



FREDERICK COUNTY GOVERNMENT

DIVISION OF ENERGY & ENVIRONMENT

Jessica Fitzwater
County Executive

Shannon Moore, Director

Nondiscrimination Policy and Procedures for Complaints related to Programs and Services offered by the Division

Policy

The Division of Energy and Environment (the "Division") is dedicated to ensuring equitable access to our programs and services for all individuals. The Division does not discriminate based on race, color, national origin, sex, age or disability, or any other characteristic protected by applicable law, in providing access to our programs and activities. The Division does not intimidate or retaliate against any individual or group because they have exercised their rights to participate in actions protected, or oppose action prohibited, by 40 C.F.R. Parts 5 and 7, or for the purpose of interfering with such rights.

Because the Division receives grant financing from the U.S. Environmental Protection Agency, specific reference is also made to the following provisions of the Code of Federal Regulations – 40 CFR Part 5 and Part 7. Parts 5 and 7 address nondiscrimination in programs or activities receiving Federal assistance from the Environmental Protection Agency.

Demographic Information Collection Statement

The Division maintains a system to collect, review, and regularly update demographic data for the populations served by its programmatic work. We hold this practice to better understand the profile of the communities in which we work to ensure that decisions about where and how our programs are administered are not discriminatory. As needed, the data is shared with the Division's partners and funders as part of their monitoring and evaluation efforts.

Data Sources in Collection: The Division primarily utilizes demographic data generated by the Decennial Census and program participants that volunteer demographic data, to collect and analyze accurate data on race, age, median income, housing status, and language spoken at home, among other demographic characteristics for communities where the Division is actively working.

Contact Information

The Division's Nondiscrimination Coordinator is:

Tiara Lester

Sustainability Project Manager

Frederick County Division of Energy and Environment

30 N Market Street,

Frederick Maryland 21701

E-mail: TLester@FrederickCountyMD.gov

Telephone: 301-514-4626

The Nondiscrimination Coordinator is responsible for the direction of compliance efforts and receipt of inquiries concerning nondiscrimination requirements implemented by 40 C.F.R. Parts 5 and 7 (Nondiscrimination in Programs or Activities Receiving Federal Assistance from the Environmental Protection Agency), including Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title IX of the Education Amendments of 1972; and Section 13 of the Federal Water Pollution Control Act Amendments of 1972 (hereinafter referred to collectively as the federal nondiscrimination laws).

Limited English Proficiency

The Division adheres to the Frederick County Limited English Proficiency Plan. If you need these services, please contact the Sustainability Project Manager (Contact information is above.)

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Persons with Disabilities

The Division adheres to the Frederick County ADA Title II Statement and Section 504 of the Rehabilitation Act of 1973. If you need these services, please contact the Sustainability Project Manager.

Procedures

If you have a complaint or grievance alleging possible discrimination of the operation of programs or services offered by the Division, the following procedures shall apply to your complaint or grievance.

1. Filing of a Complaint:

- Any individual who believes they have been subjected to discrimination in accessing the programs or services offered by the Division may file a complaint within 30 calendar days of the date of alleged discrimination.
- Complaints can be submitted in writing via email, mail, or in person to the designated Nondiscrimination Coordinator:

Tiara Lester
Sustainability Project Manager
Frederick County Division of Energy and Environment
30 North Market Street,
Frederick Maryland 21701
TLester@FrederickCountyMD.gov

The Division adheres to the Frederick County Limited English Proficiency Plan and ADA Title II Statement. If you need these services, please contact the Sustainability Project Manager.

2. Initial Review:

- Upon receipt of a complaint, the Nondiscrimination Coordinator will conduct an initial review to determine the nature and scope of the allegations.
- The Nondiscrimination Coordinator will acknowledge receipt of the complaint within 48 business hours and initiate the investigation process.

3. Investigation:

- The investigation will be conducted promptly, thoroughly, and impartially.
- The Nondiscrimination Coordinator may request additional information or documentation from the complainant and any relevant parties.
- Confidentiality will be maintained to the extent possible throughout the investigation process.

4. Resolution:

- Following the investigation, the Nondiscrimination Coordinator will determine whether the complaint is substantiated based on the available evidence.
- If discrimination is found to have occurred, appropriate corrective actions will be implemented to remedy the situation and prevent future occurrences.
- The complainant will be informed of the outcome of the investigation and any remedial actions taken in writing within 60 days of the filing of the complaint.

5. Appeals:

- If the complainant is dissatisfied with the outcome of the investigation, they may appeal the decision within 30 calendar days to the Division's Director.
- Appeals must be submitted in writing to the Division's Director, who will conduct a review of the original investigation and render a final decision.

Shannon Moore, Division Director
30 N Market Street, Frederick Maryland 21701
SMoore@FrederickCountyMD.gov

6. Documentation:

- All discrimination complaints and related investigative records will be maintained confidentially and securely.
- Documentation of complaints, investigations, and resolutions will be retained in accordance with applicable Frederick County Government record and retention policies and regulations.

7. Training and Awareness:

- The Division will provide regular training and education to employees and stakeholders on nondiscrimination policies and procedures.
- Information on how to file a discrimination complaint and access resources for support will be made readily available to all program participants and stakeholders.

8. Continuous Improvement:

- The Division is committed to continuous improvement in its nondiscrimination practices.
- The Division will conduct an annual review of the Nondiscrimination Policy and Procedures.
- Feedback from complainants and stakeholders will be solicited every 3 years beginning in August 2027 and used to inform updates and enhancements to the nondiscrimination complaint handling process

If you have any questions about this notice or any of the Division's nondiscrimination programs, policies or procedures, you may contact the Sustainability Project Manager.