

Helpful Links

- Dashboard Snapshots
- Knowledge Center
- Florida PALM Workbook for AHCA
- Readiness Workplan

AHCA Status Report Dashboard

Reporting Period

July - August 2025

Agency Sponsor

Jon Manalo

Click on the various statistics or dials to view the supporting information within your agency's Smartsheet Florida PALM Workbook.

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Completeness

Other Task Completeness



Direct Impact Task Timeliness:

Score = 96.43%

- Submitted On Time = 33
- Submitted Late = 9
- Pending Submission = 0

Other Task Timeliness:

Score = 75.92%

- Submitted On Time = 39
- Submitted Late = 32
- Pending Submission = 6

Direct Task Completeness:

Score = 84.15%

- Submitted Complete = 32
- Submitted Incomplete = 1
- Completed After Submission = 8

Other Task Completeness:

Score = 86.43%

- Submitted Complete = 32
- Submitted Incomplete = 1
- Completed After Submission = 9

The RW Task Timeliness dials reflect the timeliness of your agency's submission of all RW tasks based on the task due date. Calculations are based on all RW tasks to date.

The RW Task Completeness dials reflect the completeness of your agency's task submissions based on the task rubric. Calculations of task completeness includes all RW Tasks since RW 512.

Change Champion Network:

The Change Champion Network composition reflects the completeness of your CCN makeup.

- Unique Filled Role = 11
- Duplicate Filled Role = 4
- Vacant Role = 0

The dials above include an intuitive Green-Yellow-Red spectrum, where green indicates the measure is in a positive range, yellow represents that the gaps in expected results present an increasing risk to the agency, and red indicates that there are significant gaps in expected results that present an elevated risk level for the agency.

RW Tasks - Completed or Open Items

| Project Impact | Critical Operational Element | Task ID | Task Name | Task Planned Start Date | Task Planned End Date | Agency Reported Task Progress | Agency Submission Date | Status Comment | Project Verification of Completion | Agency Corrected Submission Date |
|----------------|------------------------------|---------|--|-------------------------|-----------------------|---|------------------------|---|------------------------------------|----------------------------------|
| N/A | Processes | 515 | Identify Change Impacts and Update Agency Business Process Documentation for Segments I and II | 01/29/24 | 04/12/24 | 75% - Consolidating/Inputting Information for Submission | | 9/10/2025: AHCA BAs continue to work with the Bureau of Financial Services for documenting the processes to include processes that are part of the Certification 1 mitigation plan. | | |
| N/A | Technology | 519 | Remediate Agency Business Systems based on Segment I | 01/29/24 | 06/28/24 | 75% - Consolidating/Inputting Information for Submission | 03/07/25 | 9/10/2025: Accounts Module and MAR Modules 100% complete in remediation. These modules handle the Agency invoicing functionality. MAR module is 99% users tested. Documenting the user testing for the Accounts Module | | 05/09/25 |
| N/A | Processes | 527 | Identify Change Impacts and Update Agency Business Process Documentation for Segment III | 04/15/24 | 07/12/24 | 75% - Consolidating/Inputting Information for Submission | | 9/10/2025: AHCA BAs continue to work with the Bureau of Financial Services for documenting the processes to include processes that are part of the Certification 1 mitigation plan. | | |
| N/A | Technology | 531 | Remediate Agency Business Systems based on Segment II | 04/29/24 | 10/04/24 | 75% - Consolidating/Inputting Information for Submission | | 9/20/2025: ABS Remediation is not on the same Segment Schedule as Florida PALM. Completing mitigation plan to complete the remediation | | |
| N/A | Processes | 543 | Identify Change Impacts and Update Agency Business Process Documentation for Segment IV | 07/22/24 | 10/18/24 | 50% - In Progress | | 9/10/2025: AHCA BAs continue to work with the Bureau of Financial Services for documenting the processes to include processes that are part of the Certification 1 mitigation plan. | | |
| N/A | Technology | 547 | Remediate Agency Business Systems based on Segment III | 07/22/24 | 12/13/24 | 75% - Consolidating/Inputting Information for Submission | | 9/20/2025: ABS Remediation is not on the same Segment Schedule as Florida PALM. Completing mitigation plan to complete the remediation os SunFocus. | | |
| N/A | Technology | 561 | Remediate Agency Business Systems based on Segment IV | 10/21/24 | 03/14/25 | 25% - Beginning Initial Internal Meetings and Information Gathering | | 9/20/2025: ABS Remediation is not on the same Segment Schedule as Florida PALM. Completing mitigation plan to complete the remediation os SunFocus. | | |
| Direct | Technology | 576 | Complete Internal Agency Business System Test and Remediation to prepare for Cycle 2 - Technical Interface Testing | 01/06/25 | 07/25/25 | 100% - Submitted | 07/25/25 | 5/9/2025 ABS Remediation is not on the same Segment Schedule as Florida PALM. All but 1 interface is ready to exchange with Florida PALM although the remediation efforts of the SunFocus modules is not completed. 4/25/2025 - All but 1 interface are ready for Cycle 2 Interface Testing 4/7/2025 - All but 3 interfaces are ready for Cycle 2 Testing. But system is not remediated to process the files for each of the system modules 01/27-All files have started 01/17- A third of the interfaces have been remediated. | Submission Complete | |
| Indirect | Processes | 574 | Prepare Documentation for User Acceptance Testing | 06/02/25 | 10/03/25 | 25% - Beginning Initial Internal Meetings and Information Gathering | | | | |
| N/A | People | 610 | Update Authorized Smartsheet Users | 06/23/25 | 07/11/25 | 100% - Submitted | 06/24/25 | | N/A | |
| Direct | Technology | 591 | Confirm IDP Configuration for Florida PALM | 06/23/25 | 07/11/25 | 100% - Submitted | 07/11/25 | | Submission Complete | |
| Indirect | N/A | 593 | Update Agency Readiness Certification | 06/23/25 | 07/18/25 | 100% - Submitted | 07/21/25 | | Submission | |

| | | | | | | | | | | |
|----------|--------|-------|--|----------|----------|---|----------|---|--|-------------------------------------|
| | | | #1 | | | | | | | Complete |
| N/A | N/A | 611 | Submit Bimonthly Agency Readiness Status Report | 07/01/25 | 07/10/25 | 100% - Submitted | 07/10/25 | | | Task Closed - Submission Incomplete |
| N/A | People | 616 | Share Florida PALM Updates | 07/14/25 | 07/25/25 | 100% - Submitted | 07/25/25 | | | Submission Complete |
| Direct | People | 573-B | Complete and Submit End User Role Mapping Worksheet for remaining End Users. | 07/14/25 | 10/03/25 | | | | | |
| Indirect | N/A | 660 | Submit Monthly Progress Report - Testing | 08/04/25 | 08/29/25 | 100% - Submitted | 08/28/25 | | | Submission Complete |
| Direct | Data | 587-A | Complete Data Cleansing Based on Mock Conversion 3 | 08/11/25 | 10/03/25 | 25% - Beginning Initial Internal Meetings and Information Gathering | | 9/10/2025 - AHCA Procurement is working with DFS and BFS to clean up some of the old contracts. | | |
| Direct | Data | 587-B | Complete Data Cleansing Based on Mock Conversion 3 – APC001 Suppliers | 08/11/25 | 10/03/25 | 100% - Submitted | 08/28/25 | | | |
| Direct | Data | 661 | Update Conversion Field Mapping | 08/11/25 | 10/03/25 | 25% - Beginning Initial Internal Meetings and Information Gathering | | | | |
| Direct | Data | 662 | Submit Updated Configuration Workbooks | 08/11/25 | 10/03/25 | 25% - Beginning Initial Internal Meetings and Information Gathering | | 9/10/2025 - GL Configurations have been completed. Other configurations are in progress. | | |
| N/A | N/A | 617 | Submit Bimonthly Agency Readiness Status Report | 08/29/25 | 09/10/25 | 100% - Submitted | 09/10/25 | | | |
| Indirect | N/A | 664 | Submit Monthly Progress Report - Testing | 09/02/25 | 09/30/25 | 50% - In Progress | | 9/10/2025 - Updated the Mock Conversion to reflect completion. | | |

Agency Reported

The Risks, Issues, and Assumptions tables below display only items that were marked confirmed and were opened/logged, closed/resolved or active during the reporting period.

| AHCA Risks | | | | | | | | | | |
|---------------------|-------------|-------------|--|---|------------|-----------------|--|---|---|---|
| Status | Date Opened | Date Closed | Risk Category | Risk Title | Trend | Risk Rating | Background | Monitor/Mitigation Plan/Resolution | Impact if Risk Becomes an Issue | Reporting Period Comments for July - August 2025 |
| Open and Mitigating | 11/25/24 | | Business Process Change | Unavailability of Accounting System | Increasing | 9 (High/High) | If there is not an accounting system available in June 2026, AHCA will not be able to complete the Weekly Medicaid Run and will not have the ability to pay the providers, costing the State, millions of dollars in fines/penalties. | Strategy: 1) Change statutory requirements 2) Meet with CMS to explain the absence of Accounting System to plan for holding federal funds for more than 72 hours. 3) Meet with A&A and Treasury to aid in decision making process on the solution. 4) Multiple Projections for the month of July. Note: Banks are still operational | Millions of dollars in interest/fines/penalties. | Reviewing internally |
| Open and Monitoring | 06/20/25 | | Agency Business System Deployment/Cutover | Loss of Lead Developer with institutional knowledge | Increasing | 9 (High/High) | Lead Developer has replaced by new resource for the new FY | Monitor remediation progress more closely | Deployment/Cutover | 9/10/2025: The lead developer has become knowledgeable with SunFocus and actively working on Florida PALM remediation. |
| Open and Mitigating | 07/09/25 | | Agency Business System Business Process Change Deployment/Cutover Staffing/Resource Availability User Acceptance Testing | Continued Implementation of SunFocus enhancements | Stable | 6 (High/Medium) | To enhance operational efficiencies, we are conducting an analysis and implementing identified improvements using our development resources. | 1) Complete Mitigation plans for SunFocus Remediation (which will the identification of additional technical resources 2) Leadership Prioritization of SunFocus Remediation vs. SunFocus Enhancements | Deployment/Cutover | 9/10/2025: An enhanced prioritization process has been implemented to allow the development team to focus on the remediation for Florida PALM. If high-priority items take precedence, impacts on the remediation can be identified more quickly. |
| Open and Mitigating | 02/28/25 | | Business Process Change Post Implementation Staffing/Resource Availability Training User Acceptance Testing | Implementation Timeline Changes | Stable | 2 (Low/Medium) | If Florida PALM project timeline changes, the Agency's FY25-26 LBR funding requests will be inadequate to complete the Florida PALM transition (schedule, scope and budget). | Request administrative funding from the Legislature. | Operational activities | Monitoring the budget |
| Open and Mitigating | 01/31/25 | | Agency Business System | Unidentified Impacted ABS | Decreasing | 2 (Low/Medium) | If remediation for In-house ABS applications that are impacted with the implementation of Florida PALM have not been planned for by 8/30/2025, AHCA may have the resource constraints for the remediation, resulting in the inability of AHCA communication processes to function. | 1) Hire a second PM to manage the ABS applications that are indirectly impacted by Florida PALM where impacts are associated with the Enterprise applications (PeopleFirst, FACTS, etc.)-Completed 2) Identify change requirements for identified applications. ABS: Versa - Completed ABS: ePar- In progress ABS: FX-PeopleFirst Impact ABS: AHCA Network-PeopleFirst Impact ABS: CATS - Due to the nature of this COTS software remediation is not required for Go-Live. Remediation can be completed after FACTS has made its changes. 3) Create Plan of ABS remediation and testing ABS: Versa - Completed ABS: ePar ABS: FX- | The inability to log into the AHCA Network and Federal Resources (FX) | PeopleFirst provided the database changes and AHCA is going forward with the analysis for impacts to ePar, FX and Network. |

ABS: AHCA Network - In Progress
ABS: CATS - N/A

| AHCA Issues | | | | | | | | | |
|-------------|-------------|-------------|--|---|------------------------------|--|---|-----------------------------------|--|
| Status | Date Opened | Date Closed | Issue Category | Issue Title | Priority | Background | Action Plan | Planned or Actual Resolution Date | Reporting Period Comments for July - August 2025 |
| Open | 09/24/24 | | Role Mapping Staffing/Resource Availability Training User Acceptance Testing | Lack of Bureau of Financial Services Resources | High - Impacts the ability | As of August 2024, BFS had 22 vacant positions. As a result, the Bureau of FS team is challenged with performing operational activities and Florida PALM task requirements. The Florida PALM workload will only increase as the project progresses, where testing will require more of their time during end of year process and will hinder the ability for AHCA to complete task assignments. | Identify process improvements | 06/30/26 | 9/2/2025 - This issue persists. While some vacant positions are filled, many have been eliminated. The BFS team will keep prioritizing tasks and seeking process improvements. |
| Open | 09/30/24 | | Agency Business System | ABS Remediation Schedule different than Florida PALM | High - Impacts the ability | Remediation of the Agency Business System (SunFocus) application is not on the same schedule as the Florida PALM schedule. Some remediation activities will cross Segments, causing the agency timeliness metric to continue to be low. | Interface remediation will be completed to be ready to perform Cycle 2 Interface Testing before the August start date. Update the comments of the remediation tasks as they become complete. | 11/21/25 | 9/2/2025 - Continued monitoring and aligning SunFocus remediation to meet the implementation date of 7/1/2025. In the process of documenting the action plan for unremediated modules. |
| Open | 09/06/24 | | Business Process Change Post Implementation Staffing/Resource Availability Training User Acceptance Testing | Florida PALM Tasks and SunFocus Operations Competing Resources | High - Impacts the ability | Production incidents and time sensitive activities will continue to interfere with the resource tight bureau. Accept the issue and work with the Florida PALM Project to identify when a deliverable will be late. | Leadership will prioritize the activities | 06/30/26 | 9/2/2025 - Prioritization process has been documented and the BFS team are making request per updated process for production and other service requests for SunFocus. |
| Closed | 07/09/25 | 09/03/25 | Agency Business System Business Process Change Post Implementation Staffing/Resource Availability Training User Acceptance Testing | Implementation Timeline Changes | High - Impacts the ability | Florida PALM project timeline changes occurred after the submission of the Agency's FY25-26 LBR funding requests. | Verify AHCA Florida PALM Budget after end of year officially closes. Review mitigation plans. Revise the Spending Plan Revise Operational Work Plan to create the legislative budget amendment request. | 08/25/25 | 9/02/2025 - Review of the current budget available for the FY is adequate to perform remediation of SunFocus. |
| Open | 07/09/25 | | Agency Business System Deployment/Cutover | Loss of Intuitional and Technical knowledge | High - Impacts the ability | Lead Developer has replaced by new resource for the new FY | Action planning is in progress Monitor progress of remediation closely | 08/25/25 | 9/2/2025 - The lead developer has become knowledgeable with SunFocus and actively working on Florida PALM remediation. |
| Open | 10/28/24 | | Post Implementation | FY25-26 Lack of Funding for Third-Party Vendor supported Agency Business System | Low - All impacts not listed | Funding was not requested for Third Party Vendor-Supported applications for the FY25-26 due to analysis of agencies business systems being done concurrently with the deadline for the submission of the Legislative Budget Request. Those applications that have now been identified are ePAR (electronically routed PAR app) the is impacted by PeopleFirst changes and CATS (agency contract application that feeds FACTS). | Workaround has been established with CATS. Contract managers will utilize FACTS directly until remediation of CATS can be planned and completed. ePAR remediation impacts and planning remains under investigation. | 08/25/25 | 9/2/2025 - Analysis of ePar impacts are now under way with the receipt of the People First Data warehouse changes |

AHCA Assumptions

| Critical Operational Elements | Assumption | Status | Date Logged or Removed | Impacted Stakeholder(s) and/or System(s) | Reporting Period Comments for July - August 2025 |
|-------------------------------|------------|--------|------------------------|--|--|
| | | | | | |

Agency Sponsor Confirmation

As Agency Sponsor, I understand my role and responsibility for monitoring and reporting on my agency's readiness status. I have reviewed and confirmed the accuracy of my agency's readiness status as reflected in this dashboard.

Agency Sponsor Name: *

Confirm *

AHCA Status Report Confirmation

| Reporting Period | Agency Sponsor Name: | Confirmed By: | Confirmation Date: |
|-------------------------|----------------------|-------------------------------|--------------------|
| July - August 2025 | Jon Manalo | jon.manalo@ahca.myflorida.com | 09/10/25 |
| May - June 2025 | Jon Manalo | jon.manalo@ahca.myflorida.com | 07/10/25 |
| March - April 2025 | Lynn Smith | lynn.smith@ahca.myflorida.com | 05/09/25 |
| January - February 2025 | Lynn Smith | lynn.smith@ahca.myflorida.com | 03/10/25 |