



2019 ANNUAL REPORT

*Financial period
July 1, 2018 - June 30, 2019*





OUR VISION:

A world where everyone has access to safe, high-quality comprehensive cleft care and is able to live a full and healthy life.





IT STARTED WITH A VISIONARY...

This report is dedicated to the memory of our beloved Founder and Chairman, Charles B. Wang, who passed away October 21, 2018.

Charles became aware of need for cleft care in resource-poor areas through his work with another organization. But he was disturbed by their model of flying in Western doctors for one- to two-week “missions” before flying them home again — *who took care of the kids they left behind?* He found the solution in the wisdom of Confucius: “Give a man a fish, and you feed him for a day. Teach a man to fish, and you feed him for a lifetime.”

Through this adage, Charles understood that empowering local healthcare professionals with training and the latest technology, then providing those trained with the opportunity to train others, would make high-quality cleft care possible all over the world while also building up local medical systems. He called it the “teach a man to fish model.”

The results speak for themselves. Since our first patient was helped in 1999, Charles’ vision — powered by your generous support — has brought lifesaving cleft surgeries to more than 1.5 million people in need — more than every other NGO combined. It has also empowered 2,100+ medical professionals around the world with the education, training, and resources to holistically treat children with clefts in their own communities.

Our entire Smile Train family misses Charles beyond words, yet we take comfort in knowing his memory will live forever in the smiles of the children we help and in the hearts of everyone who was fortunate enough to know him. Together, we will continue working tirelessly as he did to change the world one smile at a time.

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*He called it the
teach a man
to fish model.*

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Twenty years ago, a new organization brought a smile to the face of a lonely nine-year-old girl in Nanjing, China named Wang Li.



IT STARTED WITH A SMILE...

Twenty years ago, a new organization brought a smile to the face of a lonely nine-year-old girl in Nanjing, China named Wang Li. In the two decades since, guided by the vision of our beloved and dearly missed founder, and with the generous support of dedicated supporters like you from around the world, Smile Train has trained thousands of healthcare workers around the world and provided them with the latest medical technologies. We've built a powerful global network of cleft advocates reaching from neighborhood schools to the United Nations. And, most importantly, we've helped more than 1.5 million people in 90+ countries eat, breathe, speak, and smile.

Looking back on our first 20 years, I am simply in awe of all the progress you've made possible. In Fiscal Year 2019 alone, you helped us:

- Celebrate our **20th** anniversary in style by throwing a gala that raised enough to help create **4,400+** lifesaving smiles for children in need
- Perform **110,000** cleft surgeries in **69** countries
- Expand essential, non-surgical forms of cleft care into **5** new countries and partner with and train more than **25%** more specialists offering these services than last year
- Launch **57** new local partnerships
- Continue to put cleft awareness on the global agenda, including presenting at the American Cleft-Palate Craniofacial Association Meeting and the CORE Groups Global Health Practitioners Conference and hosting a side event at the World Health Assembly
- Increase our efforts to ensure all patients receive the safest, highest-quality care by expanding trainings for anesthetists and nurses around the world, presenting at key medical safety conferences, and growing our local Medical Advisory Councils
- **83%** of our total expenses went to Programs

Like all trains, Smile Train only knows one direction — forward. With you aboard, we believe we can build a world where no child suffers or dies because they were born with a cleft, where every person has access to the safe, quality cleft care they deserve. No matter what.

And that is truly something to smile about.



A handwritten signature in black ink that reads "Susannah Schaefer".

Susannah Schaefer
President and CEO

...AND CONTINUES WITH HEALING THE WHOLE CHILD

Smile Train knows that truly healing from a cleft requires a holistic process that is as unique as each patient, not a one-off surgery. That's why the secret to our model's success is the promise it makes to each and every patient: We will be there for you. We will provide you with nutritional support to get you healthy enough for surgery. With speech therapy, dental treatment, and orthodontics for as long as you need to communicate clearly and smile your brightest. With psychosocial care until your emotional scars are as well-healed as your physical scars. Our model is ultimately a promise that, whatever the need, Smile Train will be there to meet it with the safest, highest-quality care possible because our donors know that children with clefts deserve no less.

We represent this unique model — this promise — as a wheel because all facets of cleft care are equal, and any area may come in and out of a child's life at any time as they grow and develop.

COUNSELING AND SUPPORT

DIAGNOSIS: UNDERSTANDING CLEFT

ORTHODONTICS

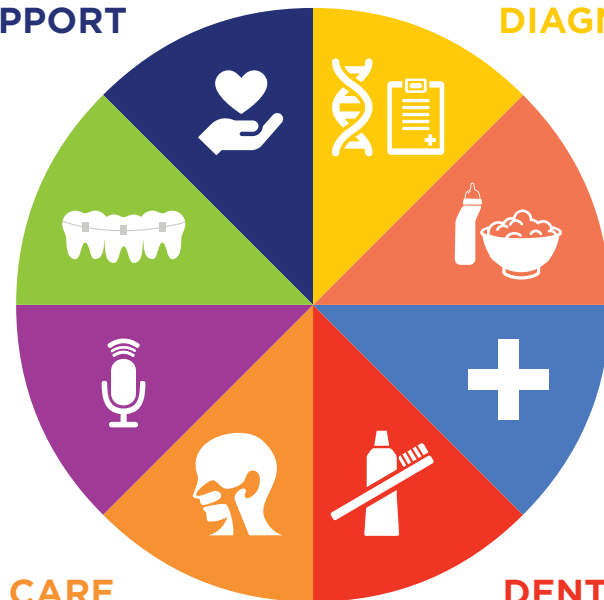
FEEDING AND NUTRITION

SPEECH SERVICES

SURGERY

ENT CARE

DENTAL CARE





IT STARTS WITH A SMILE...
THEN DANCES
INTO THE FUTURE

The transformative promise of our model shows in Maria's smile. Born in a small Colombian village, Maria choked on breast milk because of her cleft and was at risk of severe malnutrition. Her mother couldn't take her out of the house because of all the stares and hateful comments. Then a neighbor told the family about a Smile Train partner hospital nearby. There, her mother learned how to feed Maria without her choking and scheduled her first cleft surgery.

Yet, even after surgery, Maria's teeth were misaligned, she had difficulty speaking, and she suffered anxiety. But this is exactly what makes Smile Train's unique model so essential. Thanks to you, Smile Train was able to sponsor services like orthodontics and speech therapy she so desperately needed at the exact time she needed them, all at no cost to her family.

Now, this once shy girl doesn't walk outside, she dances. She is a true star who brightens every room she enters and brings a smile to every person who meets her. That's the lifesaving power of Smile Train's holistic, local model of cleft care. That's the power of a smile.

ONE GOAL.

TO GIVE EVERY CHILD WITH A CLEFT A BRIGHTER FUTURE.

40,000+

training opportunities

1,100+

partner hospitals

1

goal: to give every child with a cleft the opportunity for a healthy, productive life

1,500,000+

surgeries performed on people of all ages since our founding in 1999

35

countries where Smile Train offers essential non-surgical cleft care services

90+

countries where Smile Train has sponsored free cleft treatment

540

babies are born each day with a cleft

3

every 3 minutes another baby is born with a cleft.

2,100+

trained medical professionals — including surgeons, anesthesiologists, orthodontists, and nutritionists around the world



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*When the time came,
Johana was excited
to start school.*

IT STARTS WITH A SMILE... AND RISES TO HEAD OF THE CLASS

Likanto was heartbroken when her son Johana was born. She had never seen a baby with a cleft before; no one in her tiny village in southern Kenya had.

When the time came, Johana was excited to start school. But his excitement quickly turned to sadness. The other children teased him and called him awful names because of his untreated cleft lip. It led him to cover his mouth every time he stepped outside. It pained Likanto to see her little boy so miserable.

One day, Johana's family heard from a community health worker that Smile Train supported free surgeries and related treatment for children with clefts.

The family rushed to the local partner hospital as quickly as they could. Once Johana's cleft lip was successfully healed, he could not contain his joy.

Thanks to the boost of confidence you gave him, Johana was able to tap into his natural confidence, pep, and smarts to become the star of his village and his school. In fact, he was recently ranked among the best students in his grade and was even elected class president by his peers!



SMILE TRAIN IS NOT ONLY RAISING THE STANDARD FOR CLEFT CARE AND SAFETY - WE'RE SETTING IT.

Maria, Johana, and more than one million other children around the world were only able to receive the highest-quality cleft care from local practitioners because of the investments in regional health infrastructure and cutting-edge technology that you made possible.

Our Global Medical Advisory Board establishes the high safety and quality standards that every Smile Train-supported cleft surgery and training initiative must meet. The renowned cleft professionals on our regional Medical Advisory Councils then encourage local compliance with these standards to ensure the Smile Train brand is synonymous with consistently excellent care everywhere.

On the technology side, Smile Train has pioneered innovations such as the Virtual Surgery Simulator, our speech therapy apps, our VR patient journey experience, and Smile Train Express, our digital database of our more than 1.5 million patient records.

COMBINED STATEMENT OF FINANCIAL POSITION

As of June 30, 2019.

ASSETS

Cash and Cash Equivalents	\$ 17,366,165
Investments – Board-Designated Operating Reserve	93,592,048
Investments – Board-Designated Endowment Fund	212,184,623
Contributions Receivable, Net	1,196,198
Prepaid Expenses and Other Assets	1,848,816
Property and Equipment, Net	20,269,755
Total Assets	\$ 346,457,605

LIABILITIES AND NET ASSETS

LIABILITIES

Grants and Contracts Payable	\$ 3,928,902
Accounts Payable and Accrued Expenses	4,318,201
Total Liabilities	8,247,103

NET ASSETS

Board-Designated, Operating Reserve	93,592,048
Board-Designated, Endowment Fund	212,184,623
Undesignated	31,725,871
With Donor Restrictions	707,960
Total Net Assets	338,210,502
Total Liabilities and Net Assets	\$ 346,457,605

COMBINED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the year ending June 30, 2019.

SUPPORT AND REVENUE

Contributions	\$ 86,026,507
Contributions In-Kind	74,646,447
Investment Income, Net	11,687,184
Other Income	211,810
Total Support and Revenue	172,571,948

EXPENSES

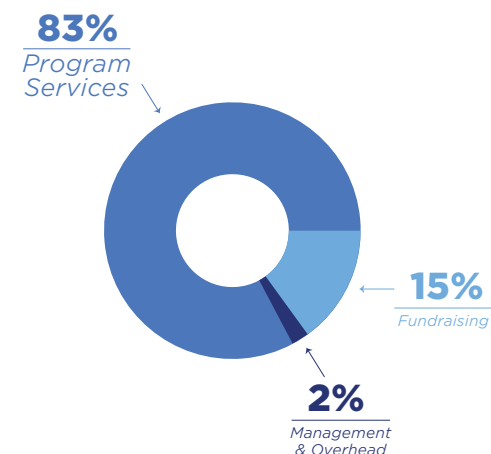
Programs:

Treatment/Training	108,015,124
Public Education	21,203,060
Administration and Overhead	3,106,265
Fundraising	24,051,388

Total Expenses	156,375,837
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Change in Net Assets	16,196,111
Net Assets, Beginning of Year	322,014,391
Net Assets, End of Year	\$338,210,502

HOW WE STEWARD YOUR GENEROUS DONATIONS



OUR SUPPORTERS

SMILE TRAIN BOARD OF DIRECTORS

Roy E. Reichbach

*Board Chair**

CEO, Phenix Real-Time Solutions, Inc.

Susannah Schaefer

*Executive Vice-Chair**

President & CEO, Smile Train

Robert T. Bell

Finance Chair, Charles B. Wang
Community Health Center, Inc.

Ed Goren

Founder & CEO, Goren Media Group

Mathias Kiwanuka

CEO, Wandering Wines

Arthur J. McCarthy

*Treasurer**

Alternate Governor, New York Islanders

Richard A. Ruderman

President & CEO,
Krieger Ruderman & Co., LLC

In Memoriam

Charles B. Wang (1944-2018)

Founder, Smile Train

**Board Leadership*

SMILE TRAIN MEDICAL ADVISORY BOARD

Larry H. Hollier Jr., MD, FACS *Board Chair**

Karoon Agrawal, MD

Nivaldo Alonso, MD, Ph.D.

Shi Bing, MD

Catherine Crowley, J.D., Ph.D., CCC-SLP,
ASHA-F

Peter Donkor, BDS, MDS, MS, FRACDS,
FGCS, FWACS

Faye Evans, MD

Alvaro Figueroa, DDS, MS

Zipporah Gathuya, MD, MPH

Richard Hopper, MD

Eric Hubli, MD, FACS, FAAP, FICS

Felicity Vidya Mehendale, MD, FRCS

Fernando Molina, MD

Peter Mossey, B.D.S., Ph.D., F.D.S., R.C.S.

Ethylin Wang Jabs, MD

E. Heidi Jerome, MD

Randy Sherman, MD, FACS

S. Anthony Wolfe, MD

The late: Ian Jackson, MD, DSc(Hon) FRCS,

FACS, FRACS(Hon) *Board Chair Emeritus**

SMILE TRAIN GOODWILL AMBASSADORS

John Bishop

Christie Brinkley

Quincy Brown

Dan Bucatinsky

Amanda Cerny

Stephen Colbert

Kevin Connolly

Kenyan Drake

Graham Elliot

Nathalie Emmanuel

Catriona Gray

Lucy Hale

Sammi Hanratty

Tyler Henry

Elizabeth Henstridge

Rebecca Herbst

Kylie Jenner

Olivia Jordan

The Late Dr. APJ

Abdul Kalam

Howie Mandel

Mary McCartney

Reba McEntire

Steven R. McQueen

Nick Mercio

Bette Midler

Dikembe Mutombo

Taniya Nayak

Jimmy Pardo

General Colin Powell

Aishwarya Rai Bachchan

Marian Rivera

Julia Restoin Roitfeld

Kelly Rutherford

Gale + Ardythe Sayers

Sammy Sheik

Harbhajan Singh

Sooty and Richard

Gregg Sulkin

Nick Symmonds

Kristen Taekman

Demi-Leigh Tebow

Karrueche Tran

The Late Robin Williams

Justin Williams

Pia Wurtzbach

IT STARTED WITH A SMILE...
AND WILL NEVER STOP

Smile Train's journey started with a single smile, and your steadfast support ensures that it will continue until every child with a cleft has equal access to all the treatments and care they need to live healthy, productive lives. Until every healthcare worker has the tools and training they need to help children in their own communities. Until every person with a cleft everywhere on earth lives with the dignity all people deserve.

Until that day comes, we will continue charting a course forward together, changing the world one smile at a time.





Demonstrating our commitment to transparency, Smile Train is a GuideStar Platinum participant.

Smile Train is a 501(c)(3) nonprofit recognized by the IRS, and all donations to Smile Train are tax-deductible in accordance with IRS regulations. © 2020 Smile Train.

