Helpful Links

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

DOEA 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

Teresa Johnson

RW Task Timeliness

Direct Impact Task Timeliness

Direct Impact Task Timeliness:

Score = 98.2%

- Submitted On Time = 46
- Submitted Late = 4
- Pending Submission = 0

Other Task Timeliness

Other Task Timeliness:

Score = 78.14%

- Submitted On Time = 70
- Submitted Late = 31
- Pending Submission = 0

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.

RW Task Completeness

Direct Impact Task Completeness

Direct Task Completeness:

Score = 94.00%

- Submitted Complete = 44
- Submitted Incomplete = 2
- Completed After Submission = 4

Other Task Completeness

Other Task Completeness:

Score = 93.84%

- Submitted Complete = 65
- Submitted Incomplete = 4
- Completed After Submission = 4

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.

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

Change Champion Network:

- Unique Filled Role = 3
- Duplicate Filled Role = 11
- 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	**05/22/26**		Submission Complete	
Direct	Data	**698**	Complete Data Cleansing in Preparation for Dry Run 2	04/20/26	06/17/26	100% - Submitted	**06/11/26**		Submission Complete	
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**		Task Closed - Submission Incomplete	06/11/26
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	50% - In Progress				
N/A	People	**604**	Create Agency-Specific Learning Materials to Support End Users	05/04/26	10/30/26	50% - In Progress				
Direct	Data	**701**	Submit Configuration and Conversion Workbooks	06/01/26	06/17/26	100% - Submitted	**06/11/26**		Submission Complete	
Direct	People	**702**	Submit Role Mapping Worksheet	06/01/26	06/26/26	100% - Submitted	**06/11/26**		Submission Complete	
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**	Confirmed with TJ that the Readiness Certification was ready for submission.	Submission Complete	
Indirect	Technology	**586**	Create Agency Deployment Plan and Cutover Checklist to Prepare for Go-Live	06/29/26	09/11/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	N/A	**680**	Submit Bimonthly Agency Readiness Status Report	07/01/26	07/10/26	100% - Submitted	**07/13/26**			07/13/26
Indirect	N/A	**681**	Submit Monthly Progress Report - Testing, Training, Cutover	07/01/26	07/31/26	25% - Beginning Initial Internal Meetings and Information Gathering				
Indirect	Data	**703**	Maintain Configuration and Conversion Workbooks	07/01/26	07/31/26	25% - Beginning Initial Internal Meetings and Information Gathering				
Indirect	People	**704**	Maintain Role Mapping Worksheet	07/01/26	08/21/26	25% - Beginning Initial Internal Meetings and Information Gathering				

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.

DOEA 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 Monitoring	03/05/26		Training	Understanding the why	Stable	9 (High/High)	As testing has progressed and users have navigated the system, we have identified gaps in general understanding of the agency's and state's business processes. While our sessions have been effective in helping bridge these knowledge gaps, the information is being absorbed gradually. Many of our users joined the agency within the current fiscal year and were initially shown only where to perform tasks, without the broader context of why those tasks are completed in a particular way. As a result, we are now learning PALM while still becoming comfortable with FLAIR, all as we approach one of the busiest periods of the year. Although we anticipated some challenges, the extent of the knowledge gaps became more apparent through our testing discussions.	Targeting office hours for specific units covering the why and what as well as communicating with individuals on their understanding. Developing more clear and concise learning session agendas to cover the overall financial processes and how individual units affect others.	Increased likelihood of errors and strain on the knowledgeable staff resulting in reduction of overall readiness and confidence entering production	Continuing to produce trainings that assist staff in understanding how everything is connected. More information from the project on the training side (LMS Role Learning Paths) will be extremely useful once developed.
Open and Mitigating	09/05/24		Conversion/Configuratior	Data Clean Up	Stable	4 (Medium/Medium)	While cleaning up existing data, making sure new data entered meets PALM requirements for conversion. This was Risk 4 from the archived Risk log.	Reviewing conversion inventory carefully to minimize post go-live clean up. Communicating new requirements to staff. Also working with contracted staff to aid in the clean up of data.	Inflated workload post go-live for Agency staff.	Working with consulting staff and SFRS/OIT to clean up master files
Open and Monitoring	10/21/25		Training	Lack of information on PCard Works	Decreasing	4 (Medium/Medium)	This risk is to document the concern about the lack of information being shared by the PCard Works vendor regarding the coming changes due to Florida PALM. Other vendors (STMS and MFMP) have had meetings on a regular basis regarding the PALM Changes. The concern is that the Department won't be able to create training documents and test scripts for that system in a timely manner (i.e. the training documentation gets communicated to end users after go-live or a few weeks before go-live).	Regularly communicate with the PALM project on the status of the PCard Works.	The Department won't be able to create training documents and test scripts for that system in a timely manner (i.e. the training documentation gets communicated to end users after go-live or a few weeks before go-live).	Minimal communication since last report. Information that was provided was configuration workbooks for user accounts but that it is a small work group, so training remains a concern.
Open and Mitigating	09/10/23		Business Process Chang	Streamlining Manual Processes	Stable	2 (Low/Medium)	Agency has been dependent on manual and/or outdated processes prior to data entry currently in FLAIR. This is replacing Risk 1 from the archived Risk log.	Having internal cross-functional meetings to reduce dependencies on manual/physical processes.	Minimal impact - more work for the training team and staff to learn in tandem with new system.	Currently working towards improving manual processes into more batch loading type uploads to reduce time spent of our users.

DOEA Issues

Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments
Open	01/16/24		Low - All impacts not liste	Staffing/Resource Availal	New Staff Knowledge	Filled vacancies and new hires are being trained but still have knowledge gaps. This increases the workload on existing staff	Continue training new hires, and continuing to update desk procedures to make sure they are up to date.	12/31/26	Staff training has been ongoing and produced positive results though staff are still hesitant about a new system/language.

DOEA 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.

Agency Sponsor Name: *

DOEA Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
May - June 2026	Teresa Johnson	johnsont@elderaffairs.org	07/13/26
March - April 2026	Teresa Johnson	johnsont@elderaffairs.org	05/08/26
January - February 2026	Teresa Johnson	johnsont@elderaffairs.org	03/09/26