

ESIT Data Management System Known Issues

March 2025 Edition



“With data collection, ‘the sooner the better’ is always the best answer.”
- Marissa Mayer, IT executive, Lumi Labs co-founder, former Yahoo! president & CEO

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](#).

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.



Washington State Department of
CHILDREN, YOUTH & FAMILIES

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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 are 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 esit.help@dcyf.wa.gov,
- For all other questions, contact Data Systems and Analysis Manager Kim Hopkins kim.hopkins@dcyf.wa.gov.

Help Desk Fast Facts

🎉 In February 2025, our dedicated ESIT Help Desk team processed a total of 661 requests! 🎉

Here's a breakdown of the support we provided:

- 🛠️ 137 Data Fix Requests,
- 🖨️ 27 ACORN Support Requests,
- 📄 299 Administrative Requests, and
- 🏠 198 School District Access to IFSP Requests.



2025 Help Desk Admin and Data Fixes

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Federal Fiscal Year (FFY)2024 Compliance Period Happening Now

This is the final month of our compliance period for FFY 2024, and it will conclude on March 31. During this time, we will pull reports from Compliance Indicators 1, 7 and 8 from the Data Management System (DMS) and vet them 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. Users have access to the federal indicator reports in the DMS and can pull the data at any time. For assistance with accessing the reports, please contact the ESIT [Helpdesk](#).

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 referred and 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](#).

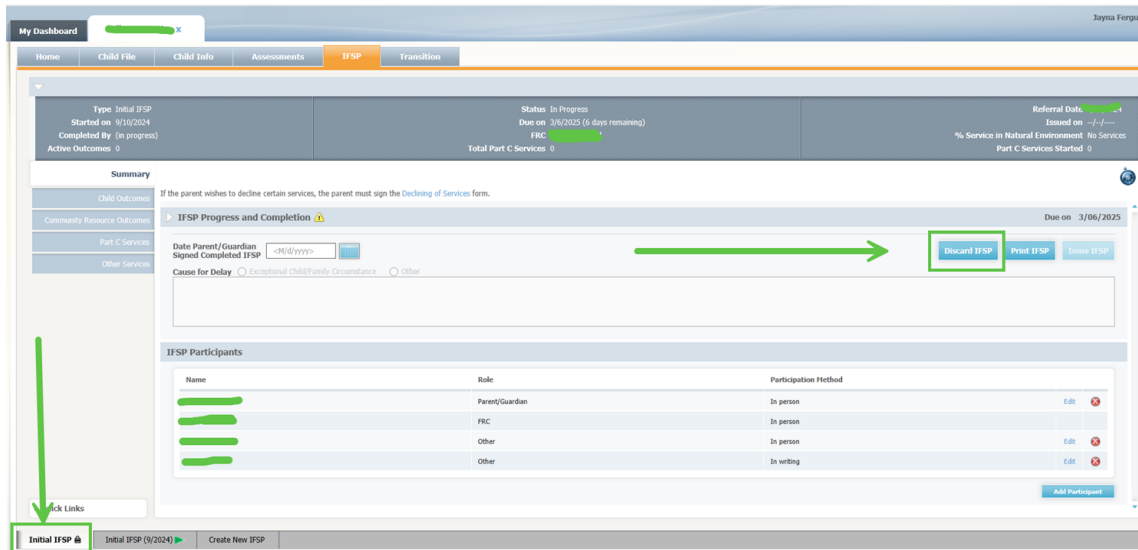
What to Do When You Cannot Create a New IFSP

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:

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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

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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.

ACORN Training Environment Known Issues

Here are some identified bugs to the ACORN training environment that should be resolved at this time.

- **Error message** when trying to access the caseload component should be fully resolved:
- If you notice **coding** when trying to access the caseload component, you need to clear your cookies and try again. You can find instructions on clearing ACORN cookies on our [website](#).
- If you notice this message: **this page isn't working right now**, you need to copy and paste the URL into a web browser and try again: <https://hub.trng.waeihub.com>.

General Guidance for Navigating the ACORN Training Environment

Please make sure you are logging into the training environment and not another ACORN environment by mistake. You know you are navigating to the training environment if you notice 'trng' in the URL. This is the correct URL to use: <https://hub.trng.waeihub.com/>

User Role
County Lead Agencies
Lead Agency Manager
Lead FRC
FRC
Intake Coordinator
Agency Manager
Service Provider
Transition Service Partner

Do you need your caseload component added to your account? Reach out to the [ACORN Helpdesk](#) to request, please indicate what role(s) you need added.

If your caseload does not match your DMS caseload, this is probably the result of the gap of time from our last data migration into the training environment and so caseloads will not mirror present day info. You need to reach out if you notice a significant difference in your caseload in ACORN from your DMS caseload early fall timeframe so we can investigate how that info migrated.

Help Desk Response Times

The Help Desk Team tries to be responsive to your inquiries. There are some things you can do to reduce wait times:

- Send your inquiry to the correct Help Desk inbox.
 - ESIT DMS Help Desk esit.help@dcyf.wa.gov.
 - ACORN Help Desk dcyf.acornhelpdesk@dcyf.wa.gov.
- Include details and all requested information in your initial email,
- Send emails rather than using the DMS messaging option,
- Send requests for reports directly to Kim Hopkins hopkins@dcyf.wa.gov,
- Mark urgent requests with "URGENT" in the subject line of the email.

DMS requests are prioritized above all ACORN requests, which will be addressed in the order they are received. Each request is assessed, and you'll be given resources and training options to help you

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troubleshoot independently. If you're unable to resolve your ACORN issues using these resources, we will then schedule a Microsoft Teams meeting to provide further assistance.

We appreciate your understanding of these processes, which help us avoid delays and reduce prolonged wait times.

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.

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- 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.

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