

**Comprehensive Housing Assistance, Inc. (CHAI)  
5809 Park Heights Avenue, Baltimore, Maryland 21215**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, national origin, gender, age, disability or LEP in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, national origin, gender, age, disability or LEP be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

**CHAI** is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, national origin, gender, age, disability or LEP as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you need more information or feel you are being denied participation in or being denied benefits of the transit services provided by **CHAI**, or otherwise being discriminated against because of your race, color, national origin, gender, age, disability or LEP, our contact information is:

**Lisa Budlow  
Chief Operating Officer and Interim CEO  
CHAI – Comprehensive Housing Assistance, Inc.  
5809 Park Heights Avenue  
Baltimore, MD 21215  
410-500-5300  
LBudlow@chaibaltimore.org**

**A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.**

CHAI's Complaint Procedures can be found in the following public areas:

- On the CHAI's website
- In public areas of the CHAI's office(s)
- At the reception desk,
- In meeting rooms, and
- In federally funded vehicles.