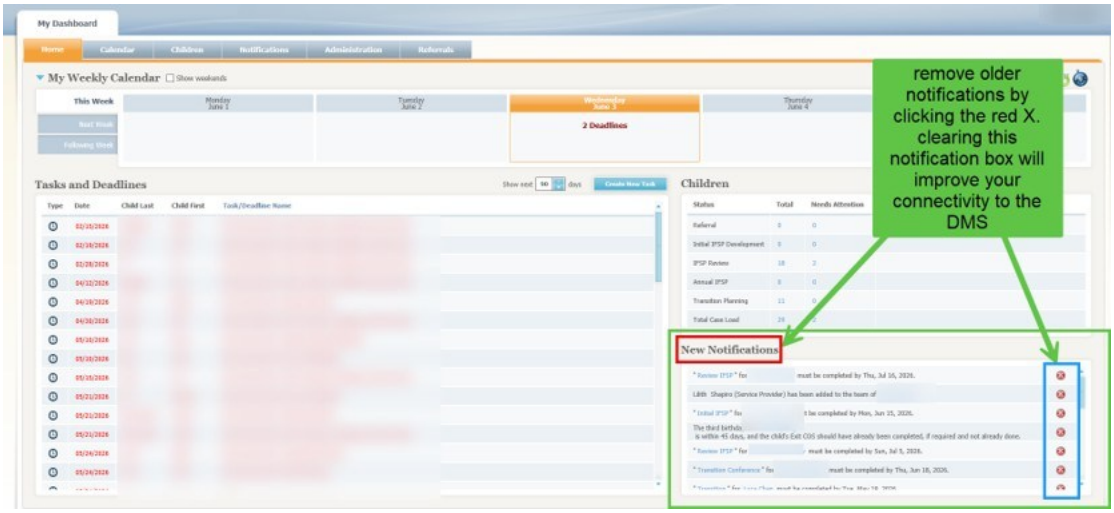
**It is important that you reach out to us for assistance if you have been waiting more than 3 business days for approval because child records are associated with an assigned FRC, not an agency. If the last assigned FRC for the requested child record is no longer at the agency, the request is going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

Do You Need Programmatic Guidance?

The Helpdesk's primary function is related to supporting DMS functionality, completing service tickets, and ensuring that data is properly recorded. We recommend passing programmatic questions through your agency team and direct supervisor. Then, if additional guidance is needed you can reach out to the DMS Helpdesk where quick answers can be given immediately or questions requiring more complex analysis can be passed to the larger state leadership team.

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.



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: Issue an **ANNUAL IFSP** to re-establish the IFSP timeline. This is necessary regardless of the date of the last IFSP, as it updates the timeline.
    - ***Fast Fact:*** *If the child recently had an initial or annual IFSP (within a few months of the exit) with documented present levels of development, you can use the most recent evaluation to proceed with your annual. Alternatively, you*

can update the present levels to reflect the child's progress over the past several months.

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.
    - ***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 7.*

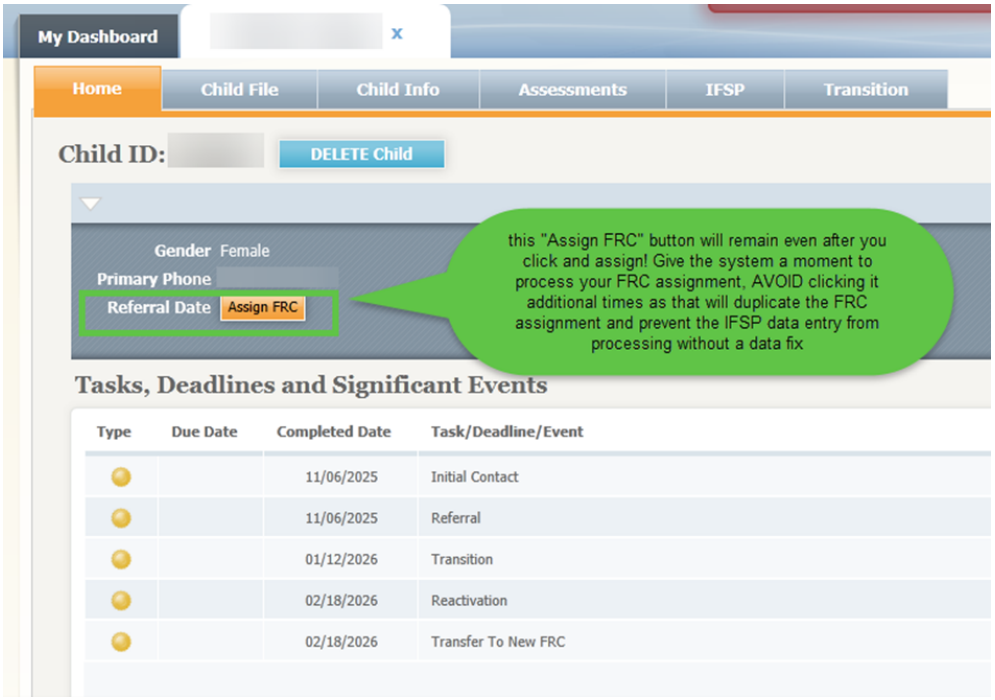
Training and Guidance Support When a Record is Reactivated

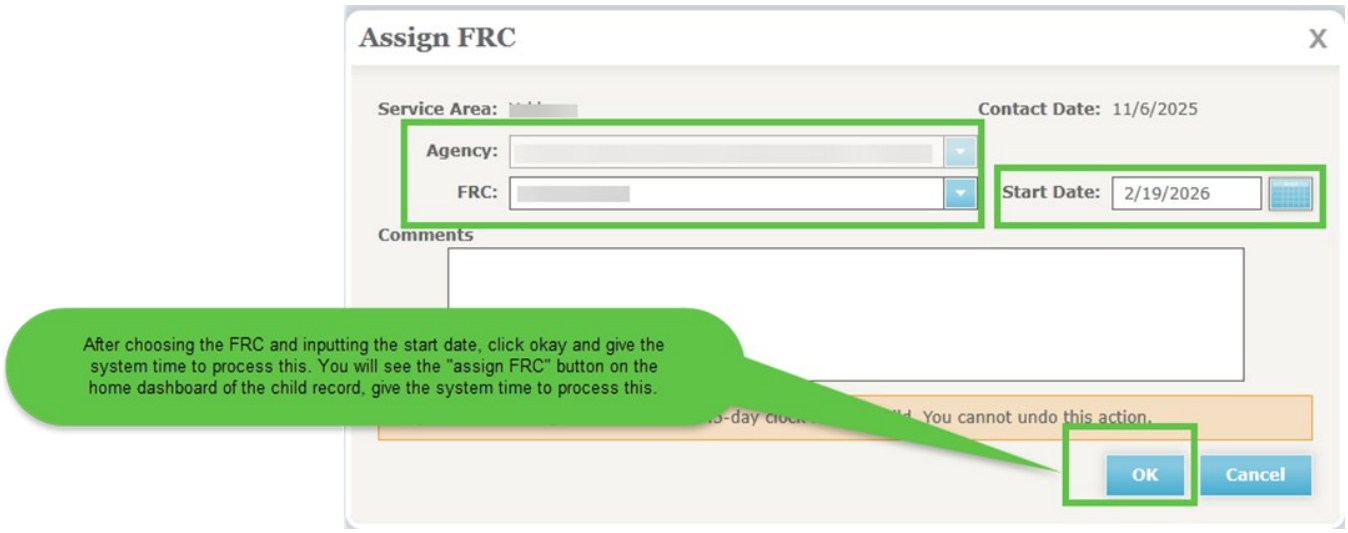
- Practice Guidance
- Evaluation, Assessment, and Ongoing Eligibility Guidance Update
- Updated Evaluation, Assessment, and Eligibility Guidance
- Data Management System Resources

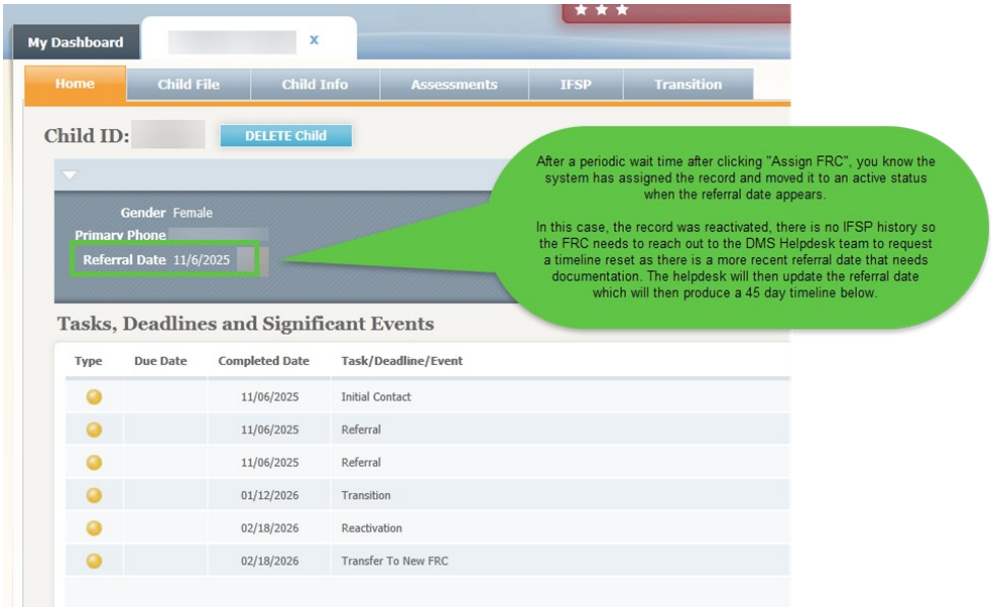
Ongoing Topics to Highlight

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.







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.

Has the School District Reached Out Inquiring about Granting School District Access?

If you requested school district access for a child but the transition partner doesn't see them in the report, check the following items:

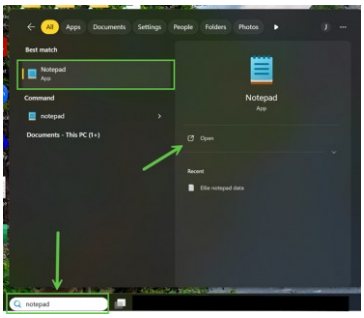
- Did you mark the LEA notification (potentially eligible), did it go through, showing marked as sent?
- Is the IFSP active?
- Do you have the correct school district listed in the record?
- Did you previously ask the helpdesk to “grant school district access”?

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

How to Copy & Paste Information into the DMS

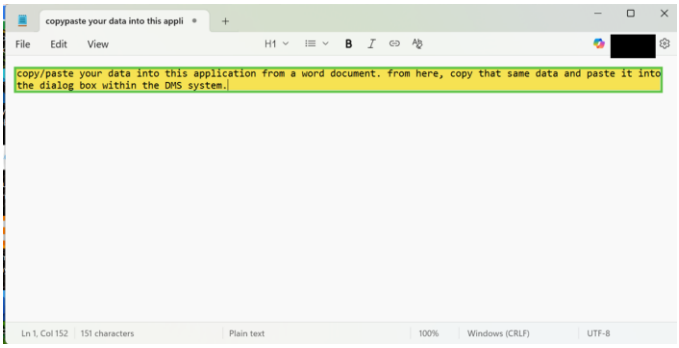
If you want to use the copy/paste function to quickly enter information from another system or document into the DMS then it is important to do it the right way to avoid a situation where the system will not save or will not be able to read the pasted information, preventing an IFSP or other documentation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