

# Ombuds Workgroup

## WADE Timeline and Summary

June 2026



### Workgroup

The Ombuds Working Group was launched in early 2025 in response to stakeholder requests for a more transparent, participatory, and comprehensive revision process for the SCC Grants and Contracts Policy Manual. Through multiple feedback channels, including surveys, online comments, and broad staff engagement, the group collected more than 500 comments across 41 topic areas. These topics ranged from cost share and vouchering practices to organizational clarity, travel policies, and philosophical approaches to grants administration. The workgroup includes district representatives, regional managers, SCC staff, and WACD, all collaborating to evaluate feedback and craft improvements.

### Tiger Teams

To manage the breadth of input, Tiger Teams were formed in early 2026 and assigned to thematic areas such as cost share and DIP, policy, process and help, travel, and cross-cutting workgroup-wide topics. These teams use a standardized 'Topic Sheet' framework to analyze feedback, consider legal and administrative requirements, explore alternatives, and justify recommendations. To date, they have produced 48 recommendations, some already approved by the full workgroup for advancement, others under review. Throughout the process, the group emphasizes not just rewriting the manual but strengthening overall grants administration practices.

### Implementation

Implementation will occur gradually and in alignment with SCC review cycles, major organizational changes, and other process improvement efforts such as the Tech Transition initiative. Policy changes will follow a formal schedule including draft reviews in late 2026, a public comment period in early 2027, and a target implementation date of July 1, 2027. Non-policy improvements, such as guidance documents or FAQs, may roll out earlier or later depending on complexity and staff capacity. SCC and workgroup members will continue updating stakeholders through regular meetings and the SCC Business Improvement webpage, where ongoing feedback is welcomed and more details of this project are available.

#### 2025

**January 2025:** First feedback survey open to all district staff.

**February 2025:** First in-person Ombuds Workgroup meeting.

**Mid-2025:** In-line comments requested in Grants Manual.

**September 2025:** Second feedback survey open to District staff.

**Late 2025:** Commission continues to gather feedback and support the expanded review approach.

#### 2026

**January 2026:** Compiled feedback shared with the CD community.

**February 2026:** In-person Workgroup meeting; Tiger Teams formed.

**March 2026:** Monthly virtual workgroup meetings begin

**2026 (ongoing):** Tiger Teams analyze feedback, develop recommendations, and present them to the broader Workgroup.

**July, September, December 2026:** Commissioners receive updates with draft summaries of major changes.

#### 2027

*(Projected Policy Timeline)*

**January 2027:** Commissioners review draft Grants Manual.

**Jan 21–Mar 7, 2027:** 45-day public review & comment period.

**March–April 2027:** Integrate minor revisions based on comments.

**May 2027:** Final draft presented to Commissioners for their vote.

**July 1, 2027:** Implementation of approved policy changes; non-policy changes implemented on a rolling or later basis.