


RW Task Timeliness

Direct Impact Task Timeliness



Direct Impact Task Timeliness:


Score = 96.25%

Submitted On Time = 31

Submitted Late = 9

Pending Submission = 0

Other Task Timeliness



Other Task Timeliness:

Score = 74.24%


Submitted On Time = 35

Submitted Late = 31

Pending Submission = 6

RW Task Completeness

Direct Impact Task Completeness



Direct Task Completeness:


Score = 83.33%

Submitted Complete = 30

Submitted Incomplete = 1

Completed After Submission = 8

Other Task Completeness



Other Task Completeness:

Score = 87.63%

Submitted Complete = 29

Submitted Incomplete = 0

Completed After Submission = 9

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:

Unique Filled Role = 11

Duplicate Filled Role = 4

Vacant Role = 0

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

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		6/26/2025-AHCA BAs are working with the Bureau of Financial Services to get the remaining to be processes documented. 5/9/2025 - Documentation has not been completed for the lack of access to the BFS team that are understaffed. 11/1 - Discussed completion of the tasks and in the process of documentation 8/30 - On-going process for updates. Identifying most important processes to document. 7/12 - Continue to work on the AS-IS and have begun design the To-Be. processes for Disbursement. Assets To-Be Designs are in progress. AR To-Be processes are in progress. Contracts is not impacted as much and internal Agency Business System (CATS) needs to be remediated. 6/28 - Continuing discovery of processes performed by the BFS team 4/30 - New Resources are reviewing as is to identify gaps. 4/12 - Documentation of business processes have not begun due to resource constraints		
N/A	Technology	519	Remediate Agency Business Systems based on Segment I	01/29/24	06/28/24	50% - In Progress	03/07/25	6/26/2025-Accounts Module and MAR Modules 95% complete in remediation. These modules handle the Agency invoicing functionality. 3/7/2025 - ABS Remediation Complete for parts of the module impacted. 11/1 - Completed remediation for the Chart of Account structure 9/18 - Agency Business System remediation is not in line with Florida PALM remediation requirements. Agency is documenting a remediation plan for Agency Business System remediation to address Florida PALM remediation requirements. 8/30 - Development team is actively involved with the remediation, beginning with the Chart of Accounts.		05/09/25
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		6/26/2025-AHCA BAs are working with the Bureau of Financial Services to get the remaining to be processes documented. 5/9/2025 - Documentation has not been completed for the lack of access to the BFS team that are understaffed. 7/12 - Continue to work on the AS-IS and have begun design the To-Be. Assets To-Be Designs are in progress. AR To-Be processes are in progress. CMIA is being worked. 6/28 - Continuing discovery of processes performed by the BFS team		

N/A	Technology	531	Remediate Agency Business Systems based on Segment II	04/29/24	10/04/24	75% - Consolidating/Inputting Information for Submission		7/09/2025 - Modules for Receipts are in UAT. - Error Handling for is being addressed. 5/9/2025 - SunFocus Modules for Receipts are 95% complete. End User Testing underway. For CATS (Contracts ABS) remediation has not begun.		
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		6/26/2025-AHCA BAs are working with the Bureau of Financial Services to get the remaining to be processes documented. 5/9/2025 - Documentation has not been completed for the lack of access to the BFS team that are understaffed.		
N/A	Technology	547	Remediate Agency Business Systems based on Segment III	07/22/24	12/13/24	75% - Consolidating/Inputting Information for Submission		6/20/2025- Interface for loading suppliers has been remediated. There are no other processes within SunFocus that require remediation for Segment III. 5/9/2025 - ABS Remediation is not on the same Segment Schedule as Florida PALM. 9/18 - Agency Business System remediation is not in line with Florida PALM remediation requirements. Agency is documenting a remediation plan for Agency Business System remediation to address Florida PALM remediation requirements.		
N/A	Technology	561	Remediate Agency Business Systems based on Segment IV	10/21/24	03/14/25	25% - Beginning Initial Internal Meetings and Information Gathering		7/9/2025 - ABS Remediation is not on the same Segment Schedule as Florida PALM.		
Indirect	People	536-C	Create Agency Specific User Acceptance Testing Plan	12/09/24	05/02/25	100% - Submitted	05/02/25	5/9/2025 - Resubmitted with updated Scope 4/25/2025-Awaiting SME review and additional input before submission	Submission Complete	05/19/25
N/A	Processes	560	Submit Change Analysis Tool	12/09/24	05/02/25	100% - Submitted	05/05/25	4/25/2025-SME s continuing the completion of the tool, with the limited resources	Submission Complete	
N/A	People	568	Create Training Plan for Agency Managed End User Training	12/09/24	05/30/25	100% - Submitted	05/30/25		Submission Complete	
Direct	Technology	576	Complete Internal Agency Business System Test and Remediation to prepare for Cycle 2 - Technical Interface Testing	01/06/25	07/25/25	75% - Consolidating/Inputting Information for Submission		5/9/2025 ABS Remediation is not on the same Segment Schedule as Florida PALM. All but 1 interface is ready to exchange with Florida PALM although the remediation efforts of the SunFocus modules is not completed. 4/25/2025 - All but 1 interface are ready for Cycle 2 Interface Testing 4/7/2025 - All but 3 interfaces are ready for Cycle 2 Testing. But system is not remediated to process the files for each of the system modules 01/27-All files have started 01/17- A third of the interfaces have been remediated.		
Direct	People	579	Confirm UAT SMEs	04/14/25	05/02/25	100% - Submitted	05/02/25		Submission Complete	
N/A	N/A	599	Submit Bimonthly Agency Readiness Status Report	05/01/25	05/12/25	100% - Submitted	05/12/25		Submission Complete	05/13/25
Indirect	Technology	578	Confirm Identity Provider for Florida PALM	05/05/25	05/23/25	100% - Submitted	05/12/25		Submission Complete	05/12/25
Direct	Data	571	Complete Data Cleansing Based on Mock Conversion 2	05/12/25	06/20/25	100% - Submitted	06/20/25		Submission Complete	
Direct	Data	657	Submit Updated Configuration Workbooks	05/19/25	06/20/25	100% - Submitted	06/17/25		Submission Complete	
Direct	Data	659	Update Conversion Field Mapping	05/19/25	06/20/25	100% - Submitted	06/20/25		Task Closed - Submission Incomplete	
Direct	People	573-A	Complete and Submit End User Role Mapping Worksheet for UAT.	05/19/25	06/20/25	100% - Submitted	06/20/25	06/18/2025 - BA SME's roles are mapped	Submission Complete	
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	08/08/25	25% - Beginning Initial Internal Meetings and Information Gathering				
Direct	Data	657-A	Submit Updated Configuration Workbooks - Agency Supplier Record	06/09/25	06/27/25	100% - Submitted	06/25/25		Submission Complete	
N/A	People	610	Update Authorized Smartsheet Users	06/23/25	07/11/25	100% - Submitted	06/24/25		N/A	
Direct	Technology	591	Confirm IDP Configuration for Florida PALM	06/23/25	07/11/25	25% - Beginning Initial Internal Meetings and Information Gathering				
Indirect	N/A	593	Update Agency Readiness Certification #1	06/23/25	07/18/25	25% - Beginning Initial Internal Meetings and Information Gathering				
N/A	N/A	611	Submit Bimonthly Agency Readiness Status Report	07/01/25	07/10/25	100% - Submitted	07/10/25			

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	Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments for May - June 2025
Open and Mitigating	11/25/24		Business Process Change	Unavailability of Accounting System	Increasing	9 (High/High)	If there is not an accounting system available in June 2026, AHCA will not be able to complete the Weekly Medicaid Run 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 July	Millions of dollars in interest/fines/penalties.	7/09/2025 - Agency Liaison is reaching out to other agencies to understand their approaches

								Note: Banks are still operational		
Open and Mitigating	07/09/25		Agency Business System Business Process Change Deployment/Cutover Staffing/Resource Availability User Acceptance Testing	Continued Implementation of SunFocus enhancements	Increasing	9 (High/High)	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	7/09/2025 - New
Open and Monitoring	06/20/25		Agency Business System Deployment/Cutover	Loss of Lead Developer with institutional knowledge	Increasing	9 (High/High)	Lead Developer has replaced by new resource for the new FY	Monitor remediation progress more closely	Deployment/Cutover	7/09/2025 - Although this is an issue, we are keeping it as a Risk
Open and Mitigating	02/28/25		Business Process Change Post Implementation Staffing/Resource Availability Training User Acceptance Testing	Implementation Timeline Changes	Stable	2 (Low/Medium)	If Florida PALM project timeline changes, the Agency's FY25-26 LBR funding requests will be inadequate to complete the Florida PALM transition (schedule, scope and budget).	Request administrative funding from the Legislature.	Operational activities	7/09/2025 - Turned into Issue - 006, but will remain open as a risk until to Implementation
Open and Mitigating	01/31/25		Agency Business System	Unidentified Impacted ABS	Decreasing	2 (Low/Medium)	If remediation for In-house ABS applications that are impacted with the implementation of Florida PALM have not been planned for by 8/30/2025, AHCA may have the resource constraints for the remediation, resulting in the inability of AHCA communication 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- ABS: AHCA Network - In Progress ABS: CATS - N/A	The inability to log into the AHCA Network and Federal Resources (FX)	7/09/2025 - Received the PeopleFirst (Data Warehouse) Structural changes and we are actively reviewing changes that will impact ACHA Network

AHCA Issues									
Status	Date Opened	Date Closed	Issue Category	Issue Title	Priority	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments for May - June 2025
Open	09/24/24		Role Mapping Staffing/Resource Availability Training User Acceptance Testing	Lack of Bureau of Financial Services Resources	High - Impacts the ability	As of August 2024, BFS had 22 vacant positions. As a result, the Bureau of FS team is challenged with performing operational activities and Florida PALM task requirements. The Florida PALM workload will only increase as the project progresses, where testing will require more of their time during end of year process and will hinder the ability for AHCA to complete task assignments.	Continue to actively recruit		7/09/2025 - With on-going recruiting efforts, additional staff is being added to the Bureau of Financial Services Team
Open	09/30/24		Agency Business System	ABS Remediation Schedule different than Florida PALM	High - Impacts the ability	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 low.	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.	11/21/25	7/09/2025-Completing mitigation plans for the remediation of SunFocus to be completed before End-to-End Testing begins.
Open	09/06/24		Business Process Change Post Implementation Staffing/Resource Availability Training User Acceptance Testing	Florida PALM Tasks and SunFocus Operations Competing Resources	High - Impacts the ability	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		7/09/2025 - Leadership is continuing to prioritize Operational activities as the Bureau continue to recruit and fill vacant positions. As a result, more time will be allocated specifically for Florida PALM Tasks.
Open	07/09/25		Agency Business System Business Process Change	Implementation Timeline Changes	High - Impacts the ability	Florida PALM project timeline changes occurred after the submission of the	Verify AHCA Florida PALM Budget after end of year officially closes. Review mitigation	08/25/25	7/09/2025 - Documenting mitigation plans that will serve as input to the Legislative Budget Amendment Request

			Post Implementation Staffing/Resource Availability Training User Acceptance Testing			Agency's FY25-26 LBR funding requests.	plans. Revise the Spending Plan Revise Operational Work Plan to create the legislative budget amendment request.		
Open	07/09/25		Agency Business System Deployment/Cutover	Loss of Intuitional and Technical knowledge	High - Impacts the ability	Lead Developer has replaced by new resource for the new FY	Action planning is in progress Monitor progress of remediation closely	08/25/25	7/07/2025 - New Issue
Open	10/28/24		Post Implementation	FY25-26 Lack of Funding for Third-Party Vendor supported Agency Business System	Low - All impacts not liste	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.	08/25/25	7/09/2025 - Funding for these two applications will be considered and included in the Legislative Budget Amendment Request

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

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AHCA Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
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