

Helpful Links

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

DOEA Status Report Dashboard

Reporting Period

March - April 2026

Agency Sponsor

Teresa Johnson

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 = 98.04%

- Submitted On Time = 42
- Submitted Late = 4
- Pending Submission = 0

Other Task Timeliness:

Score = 76.53%

- Submitted On Time = 64
- Submitted Late = 31
- Pending Submission = 0

Direct Task Completeness:

Score = 93.48%

- Submitted Complete = 40
- Submitted Incomplete = 2
- Completed After Submission = 4

Other Task Completeness:

Score = 93.58%

- Submitted Complete = 60
- Submitted Incomplete = 3
- Completed After Submission = 4

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 = 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
Direct	Data	597	Complete Data Cleansing Based on Mock Conversion 4	01/12/26	03/13/26	100% - Submitted	03/13/26	Confirmed with TF that the task is ready to be submitted.	Submission Complete	
N/A	N/A	673	Submit Bimonthly Agency Readiness Status Report	03/02/26	03/10/26	100% - Submitted	03/09/26		Submission Complete	03/10/26
Indirect	N/A	674	Submit Monthly Progress Report - Testing	03/02/26	03/31/26	100% - Submitted	03/31/26		Submission Complete	
Indirect	People	696	Maintain Role Mapping Worksheet	03/23/26	04/30/26	100% - Submitted	04/30/26	Confirmed with TF. Actively working to resolve remaining SAM issue.	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	Confirmed with TF.	Submission Complete	
N/A	People	607	Update Training Plan	04/06/26	06/05/26	50% - In Progress				
N/A	People	676	Share Florida PALM Updates	04/13/26	04/24/26	100% - Submitted	04/24/26	AVV sent out newsletter via email.	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	25% - Beginning Initial Internal Meetings and Information Gathering				
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.

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 for Mar. - Apr. 2026
Open and Monitoring	03/05/26		Training	Understanding the why	Increasing	9 (High/High)	As testing has progressed and users have navigated the	Targeting office hours for specific units covering the why and	Increased likelihood of errors and strain on the knowledgeable staff	Creating Agency specific trainings for users to fill in the identified gaps.

							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.	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.	resulting in reduction of overall readiness and confidence entering production	
Open and Mitigating	09/05/24		Conversion/Configurator	Data Clean Up	Increasing	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.	As conversions are more understood, agency is continuing to identify areas that require additional review.
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).	Enterprise team has provided communication but there are still plenty of unknowns and the agency has a limited ability to create training documents.
Open and Mitigating	09/10/23		Business Process Change	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.	Agency still reliant on manual processes, however continuing to modernize with digitization but not automation.

DOEA 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	01/16/24		Low - All impacts not listed	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.	06/30/26	Hosting Agency specific trainings for users to fill in the identified gaps. The training is cross-unit meaning the different areas get to share what they do and how it impacts others.

DOEA 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

DOEA Status Report 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.

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

Agency Sponsor Name: *

Confirm*

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