



25TH NAVAJO NATION COUNCIL OFFICE OF THE SPEAKER

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Naabik'iyáti' Committee receives report on challenges to DayForce implementation



Division of Human Resources Executive Director Reycita Toddy (center) presented a report on the implementation of the DayForce system.

WINDOW ROCK, Ariz. – On Thursday, the Naabik'iyáti' Committee received a report from the Navajo Division of Human Resources (DHR) and the Department of Personnel Management (DPM) on the implementation of the DayForce system, which modernizes payroll, human resources, timekeeping, recruiting, benefits administration, organizational management, and compliance reporting.

DHR Division Director Reycita Toddy, DPM Human Resources Director Charlotte Bighumb, and Enterprise Resource Planning (ERP) Project Manager Tracy Shorty presented the report.

The report addressed the rollout of DayForce, which involved data migration planning, employee records, job classifications, leave balances, pay rates, and deduction profiles. According to Director Toddy, while many system refinements were made during testing, several challenges emerged when the system encountered the full-scale complexity of live operations.

"The implementation of DayForce, as part of the ERP initiative, represents one of the most significant operational transformations in the history of the Nation's workforce systems," Toddy said. "Before ERP, these functions relied on outdated and fragmented systems that required heavy manual processing and duplicate data entry, creating risks to payroll accuracy, audit readiness, and operational transparency."

Regarding timekeeping, Council Delegates Herman Daniels Jr. and Helena Nez Begay raised concerns about restrictions that limit employees to one location for clocking in and out.

"Some employees start early in the morning and cannot wait until 8 a.m. to clock in," Delegate Nez Begay said. Toddy explained that the system allows supervisors to establish flexible schedules and remote access options for employees whose duties require travel.

Council Delegate Lester Yazzie questioned potential risks related to cybersecurity, payroll breaches, and the exposure of sensitive employee information during the transition. Toddy stated that security measures are in place and employee data is protected from external access.

Several Council Delegates raised concerns regarding the first erroneous DayForce payroll issuance and the repercussions of overpayment, underpayment, employee benefit deductions, and incorrect leave balances.

Council Delegates Cherilyn Yazzie and Shaandiin Parrish asked for the total dollar amount that was overpaid to employees. Council Delegate Parrish cautioned that input errors could compound across the workforce and affect Fiscal Years 2026 and 2027 budget formulation.

Council Delegate Carl R. Slater requested a comprehensive report on 401(k) deductions and balances and the conversion from manual to digital processes. "It's concerning to hear the status of our systems during this transition. I'm deeply concerned about our employees and their retirement," Council Delegate Slater said.

Toddy deferred to Controller Sean McCabe, noting that DPM's goal is to have DayForce fully stabilized, with all necessary corrections, by April 2026.

McCabe said the Office of the Controller will begin parallel testing to compare payroll calculations between ERP and the former JD Edwards system to identify inconsistencies. He noted that some issues resulted from outdated employee data, including old W-4 information.

Council Delegate Vince R. James called on DPM to address annual and sick leave balances in addition to missing hours and asked DPM to prioritize getting timesheets corrected, while Speaker Crystalyne Curley called for stronger coordination among upper management to establish a clear plan moving forward.

"We do not see a coordinated plan between offices and are directing departments to address inconsistencies," Speaker Curley said. "Council Delegates receive questions from constituents at chapter meetings and need comprehensive fact sheets from DPM and the Office of the Controller to provide accurate information to their communities."

The Naabik'iyáti' Committee accepted the report with a vote of 12 in favor and five opposed.

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