ESIT Data Management System Known Issues

September 2026 Edition

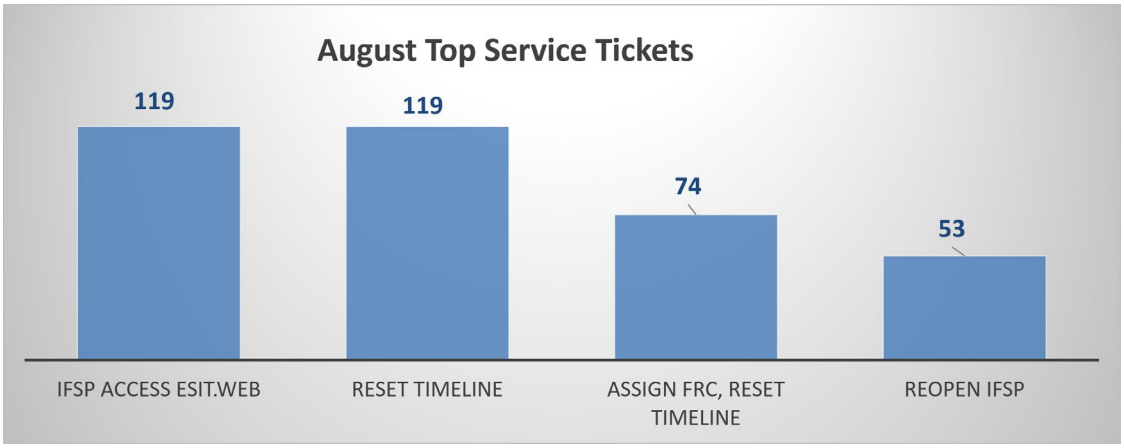


"The value of an idea lies in the using of it."
– Thomas A. Edison, American inventor and businessman

ESIT Helpdesk Fast Facts – August by the Numbers

In August 2026, our dedicated ESIT DMS Help Desk team processed a total of 521 requests! Here's a breakdown of the support we provided:

- **401** admin requests (completed by Helpdesk Coordinator),
- **91** data fixes (completed by our developer through a coding change in the record),
- **29** compliance fixes (completed by Helpdesk and developer, related to indicators 7.)



August Top Service Ticket Requests

Washington State Department of CHILDREN, YOUTH & FAMILIES

Original Date: Sept. 9, 2026
Early Support for Infants & Toddlers Team | Approved for distribution by DCYF ESIT Data Systems & Analysis Team

Announcements

ESIT Help Desk Staffing Update The ADAPT Tool is Live!

We are proud to celebrate the go-live of ADAPT – a tool for everyone in Washington's Early Support for Infants and Toddlers (ESIT) community.

- **What is it?** ADAPT is an online tool that makes information out Washington's ESIT program easier to find, understand and use.
- **What is it for?** WADAPT helps you learn about the infants and toddlers receiving IDEA Part C services and how early intervention services are provided across the state. It presents information in clear, accessible formats.
- **Where do I go?** ADAPT is available online and can be accessed from ESIT's ADAPT website.

Introducing a New ESIT.web Training Resource for School District Teams

With the new academic year upon us the ESIT Data Systems and Analysis Team has launched a new training module just for you.

ESIT.Web Access for School Districts (hyperlink to direct access of the training)

This lesson will prepare you to:

- Access the ESIT.Web portal.
- Use ESIT.Web to access relevant child data.
- Correct or report common ESIT.Web issues.

For questions or concerns about this training please reach out to Jaclyn Johnson at jaclyn.johnson@dcyf.wa.gov. For technical assistance with the ESIT.Web portal please contact the ESIT Helpdesk at dcyf.esithelp@dcyf.wa.gov. Happy Training!

Key Topics to Highlight in September

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.

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.

Ongoing Topics to Highlight

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.

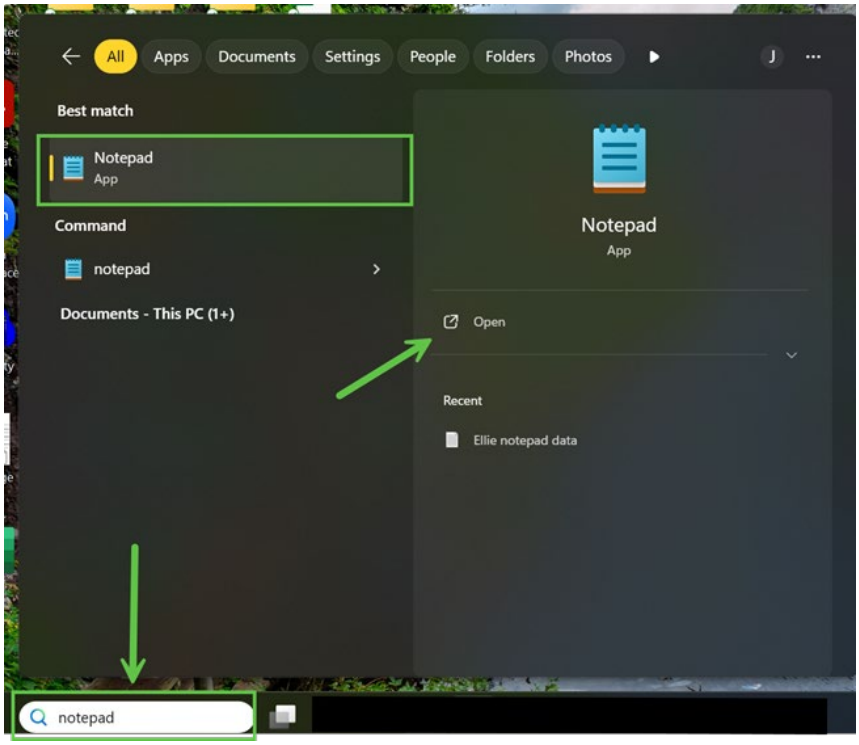
Receiving a Transfer Request: How to Approve from your Homepage/Main Dashboard

To approve 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 for approval. **Unfortunately, you cannot approve the transfer from the calendar tab.**

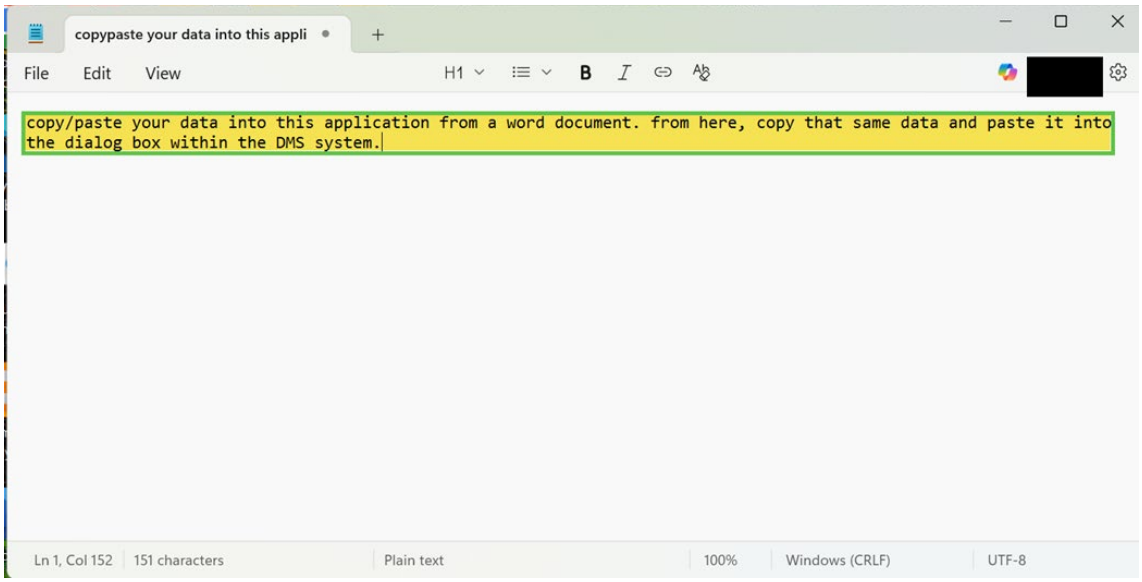
Workaround for Compatibility Complications with Copy/Paste Information into the DMS

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.



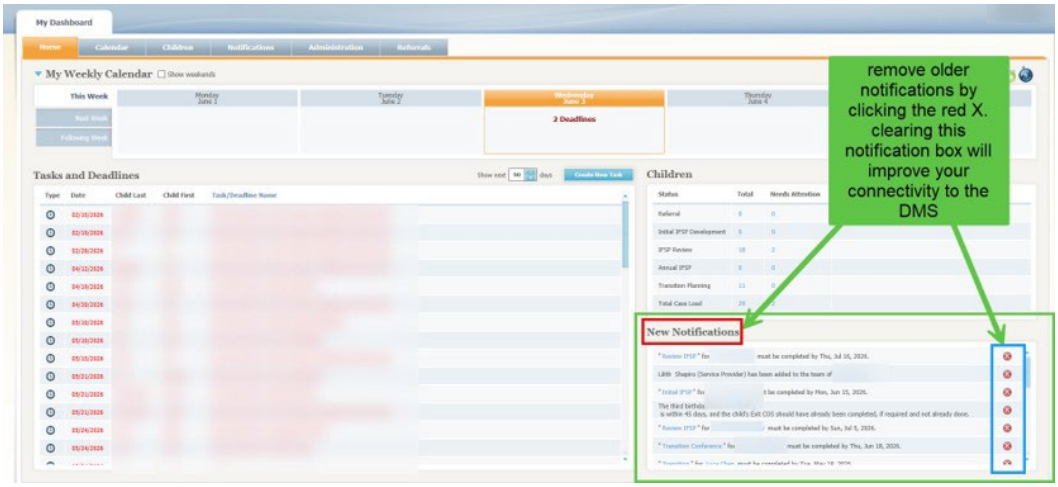
Screenshot of "Notepad" Typed into the Computer Search Bar



Copy & Paste Your Data in Application

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

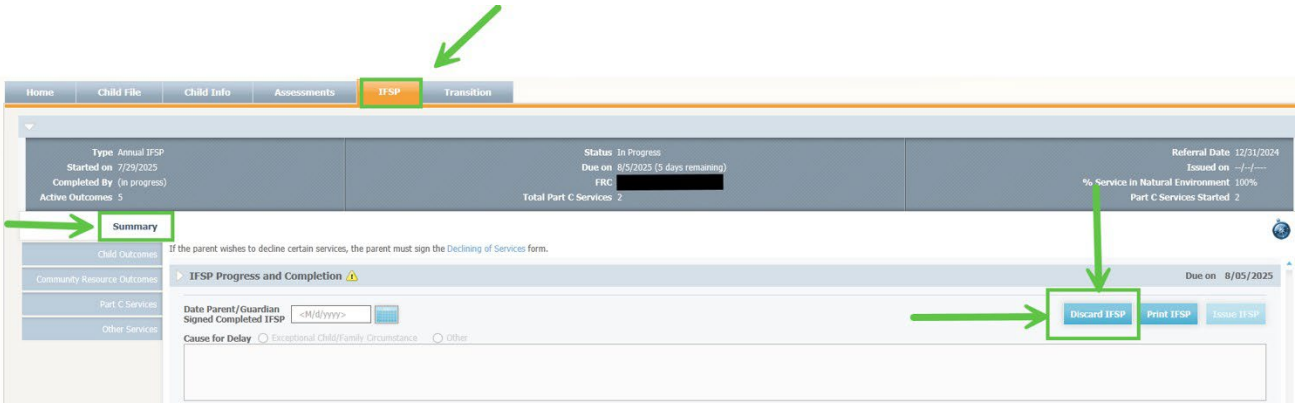
Please Review Data Prior to Issuing your IFSP

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.



IFSP Tab in DMS