




Minnesota Translator and Interpreter Cooperative

Second Annual Meeting
April 27, 2024



Welcome!



Agenda and Meeting Minutes

Highlights from year 2



Mary!

Members of the board, our clients and co-op members alike love working with Mary!

Thank you for keeping this ship afloat, we couldn't have had such a successful year without you!



Loving our Legacy Clients

- Plant Grow Share
- CANDO
- Episcopal Church of Minnesota
- St. Paul's Lutheran Church
- Semilla Center for Healing and the Arts
- Cooperative Plating

PGS

2021 - \$400, approx
2022 - \$2,550.00
2023 - \$4,705.75

CANDO

2021 - \$150.00
2022 - \$187.50
2023 - \$9,074.00



Episcopal Church of Minnesota

2021 - \$483.84
2022 - \$1,587.00
2023 - \$1,965.00

St. Paul's Lutheran Church

2021 - \$400 approx.
2022 - \$4,231.91
2023 - \$5,044.75



Semilla Center for Healing Arts

2021 - \$140.00
2022 - \$847.50
2023 - \$1,241.25

Cooperative Plating

2021 - \$471.20
2022 - \$2,841.30
2023 - \$2,910.29



Our New 2023 Regulars!

- Mid-Minnesota Legal Aid
- University of Minnesota
- The Food Group
- Sharing Our Roots
- Minneapolis ELCA
- Chanhassen Dinner Theater
- Public Defenders
- NATIFS



The University of Minnesota

- Bell Museum
- Carlson School
- College of Liberal Arts
- CUHCC
- Civil, Environmental and Geo-Engineering
- Dept. of Surgery
- Equal Opportunity & Title IX
- Extension Service
- Health Disparities Research
- Landscape Arboretum
- School of public Health
- CFANS



Agriculture

- Land Stewardship Project
- Good Acre
- Restoring Our Countryside
- Sharing Our Roots
- UMN Extension Service
- The Food Group



Emerging Farmers Conference

18 MNTIC Interpreters



Covering 8 languages



Arabic, Burmese,
French, Hmong,
Karen, Somali,
Spanish, Swahili

Using all of MNTIC's equipment plus!



More Conferences!



Languages of Lesser Diffusion

- Offering fair compensation to the interpreters and helping the client fill a need.
- Some of these languages see significant increase in demand
 - Karen
 - Swahili
 - Ukrainian



Community Organizations

- Bancroft Neighborhood Association
- Bottineau Neighborhood Association
- Bryant Neighborhood Association
- CANDO
- East Phillips Improvement Coalition
- Parks and Power



Mentoring



In 2023 Membership...

- Gained 5 new members, working in Spanish, Somali and Vietnamese
- Two board members stepped down, one in March and in August
- Were provided with work opportunities with 72 unique clients
- Made over \$100,000 of additional new income for members
- Had a an interesting variety of work; Agriculture, Legal ,Religious and Academic sectors kept us busy
- Enjoyed new minimum translation rates and flat rate for USCIS
- Fostered community and collegiality celebrating 10 community gatherings!

Gabes on the Park





Pizza Luce



Caribou



Cannon Falls Winery



Cafe Racer



What client goals were accomplished?

- Provided services in 22 different languages
- These services helped increase our client's business and community participation by facilitating communication with limited english speakers
- Provided education on the need for high quality interpreters
- Educated clients on the use of interpretation technology
- Gave exceptional customer service

What community goals were accomplished?

- Provided a link between legal and social justice
- Helped increase participation of non-English speakers within our communities
- Provided education about the importance of quality interpretation and language equity
- Created a model for other gig economy workers across the country
- Helped make quality interpreting the new norm

MNTIC Financial Overview 2023

Where have we been, where are we going?

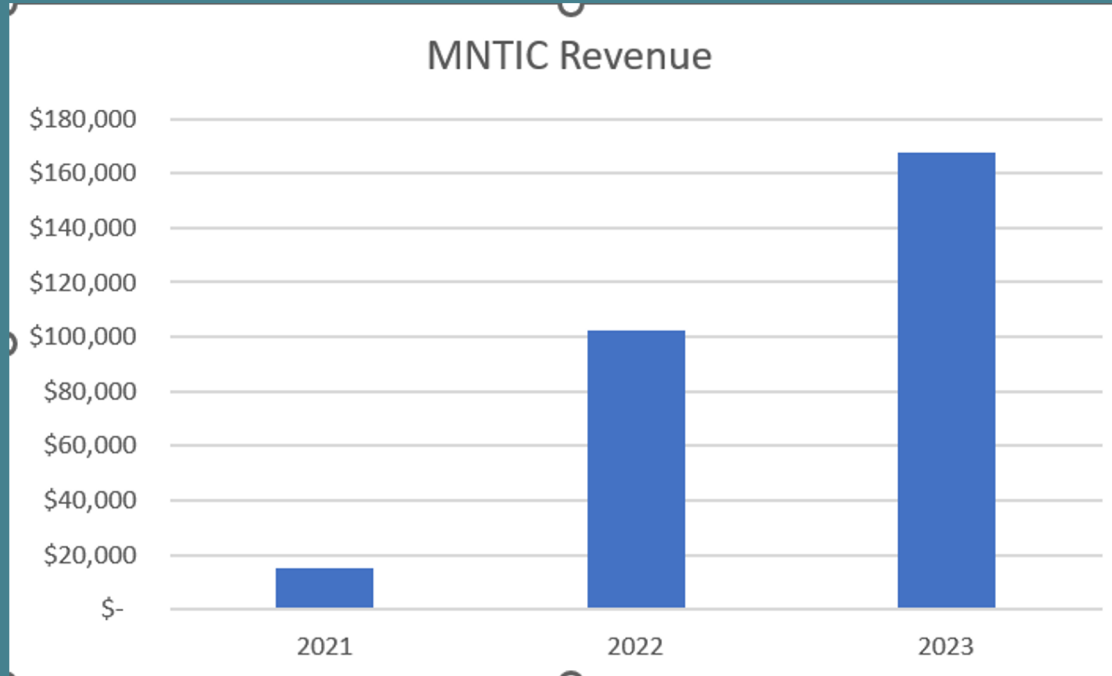
April 27, 2024

Margaret Lund, Cooperative Consultant

Big Pluses

- Overall revenue up by 64% over 2022 on an accrual basis; earned revenue only this increase is over 150%
- Cash in the bank
- Hired a part-time administrator
- 72 unique clients in 2023, an increase of 76% compared to the 42 in 2022
- 22 different languages offered
- Over \$100,000 in new revenue for co-op members
- 3 new net members, for a total of 18
- “Capture” rate for new inquiries in over 90%

Big lift on increasing revenues:



Biggest concern

- These successes depend upon a great deal of volunteer time from the board, beyond regular board service.
- This is not unusual for a new cooperative, but is also not sustainable without new energy on the board.

What Can be Done?

- Keep on like you are until current board members all faint
- Keep the high volunteer model, but with new board members taking over
- Commit to growing the Co-op's net revenues to cover more paid staff time for administrative and Executive Director functions (could be done by one person, or a team)
- Some combination

Conclusions

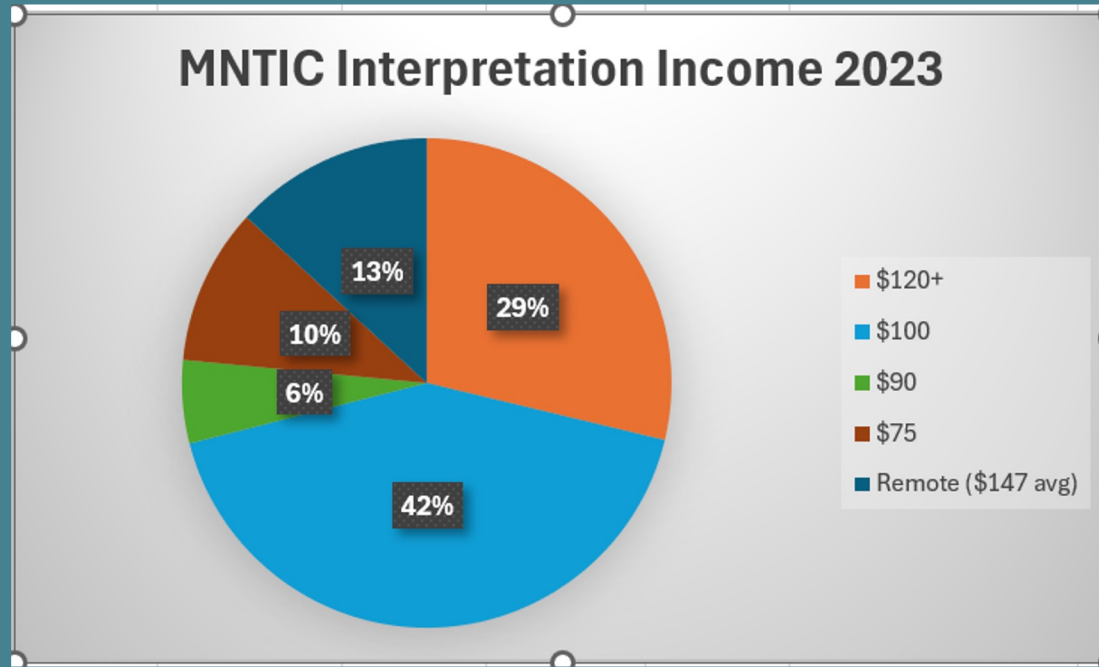
- MNTIC is a growing and developing cooperative, with important impact and a lot of good momentum
- Many potential areas for growth
- BUT high volunteer model is a big risk for burnout

Some data on revenue . .

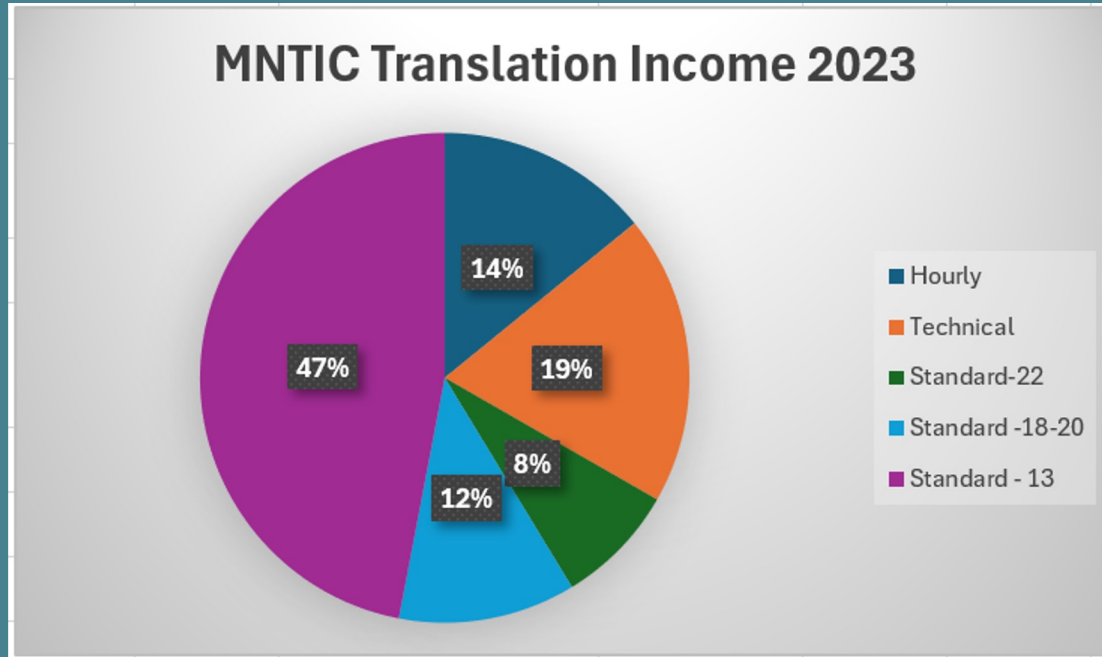
Overall MNTIC Revenue 2023

Source	Revenue	% of Revenue
Interpretation	\$ 122,158	73%
Transpation	\$ 42,027	25%
Equipment Rental	\$ 2,751	2%
Other	\$ 805	0%
Total	\$ 167,741	100%

Where does the money come from?



Where does the money come from? Part 2



Ways to Increase Net Revenue for MNTIC:

- Increase percentage to the co-op from 20% to 25% and/or
- Increase percentage to co-op from Non-Members from 30% to 35%
- Increase percentages to the co-op but ONLY on higher paid jobs
- Increase rates charged
- Reduce expenses (*but no one ever won a game with only defense*)
- Combination of the above

How much revenue do we need???

- ❖ Keep the volunteer model, with new energy and a good ops budget, and increase admin hours to 32 a week from 20 to 25 hours – need about \$235,000, an increase of 41% over 2023; profit of \$21K, cash flow is OK
- ❖ Increasing % to co-op nets you about \$5,000 extra cushion
- ❖ Add a 10 hour week ED and increase %, need about \$252,000 in revenue, an increase of 50%; profit of \$11K, but likely have some cash flow issues, will need a small line of credit
- ❖ Add a 20 hour per week ED and increase %, would need about \$275,000 in revenue, an increase of 64% over last year (plus LOC)
- ❖ An increase in prices would help bring these figures down a bit – 7% increase half way through the year would bring these percentages down to 36%, 45% and 59% respectively or \$227K, \$243K, or \$266K

We have grant money from City for business planning

- What do you want to do?

Questions?

III. Vote on New Board Members

Thank You!!

Adjourn for Yoga Break with Maria and dish up lunch
Reconvene at 12:20 pm

Goals for Next Year

Strategies for New Work



Where shall we meet next
month?
