



THIRD ANNUAL REPORT

April 26, 2025

We did it! The Minnesota Translator and Interpreter Cooperative (MNTIC) has officially graduated from start-up status! Thanks to the hard work and dedication of our members, and the support of our operations manager and the board, we increased our revenue by over fifty percent, making for a profitable 2024!

Along with a significant increase in business we achieved additional goals, making our success all the sweeter.

Membership Goals - These goals included recruiting new members and improving the percentage of work performed by members. We had the good fortune to work with some exceptional interpreters during 2024. Not only did they show great skills but also a collaborative spirit and energy. We invited them to apply and are thrilled to have them on the team!

Membership grew to 25, welcoming 7 new members working in Arabic, Hmong, Karen, Portuguese, Swahili and Yoruba languages. Thanks to this new and diverse group of members, we made good on our goal to improve our ratio of work performed by members vs non-members. We are grateful for the collaboration with our non-members partners, but it is heartening to provide even more work and the accompanying higher compensation levels to MNTIC's members.

The most recent membership survey shows that members continue to feel a sense of pride in the co-op, and that MNTIC lived up to their expectations.

Building Relationships and Areas of Expertise - The word continues to spread about our especially high-level legal expertise! More and more attorneys and individuals are coming to MNTIC for out-of-court needs in the criminal, civil and immigration fields. In 2024, Legal Aid attorneys and Public Defenders referred their colleagues to MNTIC and the numbers reflect this trend.

In the Agriculture sector, we are grateful for our strong relationships with the Big River Farm and Plant Grow Share. Thanks to their many recommendations, MNTIC is known as the go-to for agricultural interpreting and translating needs. Not only have our members enjoyed interpreting in the fields and classrooms in our home state, but last year took us out of state to the Marbleseed Conference in Wisconsin. It's exciting to have a front row seat for all that's new in agriculture.

Working with over half a dozen sustainable energy clients, we've learned about the latest green energy trends. While translating handouts and interpreting for information sessions we've learned about everything from COs digesters to the benefits of combining farming and solar gardens.

Our conference and workshop business increased in 2024, from a variety of multi-day conferences on childcare, to agricultural and academic events. We capped off the year with the Emerging Farmers Conference put on by the Big River Farm and the Food Group, sending 24 interpreters working in multiple teams providing interpretation in: Burmese, Hmong, Somali Spanish and Swahili.

Operations - MNTIC was pleased that our increased revenue allowed us to offer additional hours, a pay increase and PTO to our operations manager, Mary Frontzak. Her additional hours have lightened the load for the board members, reducing the number of unpaid, volunteer hours they had to spend on administrative tasks. Last year the board and Mary worked to fine-tune some of our procedures and policies, such as allocating work and flat fees. Mary has a wonderful way with both members and clients, strengthening our relationship with both, and we are pleased that we could set the stage for making her our first official employee in 2025!

Community - Maintaining a sense of community as our business and membership grows is another important goal. Continuing to host regular, community gatherings has been key to staying connected. Thanks to member suggestions, we've begun the process of setting up a special page on our website especially for members. The most recent membership survey shows members enjoy having the chance to connect in-person, making us the fun co-op!

Language Justice/Equity - We circled back to an aspect of our initial mission, which is to promote language justice and equity. Although we all have solid technical foundations in interpreting and translation, we felt we needed guidance on the concepts of language justice and equity to be able to educate our clients and community. Last year we began researching and laying the groundwork for this important part of our mission. Already in 2025, MNTIC had offered a remote language justice workshop and given its first language justice presentation in partnership with our friends at St. Paul's Lutheran Church.

Mentorship Opportunities - In 2024 we continued our partnership with the Century College Translation and Interpreting Program. In addition to mentoring, we participated in a variety of in-class panels, from interpreters ethics to the ins and outs of interpreting in remote settings. We were also included in their advisory committee. It's been a joy working with Century College students, our future colleagues!

Goals for year 4 - MNTIC hopes to: Continue building on our business success of year 3!; Launch a marketing campaign with assistance of student interns; Revisit state and city procurement opportunities and certification requirements; Provide interesting and educational workshops for our members; Continue educating ourselves and others about language justice and language equity; Research additional benefits for members; Finish website update; Create an electronic glossary to share among members; Hire a part-time executive director; Continue finding new ways to create community with our members

The following 2024 Financial Report to membership contains additional details. Thank you to Margaret Lund, our mentor and friend, for pulling together this narrative of year 3!

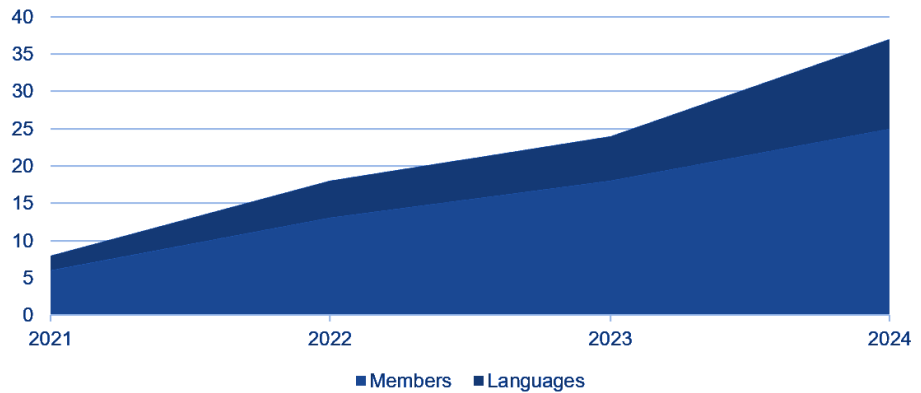
Minnesota Translators and Interpreters Cooperative
2024 Annual Financial Report
to the Membership

2024 marks the third full year of business for MNTIC, and it's great to see how our cooperative has grown! Some highlights for the year:

Members and Languages:

- MNTIC started in 2021 with a hearty group of six interpreters. As the charts below illustrate, MNTIC has expanded greatly since then, growing from 6 to 25 members, and from two to 12 different languages (this is only languages offered by co-op members, and does not count the additional resources provided by contract interpreters).

MNTIC Growth Chart



- The majority of our members historically have been Spanish interpreters, but in 2024 that proportion fell below 50% for the first time. So, while the number of Spanish interpreters has grown, representation of the other languages as a group has grown even more. This means that MNTIC can bid on a wider variety of contracts, and guarantee the highest quality service to more different kinds of clients than ever before.

	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Members	6	13	18	25
Languages	2	5	6	12
% growth membership		117%	38%	39%
% growth languages		150%	20%	100%

- Membership overall grew by more than 30% over last year, our second year of 35+% growth.
- **More Minnesota translators and interpreters are figuring out that MNTIC is the place to be!**

Revenues and Expenses:

Revenue for the year for 2024 was \$252,698, an increase of 50.6% over 2023!

Revenue from interpretation services increased by 42.6%, while translation work went up by over 80% to a total of \$75,685. Altogether, interpretation accounted for 69% of income (compared with 72% last year) while translation accounted for 30% compared with 25% the year before. Other small sources of income include things like equipment rental.

Work from MNTIC contracts delivered more than \$117,000 in additional income to co-op members in 2024, along with \$59,000 to non-member professionals who worked alongside us.

At year end, we were proud to post a profit of \$34, 666 compared with 2023's small loss of \$2,182.

Our largest expense after paying interpreters and translators is for our wonderful office staff. Payroll costs went up 32% in 2024, as we began implementing a planned transfer from an all-volunteer staff to a professional paid staff.

We are paying for this additional staff through a thoughtful combination of rate increases and adjustments to our member percentage. At the beginning, if you will recall, MNTIC paid a flat 80% of each dollar to member interpreters (65% to non-member). However, this percentage did not yield sufficient income for MNTIC to operate. In mid-2024, we implemented a rate increase, combined with a change in the percentage paid to members depending on the rate paid to us. Members taking lower paying but important community-based jobs took home a higher percentage, while those working on more highly paid jobs started receiving a lower percentage. **Because of the rate increase, however, no MNTIC member ended up netting less than they had before, and those taking the community-based jobs got much more!** At the same time, this enabled the co-op to increase our overall average percentage of each dollar going to the co-op to cover operating expenses from our 2023 rate of 21 cents of each dollar to 29 cents in 2024, allowing us to expand hours for paid staff.

Clients and Jobs:

Your co-op served 98 unique customers in 2024, up from 72 in 2023. This is an increase of 36% over the previous year, and more than double our 2022 figure of 42. Top customers for 2024 included the Food Group, Mid-Minnesota Legal Aid, Minneapolis Area Synod, ELCA, Hennepin County Public Defender, Minnesota Perinatal Quality Collaborative, and various departments of the University of Minnesota.

MNTIC clients are divided into three basic categories for the purposes of rates: the smallest, community-based organizations pay the lowest price of \$85 an hour, medium-sized organizations pay \$120 and large businesses and organizations who can afford the highest rate pay \$150 per hour for interpretation. In 2024, small clients accounted for 16.5% of hours, medium clients 55% of hours, and the larger clients 28.5% of hours.

Current Year (2025) progress so far:

- Total revenues for the first quarter (January – March) of 2025 were \$67,066, an increase of 33% over 2024 and ahead of budget. Our total budgeted revenue for 2025 is \$271.440.
- We began a strategic planning process in 2024 and are currently at work finalizing our business plan. Our estimates are that total revenues will have to increase to between \$340,000 and \$425,000 per year over the next three years in order for us to pay an Executive Director 50-75% time. Our goal is to continue to pay all interpreters and translators fairly for their work, while also increasing earned income for the cooperative enough so that we are no longer reliant on volunteer hours for regularly recurring administrative work (as opposed to cooperative governance tasks, which will continue to be volunteer). This is a goal that, with the help of our members, we believe we can achieve! We welcome member input into this business planning process.
- Thank you, as always, to everyone for all of their hard work in getting us to where we are today!

MNTIC would also like to thank: Mary Frontzak for her fine customer service and administration of operations; Margaret Lund for her continued support, guidance and inspiration; Minneapolis C-TAP for the allowing us to participate in the grant program again in 2024; Streamline Consulting for helping us keep our finances organized; Key Figures Cooperative for their expertise in tax preparation for co-ops; Jorge Amérigo, website and logo design; Charlie at Smart Bug wireless interpreting equipment support; Henry Jimenez and the LEDC for their initial support; Candace Lund and the CWA for the grant and support that made MNTIC a reality!