

**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**

November - December 2025

**Agency Sponsor**

Jon Manalo

## 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 = 96.94%

- Submitted On Time = 39
- Submitted Late = 9
- Pending Submission = 0

**Other Task Timeliness:**

Score = 78.89%

- Submitted On Time = 46
- Submitted Late = 32
- Pending Submission = 6

**Direct Task Completeness:**

Score = 90.83%

- Submitted Complete = 42
- Submitted Incomplete = 1
- Completed After Submission = 5

**Other Task Completeness:**

Score = 92.94%

- Submitted Complete = 44
- Submitted Incomplete = 1
- Completed After Submission = 6

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 = 8
- Duplicate Filled Role = 6
- Vacant Role = 1

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		1/14/2026: 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	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		1/14/2026: 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. Additionally, the agency is addressing the process change for recording AR(s) monthly instead of annually.		
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		1/14/2026: 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		1/14/2026: Agency Tier 2 application (VERSA) remediation is in progress for the creation of the ARI010.		
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	01/09/26	100% - Submitted	01/08/26			
Direct	People	573-B	Complete and Submit End User Role Mapping Worksheet	07/14/25	12/19/25	100% - Submitted	12/19/25	12/19/2025: Initial UAT Load	Submission Complete	
Direct	Data	587-A	Complete Data Cleansing Based on Mock Conversion 3	08/11/25	11/07/25	100% - Submitted	10/31/25	10/31/2025: Reviewing some Encumbrances but completed the cleansing activity for Mock 3 Conversion	Submission Complete	
Direct	Data	661	Update Conversion Field Mapping	08/11/25	11/05/25	100% - Submitted	11/04/25	11/04/2025: Will need to create 2 new Location codes in next mock conversion (AM). Mapped those to existing IDs.	Submission Complete	
Direct	Data	662	Submit Updated Configuration Workbooks	08/11/25	11/05/25	100% - Submitted	10/31/25	9/10/2025 - GL Configurations have been completed. Other configurations are in progress.	Submission Complete	
N/A	N/A	627	Submit Bimonthly Agency Readiness Status Report	11/03/25	11/10/25	100% - Submitted	11/07/25		Submission Complete	
Indirect	N/A	667	Submit Monthly Progress Report - Testing	11/03/25	11/25/25	100% - Submitted	11/20/25		Submission Complete	
Indirect	N/A	668	Submit Monthly Progress Report - Testing	12/01/25	12/30/25	100% - Submitted	12/22/25		Submission Complete	
Direct	Technology	592	Agency IdP SMEs Add End Users to Agency's Identity Provider	12/08/25	01/09/26	100% - Submitted	01/09/26		Submission Complete	
Indirect	People	688	Update UAT Plan	12/08/25	01/09/26	100% - Submitted	01/09/26		Submission Complete	
Indirect	N/A	606	Update Agency Readiness Certification #2	12/15/25	01/09/26	100% - Submitted	01/09/26		Submission Complete	
N/A	N/A	671	Submit Bimonthly Agency Readiness Status Report	12/29/25	01/14/26	100% - Submitted	01/14/26			
Indirect	N/A	669	Submit Monthly Progress Report - Testing	01/05/26	01/30/26	25% - Beginning Initial Internal Meetings and Information Gathering				

Direct	Data	597	Complete Data Cleansing Based on Mock Conversion 4	01/12/26	03/13/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	People	670	Share Florida PALM Updates	01/12/26	01/23/26	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.

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 for Nov. - Dec. 2025
Open and Mitigating	11/25/24		Deployment/Cutover	Unavailability of Accounting System	Increasing	9 (High/High)	If there is not an accounting system available in December 2026/January 2027, AHCA will not be able 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.	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 December/January. Note: Banks are still operational	Millions of dollars in interest/fines/penalties.	1/13/2026 - Beginning the meetings to determine the steps that the agency needs to take to address the absence of accounting system
Open and Monitoring	07/09/25		Agency Business System	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	12/30/3035 - Dedicated staff is working Florida PALM remediation and new resource is working operational incidents and enhancements
Open and Monitoring	07/18/25		Agency Business System	Non remediated Tier 1 ABS (Delayed SunFocus Remediation)	Increasing	6 (High/Medium)	If SunFocus is not remediated by 06/30/2026 then the Bureau of Financial Services may need to manually perform the operational tasks that are currently in SunFocus.	The critical business processes (Weekly Medicaid Run module and Invoicing modules) will be 100% remediated by 02/01/2026 and three cycles of the Medicaid Runs have been tested and validated as a success criterion. Manual processes have been documented to perform the functions for the remaining modules.	Extensive manual processing in the Bureau of Financial Services	12/30/2025 - The Medicaid Module of SunFocus has been remediated to meet the minimum requirements for completing the Weekly Medicaid Run. The module needs to be system tested over the next four weeks.
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 - In Progress ABS: CATS - N/A	PAR will need to be completed manually	1/13/2026 - Minimal impacts to AHCA. PeopleFirst views are being incorporated into AHCA network impacts.

AHCA Issues										
Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments for Nov. - Dec. 2025	
Open	09/30/24		High - Impacts the ability	User Acceptance Testing	ABS Remediation Schedule different than Florida PALM	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	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.	01/30/26	1/13/2026 -Awaiting final Florida PALM Outbound file to be received.	

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 be late.	Leadership will prioritize the activities	12/31/26	12/30/2025 - Dedicated technical staff is working operational incidents.
Open	10/28/24		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).	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.	01/30/26	1/13/2026 - PARs can be processed manually.

#### AHCA Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Reporting Period Comments for Nov. - Dec. 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 \*

Submit

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#### AHCA Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
November - December 2025	Jon Manalo	jon.manalo@ahca.myflorida.com	01/14/26
September - October 2025	Jon Manalo	jon.manalo@ahca.myflorida.com	11/07/25
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