ESIT Data Management System Known Issues
April 2025 Edition

"The goal is to turn data into information, and information into insight."
— Carly Fiorina, American businesswoman and politician

GovDelivery Notifications

Please ask your staff and coworkers to sign up for our [GovDelivery notifications](). This will ensure they receive the latest updates about the ESIT DMS system as well as our monthly Known Issues document.

If your program is implementing changes and you can anticipate that administrative changes in child records will be required, please notify the ESIT Help Desk ahead of time so we can anticipate the influx in requests.

Check out our [ACORN trainings and publications]().

Help Desk Fast Facts

🎉 In March 2025, our dedicated ESIT Help Desk team processed a total of 906 requests! 🎉

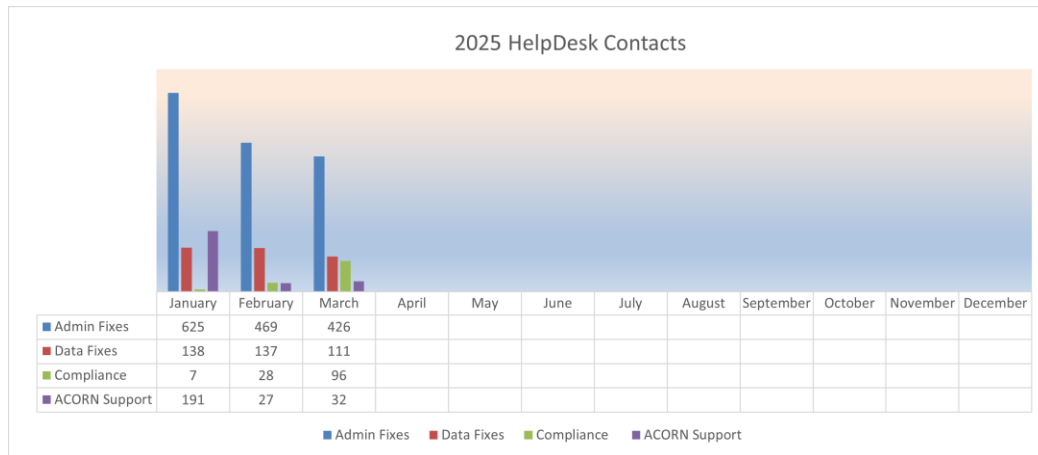Here's a breakdown of the support we provided:

- 🛠️ 111 Data Fix Requests,
- 🛠️ 96 Compliance Requests,
- 💻 32 ACORN Support Requests,
- 📝 426 Administrative Requests, and
- 🏫 241 School District Access to IFSP Requests.

2025 HelpDesk Contacts

	January	February	March	April	May	June	July	August	September	October	November	December
■ Admin Fixes	625	469	426									
■ Data Fixes	138	137	111									
■ Compliance	7	28	96									
■ ACORN Support	191	27	32									

■ Admin Fixes   ■ Data Fixes   ■ Compliance   ■ ACORN Support

2025 Help Desk Admin, Data, Compliance and ACORN Fixes

Attention Program Directors, Agency Managers, FRC Leads: An active DMS account is needed for ACORN

As a reminder to agency managers, program directors, FRC leads: all staff members who are going to use ACORN when it is launched need to have an active account in our current ESIT DMS system. We are merging accounts from the current system to ACORN upon launch. When making ACORN training environment account requests, please make sure your team member is currently added in the DMS system before they reach out to the ACORN Helpdesk and/or DMS Helpdesk.

All Things Eligibility: When a Record is Reactivated

Please follow the links to the DCYF ESIT site to find updated guidance on all-things eligibility, evaluation, and what to do when a child returns for an evaluation or re-evaluation:

- ESIT Practice Guidance
- Evaluation, Assessment, and Ongoing Eligibility Guidance Update
- Updated Evaluation, Assessment, and Eligibility Guidance Frequently Asked Questions
- ACORN (Access to Child Online Records Network) Data Management System
- Re-evaluation of Returning Child

Outcome review: How to Choose the Best Option for Your Next Individualized Family Service Plan (IFSP)

Before the next IFSP can be started, you must document the child's progress. Follow these steps for each outcome:

1. Enter the **Review Date** or select one using the calendar icon:

2. In the "How did we do" section, choose the option that best fits the child's progress toward this outcome.

   ▪ If you select **Achieved** or **Discontinue**, the system will not carry the outcome forward to the next IFSP.

   ▪ If you select **Continue**, the system will carry the start date, outcome, and its supporting services to the next IFSP. A continued service will be reflected in one of two ways on a federal report:

      o If a service's actual start date is entered **before** you begin creating the next IFSP, and the child outcome supported by that service is continued on the next IFSP, that service will be counted on federal reports as a continuation of the previous service.

- If a service's actual start date is entered **after** you begin creating the next IFSP, and the child outcome supported by that service is continued on the next IFSP, that service will be counted on the federal reports as a new (though identical) service.

- If you select **Revise**, the system will carry only the start date and outcome over to the next IFSP but will leave the associated service(s) behind. When you work on the next IFSP, you will need to associate a new service with this outcome.

Note: For services that will be continued or revised, the start dates carried to the next IFSP will be read-only since they are already in progress. Any target dates carried over, however, will be able to be edited.

3. Enter comments that support your selection.

4. Click **OK** when you are finished. The system returns you to the Child Outcomes sub-tab with your review options displayed.

Note: If the outcome was only supported by one Part C service that was declined after the IFSP was issued, the **Continue** option does not display. To carry this outcome forward, select **Revise**. You will need to associate a new service with this outcome on the next IFSP.

Data Entry in the DMS

To help us maintain accurate and reliable data, please read through the following tips around referral and evaluation data entry:

- **For evaluations**: There is a timeline for entering eligibility data that we want to point out:

Within 10 business days of the event, enter eligibility information into the DMS, including children that are referred and are not found eligible.

- **Referral timeline**: We are getting a higher number of reset timeline requests for records that do not have record of a reactivation. It is important that records are closed in an appropriate amount of time after all attempts to contact have been unsuccessful. This way, when a new referral comes through, the record can be reactivated so it will accurately reflect the updated timeline.

Exit children from the DMS by documenting and submitting to DCYF, upon request, the following:

For children who are referred but do not yet have an IFSP, a child's record can be closed after **three (3) failed attempts** using at least **two (2) different means of communication** over a period of **at least 10 business days**.

This guidance is found directly from the contract material found on our website: ESIT Provider Agency - ESIT Service Provider Subcontract Requirements.

What to Do When You Cannot Create a New IFSP

We are noticing an uptick in requests that users cannot create a new IFSP and are receiving the following error message, "You cannot create a new IFSP when there is an 'In Progress' IFSP."

- If you receive this error message, you have an open IFSP in the record. Please look at the bottom of the IFSP tab to confirm. Go to the open IFSP tab and discard the open IFSP to proceed. Here is an example:

All Things DMS Reactivations

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

When reactivating a record, the intake coordinator or FRC needs to check the record once the FRC assignment is set. Here are the key scenarios:

1. **Does the record show a history of issued IFSPs and a timeline?**
2. **Is the record mostly empty, with no history of issued IFSPs?**

What to do next:

- 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.

Fun 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.

- **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.

Fun 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.

Data Fix Release Schedule

We continuously release data fixes from Monday through Thursday. However, there may be instances that delay the release, such as database accessibility issues, server outages, or planned leave. Our goal is to provide daily updates, but this is not always possible. We kindly ask you to submit your data fix requests as soon as you identify an issue, rather than waiting until the end of the month or accumulating multiple cases. For urgent requests, we will prioritize them accordingly, although we cannot guarantee completion by a specific date, such as the end of the month.

New ACORN Help Desk Email Address

What is happening?

We have established a new ACORN Help Desk email account: dcyf.acornhelpdesk@dcyf.wa.gov.

Who will be impacted?

ACORN Users who have questions about the ACORN system, its functionality, training availability and access.

How will this impact customers?

Users will no longer send ACORN-related questions to the ESIT Help Desk. All questions pertaining to ACORN will be sent to the ACORN Help Desk and answered by the ACORN Help Desk team in collaboration with the public consulting group.

When is this happening?

The ACORN Help Desk is available now!

Why is this happening?

We are looking to streamline our Help Desk processes and lessen the load on the ESIT Help Desk.

Questions?

- Send your ACORN-related inquiries to dcyf.acornhelpdesk@dcyf.wa.gov.
- For DMS-related questions, please continue to use dcyf.esithelp@dcyf.wa.gov.
- For all other questions, contact Data Systems and Analysis Manager Kim Hopkins at kim.hopkins@dcyf.wa.gov.

Details Matter

Writing a good service ticket is not only helpful for the [Helpdesk](#) staff, but also for yourself. It can save you time and frustration by getting you the right solution faster. Here are some key points to remember when emailing the help desk:

- If you are requesting assistance with a DMS record, please include:
    - The child ID, or
    - The initials of first and last name and the DOB of the child in your request.

- **Provide relevant details**: The more information you can provide about the issue, the easier it will be for the help desk to identify and fix it. For example, include the **child ID** when available, or **child name/DOB** when necessary. Also, mention the **steps** you took before encountering the issue, and the **expected** and **actual** outcomes.

- **Use screenshots**: A picture is worth a thousand words. Sometimes, a screenshot can show the issue more clearly than words. You can use the **Snipping Tool** or the **Print Screen** button on your keyboard to capture a screenshot of your screen. Then, attach it to your service ticket using the **Attach File** option.

- **Avoid jargon**: Try to use simple and clear language that anyone can understand. Avoid using acronyms or technical terms that might confuse the Help Desk staff. If you must use jargon, make sure to explain what the jargon means.

We hope these tips will help you write effective service tickets that can get you the best possible response. Remember, details matter! The more details you provide, the faster and better the [Helpdesk](#) can help you.

Need Assistance?

For Assistance with ESIT DMS, email dcyf.esithelp@dcyf.wa.gov.

- This is the most efficient way to get in the queue for assistance.
- Send a description of your problem and include the child ID.
- In some cases, it may be helpful to send a screenshot.
- You may send a message directly through ESIT DMS if you do not need to attach screenshots to resolve the issue.

Original Date: April 2, 2025

Early Support for Infants & Toddlers | Approved for distribution by Kim Hopkins, DCYF ESIT Data Systems & Analysis Manager

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