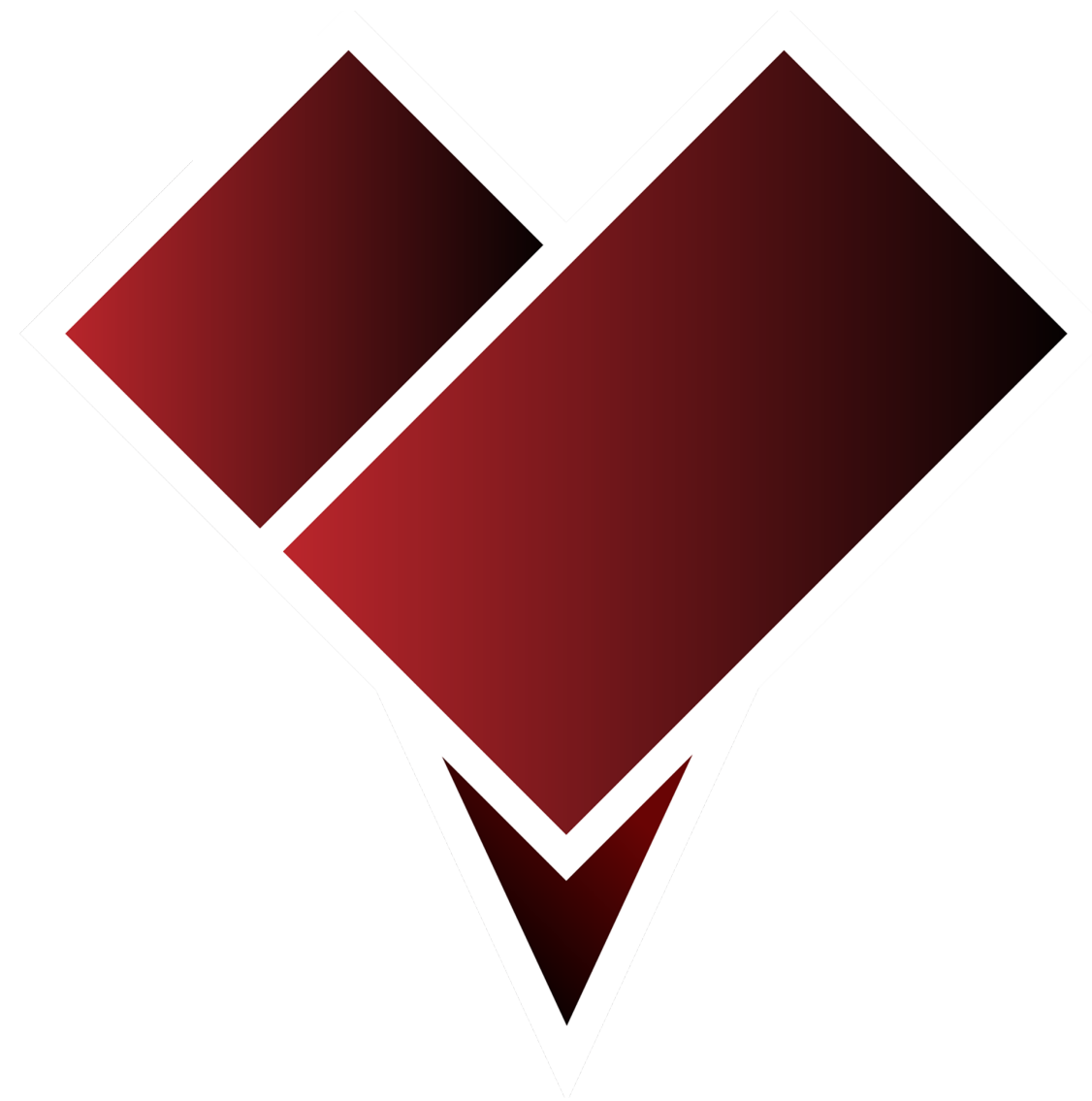


# 2023 YEAR IN REVIEW

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# HEARTLAND

INTERPRETATION AND TRANSLATION SERVICES, LLC

# EXECUTIVE SUMMARY

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**JACOB BROWN**  
OWNER/SPANISH INTERPRETER

**“As we look back on 2023 with many new changes in place, I am optimistic about the direction we’re heading!**

**We began the year as a business of one Spanish Interpreter and ended it with a strong team of professional linguists, administrative support, and a growing number of pleased clients.**

**Being that the onboarding process of contract employees did not begin until halfway through the year, much of the information included in this review truly only reflects data from June until December.**

**I think that this growth we have experienced in such a short timeframe speaks volumes to the willingness of our team to adapt and meet the needs of our clients as they come.**

**At the forefront of our plans moving forward, I will maintain the vision of being a local resource for professional languageservices in our increasingly globalized community.**

**Lastly, I would like to thank all those that have promoted our success during the beginning stages and have the shared goal of**

**GREATER LANGUAGE ACCESS ACROSS SOUTHWEST INDIANA”**

# BY THE NUMBERS...

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**18** Languages provided

**24** Linguists employed

**26** Local clients served

**36%** Rate of growth

## TOP REQUESTED LANGUAGES

**1.** Spanish    **2.** Haitian Creole    **3.** Marshallese

# FEATURED LINGUISTS

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**MARDOCHÉE SEIDE**

HAITIAN CREOLE INTERPRETER

**"Joining Heartland has been one of the best decisions I've made in my interpreting career. It has opened many doors for me, and it is a joy to work with kind and patient people."**



**FRIEDA RUPPNER-LIND**

GERMAN TRANSLATOR

**"It is always enjoyable to work for an agency like Heartland Interpretation and Translation Services. They are well organized, communicate well and you don't have to worry about being paid!"**



**LILIA JOY**

ENGLISH AS A SECOND LANGUAGE (ESL) INSTRUCTOR

**"I am delighted to call myself a Heartland linguist. My first year with Heartland Translation and Interpretation Services has been rewarding and professionally satisfying. I feel welcomed and valued by Heartland and our clients!"**



# COMMUNITY IMPACT

## ACTIVE CHAMBER MEMBERSHIPS

EVANSVILLE  
(E-REP)

HENDERSON  
COUNTY

GIBSON  
COUNTY

DUBOIS  
COUNTY

## PARTNERSHIP WITH INDIANA EVANSVILLE MARSHALLESE COMMUNITY



### ENOS TIBNOL

PRESIDENT, INDIANA EVANSVILLE MARSHALLESE COMMUNITY

**"The collaboration with Heartland Interpretation and Translation Services is crucial to the Marshallese community, ensuring effective communication and addressing the specific needs of our people. Their dedicated support in interpretation has proven invaluable, fostering a meaningful partnership that significantly contributes to our community's well-being. Heartland Interpretation and Translation Services plays a pivotal role in our community by bridging language barriers, connecting individuals who don't speak English, and ensuring their essential needs are effectively met."**

# COMMUNITY IMPACT

## COLLABORATION WITH INDIANA LATINO INSTITUTE FOR MEDICAL INTERPRETER SCHOLARSHIP



### INDIANA LATINO INSTITUTE

During the last part of the year, we collaborated with the Indiana Latino Institute (ILI) to sponsor a medical interpreter scholarship. This opportunity allows the winning recipient to complete a 40-hour medical interpreting training at no cost. Having completed the program, the individual is then streamlined through our onboarding process for employment as a Spanish Interpreter.

## EXTENDED CLIENT TESTIMONIAL – UNITED COMMUNITY BANK

### TAMMY BELT

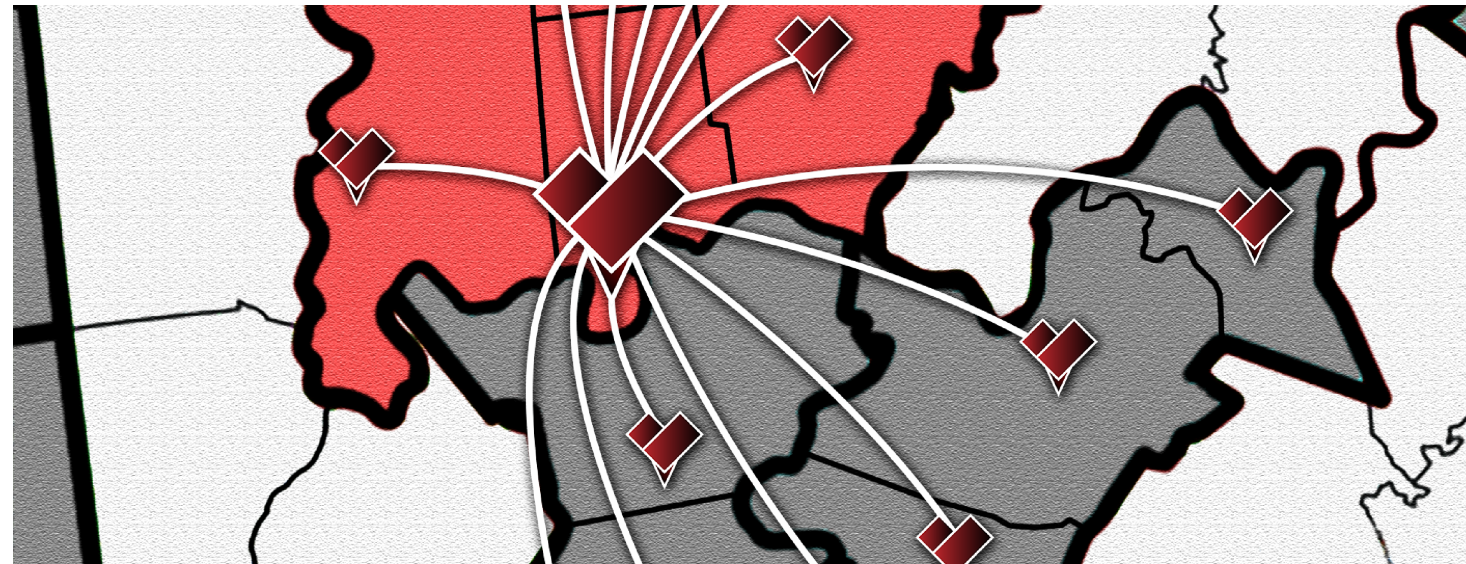
SENIOR VICE-PRESIDENT



“United Community Bank has partnered with Heartland this year to assist us in communicating with our customers. They have provided weekly classes to several of our employees and have accompanied us to community events targeting the Latino population. They were a big help to us in working with one of our commercial customers that has a large Latino workforce. They also helped us create marketing materials in an alternate language to better serve our customers. We highly recommend them!”

# 2024 GOALS

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**1. CONTINUE EXPANDING OUR REACH ACROSS SOUTHWEST INDIANA**  
We plan to increase the scope of our market across different industries.



**2. GROW OUR TEAM OF QUALIFIED CONTRACT LINGUISTS**  
As we build our clientele in the area, our team of language professionals will also expand to meet their needs.



**3. MAINTAIN THE QUALITY OF OUR PROFESSIONAL, LOCAL, AND IMPARTIAL LANGUAGE SERVICES**  
Above all, we strive to hold a professional standard for our translation and interpreting services as the business continues to grow. In this way, our clients can rest assured that the message they need to convey is done so without hesitation or uncertainty.

**QUESTIONS?**

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**CONTACT US TODAY.**

**(812) 499-1696**

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**<https://www.heartlandlanguage.com/>**