

Helpful Links

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AHCA Status Report Dashboard

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

Reporting Period

May - June 2026

Agency Sponsor

Jon Manalo

RW Task Timeliness

Direct Impact Task Timeliness



Direct Impact Task Timeliness:
Score = 97.04%

- Submitted On Time = 44
- Submitted Late = 10
- Pending Submission = 0

Other Task Timeliness



Other Task Timeliness:
Score = 77.48%

- Submitted On Time = 64
- Submitted Late = 39
- Pending Submission = 0

Direct Impact Task Completeness



Direct Task Completeness:
Score = 93.02%

- Submitted Complete = 45
- Submitted Incomplete = 1
- Completed After Submission = 7

Other Task Completeness



Other Task Completeness:
Score = 93.87%

- Submitted Complete = 67
- Submitted Incomplete = 1
- Completed After Submission = 7

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 = 10
- 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	People	607	Update Training Plan	04/06/26	06/05/26	100% - Submitted	06/05/26		Submission Complete		
Direct	Data	713	Confirm Supplier Records	04/20/26	05/22/26	100% - Submitted	05/14/26	5/14/2026 - Updated secure file based upon the attached file	Submission Complete		
Direct	Data	698	Complete Data Cleansing in Preparation for Dry Run 2	04/20/26	06/17/26	100% - Submitted	06/18/26	5/28/2026: Awaiting DFS-FACTS response on status of Contracts.	Submission Complete	06/18/26	
N/A	N/A	677	Submit Bimonthly Agency Readiness Status Report	05/01/26	05/11/26	100% - Submitted	05/08/26		Submission Complete		
Indirect	N/A	678	Submit Monthly Progress Report - Testing, Training	05/01/26	05/29/26	100% - Submitted	05/29/26		Submission Complete		
Indirect	Data	699	Maintain Configuration and Conversion Workbooks	05/01/26	05/29/26	100% - Submitted	05/28/26		Submission Complete		
Indirect	People	700	Maintain Role Mapping Worksheet	05/01/26	05/29/26	100% - Submitted	05/28/26		Submission Complete		
N/A	Processes	602	Update Agency Business Process Documentation	05/04/26	10/30/26	25% - Beginning Initial Internal Meetings and Information Gathering					
N/A	People	604	Create Agency-Specific Learning Materials to Support End Users	05/04/26	10/30/26						
Direct	Data	701	Submit Configuration and Conversion Workbooks	06/01/26	06/17/26	100% - Submitted	06/17/26		Submission Complete		
Direct	People	702	Submit Role Mapping Worksheet	06/01/26	06/26/26	100% - Submitted	06/26/26		Submission Complete	06/26/26	
Indirect	N/A	679	Submit Monthly Progress Report - Testing, Training	06/01/26	06/30/26	100% - Submitted	06/30/26		Submission Complete		
Indirect	N/A	619	Update Agency Readiness Certification #3	06/22/26	07/10/26	100% - Submitted	07/10/26				
Indirect	Technology	586	Create Agency Deployment Plan and Cutover Checklist to Prepare for Go-Live	06/29/26	09/11/26						
N/A	N/A	680	Submit Bimonthly Agency Readiness Status Report	07/01/26	07/10/26	100% - Submitted	07/10/26				
Indirect	N/A	681	Submit Monthly Progress Report - Testing, Training, Cutover	07/01/26	07/31/26						
Indirect	Data	703	Maintain Configuration and Conversion Workbooks	07/01/26	07/31/26						
Indirect	People	704	Maintain Role Mapping Worksheet	07/01/26	08/21/26						

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	Primary Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments
Open and Mitigating	11/25/24		Deployment/Cutover	Unavailability of Accounting System	Decreasing	9 (High/High)	If there is not an accounting system available in December 2026/January 2027, AHCA will not be able to complete the Medicaid	Assuming: FLAIR will go down week of 12/21/26 and PALM will go live week of 1/4/27 1) Plan for Medicaid	Millions of dollars in interest/fines/penalties.	7/10/2026-Meeting has been scheduled with all of the stakeholders.

							to complete the Weekly Medicaid Runs and will not have the ability to pay the providers, costing the State, millions of dollars in fines/penalties.	payments (Projection Runs) for 12/21/26 through 1/14/27 2) Recommendation: Advance payments to providers NEXT STEPS: Bureau of Financial Services: Discussions of advance payment with CMS MPF - projection by providers, provider alerts, receivable/payable process during transition JPMorgan - 1 advance, no payments for next 3 weeks AHCA IT - SunFocus cutoff, SunPALM ready by 1/11, contingency plan DFS - overall plan with Florida PALM, DFS A&A and Treasury		
Open and Mitigating	12/05/25		Agency Business System	New ABS Medicaid Enhancements	Increasing	9 (High/High)	If the new enhancements to the SunFocus Medicaid Module are not completed and tested in SunFocus before June 30, 2026, remediation of those new enhancements for Florida PALM cannot be accomplished before the conclusion End-to-End Testing.	1. Hire additional development resource. 2. Prioritization of the changes that are to be done. 3. Identify the changes to SunPALM as changes are being made to SunFocus. 4. Multiple cycles of WMR testing needs to be completed before October 16, 2026.	Extensive manual intervention in the Bureau of Financial Services after Go-Live	7/10/2026 - Continued testing efforts of the remediated Medicaid Module. Continue to encounter bugs in the module
Open and Mitigating	06/25/26		Agency Business System	Withdrawal of the vendor who provides staff augmented resources on Tuesday, June 30, 2026 for FY26/27.	Increasing	9 (High/High)	On Thursday, June 25, 2026, the vendor Paul Consulting Group terminated its staff augmented resources to AHCA who have been remediating the agency business system for FY26/27.	1) Negotiate with the vendor for timebound engagement to complete remediation and transition responsibilities to other resources. 2) Advertise for three new resources to handle the remaining remediation, support Go-Live and hypercare.	Failure to Go-live in January	Project Sponsor and Deputy Sec of IT are negotiating terms with Paul Consulting Group
Open and Monitoring	07/18/25		Agency Business System	Non remediated Tier 1 ABS (Delayed SunFocus Remediation)	Decreasing	6 (High/Medium)	If SunFocus is not remediated by 07/31/2026, the Bureau of Financial Services will need to manually perform some of the operational tasks that are currently in SunFocus.	The critical business processes (Weekly Medicaid Run module and Invoicing modules) will be 100% remediated by 05/01/2026 allowing for four cycles of the Medicaid Runs to be tested and validated by June 12. Manual processes have been documented to perform the functions for the remaining modules.	Extensive manual processing in the Bureau of Financial Services	7/10/2026 - Remediation is continuing. Bugs have been identified in the Medicaid Module, but are being worked to complete the remediation effort.
Open and Mitigating	01/31/25		Agency Business System	Known Impacted ABS	Decreasing	1 (Low/Low)	If remediation for In-house ABS applications that are impacted with the implementation of Florida PALM have not been planned for by 3/30/2026, AHCA may have resource constraints for the remediation, resulting in the inability of AHCA 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-No Impact ABS: AHCA Network - Impact ABS: CATS - N/A	PAR will need to be completed manually	7/10/2026 - Regression testing is being planned for ePAR and interface testing of the CATS system will be done in the September/October timeframe.

AHCA Issues									
Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments
Open	09/06/24		High - Impacts the ability	Staffing/Resource Availa	Florida PALM Tasks and SunFocus Operations Competing Resources	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	Leadership will prioritize the activities	12/31/26	7/10/2026-Continue to prioritize and monitor production incidents and review with leadership

						when a vendor will be late.			
Open	07/10/26		High - Impacts the ability	Agency Business System	Resignation of vendor who supplied staff augmented resources on Tuesday, June 30, 2026.	On Thursday, June 25, 2026, the vendor Paul Consulting Group terminated its staff augmented resources to AHCA who have been remediating the agency business system for FY26/27.	1) Negotiate with the vendor for timebound engagement to complete remediation and transition responsibilities to other resources. - 6/29/2026 - Completed 2) Create detailed transition plan/knowledge transfer plan 7/17/2026 3) Advertise for three new resources to handle the remaining remediation, support Go-Live and hypercare. 7/13/2026 4) Complete Knowledge transfer sessions 9/30/3036	10/02/26	7/10/2026 - Completing detailed transition plan
Closed	10/28/24	05/08/26	Low - All impacts not liste	Agency Business System	FY25-26 Lack of Funding for Third-Party Vendor supported Agency Business System	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).	Revised Plan of Action: Remediation of CATS is underway and will be completed to participate in End-to-End Testing. ePAR remediation impacts and planning remains under investigation., but can perform the process manually if necessary.	04/24/26	5/8/2026: Closed for the current FY

AHCA Assumptions					
Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for May - June 2026

Agency Sponsor Confirmation

Fields marked with an asterisk (*) are required.

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.

AHCA Status Report Confirmation			
Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
May - June 2026	Jon Manalo	jon.manalo@ahca.myflorida.com	07/10/26
March - April 2026	Jon Manalo	jon.manalo@ahca.myflorida.com	05/08/26
January - February 2026	Jon Manalo	jon.manalo@ahca.myflorida.com	03/10/26

Agency Sponsor Name: *

☐ Confirm *

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