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# AHCA Status Report Dashboard

**Reporting Period**

March - April 2026

**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 = 97%

- Submitted On Time = 41
- Submitted Late = 9
- Pending Submission = 0

**Other Task Timeliness:**

Score = 76.08%

- Submitted On Time = 58
- Submitted Late = 39
- Pending Submission = 0

**Direct Task Completeness:**

Score = 92.45%

- Submitted Complete = 43
- Submitted Incomplete = 1
- Completed After Submission = 5

**Other Task Completeness:**

Score = 93.33%

- Submitted Complete = 61
- 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
Direct	Data	597	Complete Data Cleansing Based on Mock Conversion 4	01/12/26	03/13/26	100% - Submitted	03/13/26		Submission Complete	03/26/26
N/A	N/A	673	Submit Bimonthly Agency Readiness Status Report	03/02/26	03/10/26	100% - Submitted	03/10/26		Submission Complete	
Indirect	N/A	674	Submit Monthly Progress Report - Testing	03/02/26	03/31/26	100% - Submitted	04/01/26		Submission Complete	
Indirect	People	696	Maintain Role Mapping Worksheet	03/23/26	04/30/26	100% - Submitted	04/30/26	4/30/2026: API needs to be run to clear the errors	Submission Complete	
Indirect	N/A	675	Submit Monthly Progress Report - Testing	04/01/26	04/30/26	100% - Submitted	04/30/26		Submission Complete	
Indirect	Data	697	Maintain Configuration and Conversion Workbooks	04/01/26	04/30/26	100% - Submitted	04/30/26	4/30/2026: API need to run for the cleared Org errors. Position funding needs to be updated once the Speedkeys are available after API run.	Submission Complete	
N/A	People	607	Update Training Plan	04/06/26	06/05/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	People	676	Share Florida PALM Updates	04/13/26	04/24/26	100% - Submitted	04/24/26		Submission Complete	
Direct	Data	713	Confirm Supplier Records	04/20/26	05/22/26	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	Data	698	Complete Data Cleansing in Preparation for Dry Run 2	04/20/26	06/17/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	N/A	677	Submit Bimonthly Agency Readiness Status Report	05/01/26	05/11/26	100% - Submitted	05/08/26			05/08/26
Indirect	N/A	678	Submit Monthly Progress Report - Testing, Training	05/01/26	05/29/26					
Indirect	Data	699	Maintain Configuration and Conversion Workbooks	05/01/26	05/29/26	25% - Beginning Initial Internal Meetings and Information Gathering				
Indirect	People	700	Maintain Role Mapping Worksheet	05/01/26	05/29/26	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	Processes	602	Update Agency Business Process Documentation	05/04/26	10/30/26					
N/A	People	604	Create Agency-Specific Learning Materials to Support End Users	05/04/26	10/30/26					

### 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 for Mar. - Apr. 2026
Open	03/02/26		Operational	...	Stable	High	...	...	...	...

Open and Mitigating	11/29/24		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 Weekly Medicaid Runs and will not have the ability to pay the providers, costing the State, millions of dollars in fines/penalties.	Assuming: FLAIR will go down week of 12/21/26 and PALM will go live week of 1/4/27 1) Plan for Medicaid 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	millions of dollars in interest/fines/penalties.	5/8/2026: Updated the mitigation plan
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	5/8/2026: Prioritization process continues to be adhered to. Decisions continue to be made on whether minor changes can be accommodated with the remediation efforts.
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	5/8/2026: Completed 1 of the 4 cycles required in the mitigation plan.
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	5/8/2026: Update - ABS Application CATS will be remediated to interface/test with FACTS early FY26-27. In the meantime, the team is testing manually in FACTS.

#### 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 Mar. - Apr. 2026
Open	09/06/24		High - Impacts the ability	Staffing/Resource Avail	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	Leadership will prioritize the activities	12/31/26	

						work with the Florida PALM Project to identify when a deliverable will be late.			
Closed	10/28/24	05/08/26	Low - All impacts not listed	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 Mar. - Apr. 2026

### 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:
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