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## Press Release: Community Survey Launch for Language Access

NASHVILLE, TN - Last Fall, the Metro Human Relations Commission (MHRC) set out to launch a new study examining the language services provided by the government of Metropolitan Nashville-Davidson County. This work built on MHRC's [2017 Language Access Report](#), as well as a 2023-24 [pilot with the Tennessee Language Center](#). The study seeks to evaluate current language access practices across Metro departments, identify barriers for residents with limited English proficiency (LEP), and develop actionable strategies for equitable access to Metro programs and services, including education, healthcare, public transit and housing. To do this, we are assessing departmental policies, resources, and practices, working to identify gaps and barriers in service access, recommending practical, scalable improvements for compliance and efficiency, and strengthening interdepartmental coordination and digital inclusion.

Our work has taken the following shape thus far:

- **Stakeholder Engagement** – Consult departments, community partners, and advocates on study design and implementation
- **Departmental Self-Assessments** – Collect departmental data on translation, interpretation, and accessibility services
- **Policy Review** – Examine language access plans, departmental policies, and digital standards

And is now entering the following phases:

- **Community Needs Survey** – Gather public input on language access services and experiences
- **Recommendations and Feedback** – Share findings, refine, and finalize coordinated actions

It is thus with excitement that we announce the launch of our [community needs survey](#), which we have translated into nine languages (Spanish, three Kurdish dialects, Arabic, Burmese, Chinese, Nepali, Somali, Tagalog, and Vietnamese) in addition to English, in order to maximize its reach. We need your help getting this survey into every corner of Nashville – share with friends, family, colleagues, and anyone who might benefit from better language services in Nashville. We look forward to what we can do together.

*For more information about the language access study, please contact Gavin Crowell-Williamson, [gavin.crowell-williamson@nashville.gov](mailto:gavin.crowell-williamson@nashville.gov), 615-880-3391*