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.
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.
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.

Susannah Schaefer
President and CEO
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.
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.

1
goal: to give every child with a cleft the opportunity for a healthy, productive life

35
countries where Smile Train offers essential non-surgical cleft care services

540
babies are born each day with a cleft

2,100+
trained medical professionals — including surgeons, anesthesiologists, orthodontists, and nutritionists around the world

1
1,500,000+
surgeries performed on people of all ages since our founding in 1999

1,100+
partner hospitals

90+
countries where Smile Train has sponsored free cleft treatment

3
every 3 minutes another baby is born with a cleft.
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.
SMILE TRAIN SHOWING THE WORLD THE TRUE POWER OF A SMILE AROUND THE GLOBE

Cleft Surgeries Performed

*Smile Train has provided support for cleft organizations in the U.S. and U.K.
Smile Train, Inc. can accept donations worldwide and has fundraising offices in Brazil, Germany, India, Indonesia, Mexico, Philippines, U.A.E., U.K. and U.S.
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**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$86,026,507</td>
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<tr>
<td>Contributions In-Kind</td>
<td>74,646,447</td>
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<tr>
<td>Investment Income, Net</td>
<td>11,687,184</td>
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<tr>
<td>Other Income</td>
<td>211,810</td>
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<td><strong>Total Support and Revenue</strong></td>
<td><strong>172,571,948</strong></td>
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**EXPENSES**

<table>
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<tr>
<th>Programs</th>
<th>Amount</th>
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<tr>
<td>Treatment/Training</td>
<td>108,015,124</td>
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<tr>
<td>Public Education</td>
<td>21,203,060</td>
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<tr>
<td>Administration and Overhead</td>
<td>3,106,265</td>
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<tr>
<td>Fundraising</td>
<td>24,051,388</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>156,375,837</strong></td>
</tr>
</tbody>
</table>

| Change in Net Assets       | 16,196,111  |
| Net Assets, Beginning of Year | 322,014,391 |
| Net Assets, End of Year    | $338,210,502 |
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

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Shi Bing, MD
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Faye Evans, MD
Alvaro Figueroa, DDS, MS
Zipporah Gathuya, MD, MPH

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Felicity Vidya Mehendale, MD, FRCS
Fernando Molina, MD
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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, FRAC(Hon) Board Chair Emeritus*

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Christie Brinkley
Quincy Brown
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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
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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
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.