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OUR VISION

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

REFLECTIONS FROM OUR CEO

hat a year it has been. At this time last year, I noted how, in a time of great uncertainty and hardship, your continued investment in our model truly inspired me. Thanks to your steadfast support, Smile Train was able to provide our dedicated healthcare partners in 70+ countries the resources they needed to continue safely treating children with clefts through some of the darkest days of the pandemic.

One year later, I have the great honor of reporting back to you on the real impact of your generosity: The children whose lives you helped to save in a year defined by COVID-19.

While other, mission-trip-based cleft organizations were sidelined by the pandemic, your donations, fundraisers, volunteering, advocacy, and passion for smiles helped us sponsor:

- 89,000+ life-changing cleft surgeries in 75 countries, many times more than the next leading cleft organization
- More than 93,000 essential, non-surgical cleft treatments, including growing our lifesaving nutritional support programs (a growth of 429% year over year)
- Seven Cleft Leadership Centers (CLCs), which serve as regional hubs for cleft treatment, education, training, and research that present a holistic, team-centered model of offering comprehensive cleft care (CCC) services such as nutrition, surgery, speech therapy, orthodontics, and more
- \$2M+ in personal protective equipment (PPE), handwashing facilities, masks for partners and patients, COVID tests, and essential medical equipment such as pulse oximeters and non-contact thermometers for our partners

...and this is just a fraction of what you helped us achieve in 2021.

While no one knows what the coming year will bring, I am certain that children with clefts and their families will always have something to smile about as long as you are by their sides.

This annual report is dedicated to Smile Train's heroic medical partners—including healthcare workers, hospitals, nonprofits, and so many others—for the selfless care they provide their communities each and every day.

Susannah Schaefer

President and CEO





DIVERSITY, EQUITY, INCLUSION, BELONGING, AND ACCESSIBILITY (DEIBA)

s a global organization, Smile Train understands that our responsibility to embody diversity, equity, inclusivity, belonging, and accessibility requires concrete, proactive, and long-term action at our partner centers in 70+ countries and in our offices around the world.

Inclusion is the essence of our model. Unlike mission-based organizations that undermine healthcare workers in low- and middle-income countries (LMICs) by flying in Western doctors to provide cleft care, Smile Train sees health professionals in these regions as equal to any other—because they are. Our "teach a man to fish" model means we proudly support the unique needs of dedicated local partners who speak dozens—if not hundreds—of languages and represent nearly every race, religion, and ethnicity imaginable.

Internally, Smile Train is working with an independent consulting firm to help develop and implement a comprehensive diversity, equity, inclusion, belonging, and accessibility plan that will ensure everything from our hiring practices to how we hold meetings to our communications strategies reflect our values as an anti-racist, inclusive organization.

Smiles are contagious. We all smile brighter when we can all smile together, and this is yet another way Smile Train is changing the world one smile at a time.

NE GOAL: To give every child with a cleft a brighter future. 2,100+ trained medical 1.5M+ cleft surgeries performed professionals — including surgeons, on people of all ages since our anesthesiologists, nurses, speech therapists, orthodontists, and founding in 1999 nutritionists around the world 90+ countries where Smile Train partner hospitals has sponsored free cleft treatment 40,000+ where Smile Train offers training opportunities essential non-surgical cleft care services

In the midst of a crisis like COVID-19, our communities know they can count on us because we know Smile Train can count on dedicated allies like you.

Thanks to you, my team has had the medical equipment and PPE we've needed to keep ourselves, our patients, and our families safe from the earliest days of the pandemic. Thanks to you, we were able to quickly pivot to offering remote care where possible. Thanks to you, we are safely navigating lockdowns and saving the lives of hundreds of children with clefts in uncertain times.

On behalf of everyone here at Philippine Band of Mercy and our fellow Smile Train partners around the world, I hope that you may be blessed in the new year as you have been a blessing to all of our patients and their families.

- Ms. Percy Benedictos Executive Director, Philippine Band of Mercy, Manila



COMPREHENSIVE CLEFT CARE (CCC)

mile Train knows that truly healing from a cleft requires a holistic care process that is as unique as each patient, but the promise we make to each and everyone is universal: We will be there for you, come what may. We will provide you with the nutritional support you need to reach a healthy weight and thrive. Once you reach it, a local, well-equipped team will perform the cleft surgery—or surgeries—that will change your life forever as soon as it is safe in your area. After surgery, we will provide you with speech therapy, dental treatment, and orthodontics for as long as you need to communicate clearly and smile your brightest. 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.

Focus on: Nutrition

While all aspects of cleft care are important, if a baby does not have access to adequate feeding and nutrition programs, nothing else matters. Malnutrition is a persistent public health crisis in the areas where our partners work and disproportionally affects our patients because clefts often make breastfeeding and bottle-feeding difficult or even impossible. A lack of early medical attention and feeding support threatens the lives of babies with clefts, delays surgery, and prevents them from reaching their potential to thrive.

Urgent need necessitates bold action. That's why, over the next five years, Smile Train has committed to:

- Providing 1,000,000+ mothers and babies lifesaving cleft feeding counseling
- Preventing 55,000+ malnutrition cases in children with clefts
- Providing 40,000+ educational opportunities for cleft feeding and nutrition
- Empowering 1,000+ partner hospitals across 70+ countries to offer cleft nutrition services
- Organizing a partner network of 250 partner hospitals offering advanced nutritional services to severely malnourished babies with clefts

Your continued support for our model makes it possible. Unlike mission-trip-based charities, Smile Train empowers, trains, and funds local healthcare workers, encouraging long-term relationships between families and cleft teams. That means brighter futures for our patients and stronger regional healthcare systems for everybody.





NUTRITION: OUR FIVE-YEAR COMMITMENT

1M 2

mothers and children benefiting from cleft-specific feeding counseling





1,000+

partner hospitals across
70+ countries empowered to
offer nutrition services to every
mother and child pair affected
by cleft





250+

partner hospitals in an organized network offering advanced nutritional care for malnourished children affected by clefts



reduction of the number of stunted children undergoing cleft surgery



RESEARCH & INNOVATION: CLEFT CARE AS CATALYST



mile Train believes that making world-class cleft care possible in low- and middle-income countries creates a high tide that lifts all regional healthcare. But the change cleft patients need won't happen on its own. That's why we established Smile Train's Research and Innovation Advisory Council (STRIAC), a truly global "Cleft Think Tank" that brings healthcare research and innovation capacity together to collaborate on the challenges facing the international cleft community and innovate new solutions. STRIAC's ultimate goal? Nothing less than decolonizing medical research and development and putting the tools for change where they belong — in the hands of local experts.

VICENTE'S STORY

aola, of Rengo, Chile, learned her baby would have a cleft when she was 36 weeks pregnant. She immediately went online to learn more and found that the path to treatment would likely be long and arduous.

Two weeks later, Vicente was born. When Paola saw him, she cried with joy. After reading so much about the problems clefts can cause, it was a relief to just have her son healthy in her arms.

At first, Vicente's cleft made nursing a struggle, and he constantly cried with hunger. Paola looked everywhere for the specialized cleft bottles she discovered online with no luck. Eventually, she figured out a way to feed him, but it wasn't enough—after 15 days of struggle, her milk dried up.

Desperate, she searched again and found Smile Train partner Fundación Gantz, two hours away in Santiago. They left that minute.

"When we arrived at Fundación Gantz, we felt we were home," Paola said. The staff immediately gave Vicente the nutritional support he neededincluding a specialized bottle—and scheduled his first cleft surgery for five months later, when they expected he would weigh enough to qualify.

Then they walked Paola through the treatment Vicente would need from that day until he turned 18 and how, thanks to Smile Train's dedicated donors around the world, all of it—including transportation to and from Santiago—would be 100% free.

The plan worked. Five months later. Vicente was healthy and ready. Paola will never forget "The moment they show him to you after surgery... It's wonderful to see him like that!"

Now that Vicente could eat, it was time to help him speak. He went to speech therapy at Fundación Gantz each week for the next eight years.

As his journey continued, he received further specialized care, including braces, thanks to Smile Train's partnership with GSK Consumer Healthcare.

Vicente was bullied as a child, but now at age 16, he is proud of the young man he sees in the mirror smiling back at him.

"In my house, Fundación Gantz is everything," Paola said.

"I thank Smile Train and GSK Consumer Healthcare very much because they have been a fundamental part of all this. Thanks to them, we have been able to have all the treatment my son needs."

Vicente says it best: "I think people with clefts shouldn't feel bad about themselves because maybe there are many who feel bad and ask themselves why they were born that way, but things happen for a reason. You just have to keep going, because we are all strong and we are all going to make it."

"Our patients benefit immeasurably from having consistent support from birth through adulthood, and the staff benefits from the opportunity to work together within an interdisciplinary team providing comprehensive care. Working with Smile Train, that team actually extends beyond our center to include an international support network where professionals are constantly being trained and where the focus is on providing the best treatment for our patients." - Dr. Carolina Gutierrez Orthodontist, Fundación Gantz





EDUCATION & TRAININGLOCAL TRAINING; GLOBAL IMPACT

t its core, "teach a man to fish" means investing strategically in self-obsolescence. By educating and training healthcare leaders in historically marginalized communities, Smile Train is doing so much more than strengthening local cleft teams; we're helping them secure the future of global health. Those we train go on to train others, creating a self-sustaining, global ecosystem of empowerment that will not only save and improve countless lives, but someday also make us no longer needed anywhere we work.

Thanks to you, we were able to teach healthcare workers to "fish" like never before in 2021. Here are just three of the **more than 2,600** revolutionary education and training program sessions—both in-person and virtual—you made possible around the world this year:

- Pediatric Surgical Scholarships in Africa: In collaboration with KidsOR, we're providing 40 talented surgeons from sub-Saharan Africa the opportunity to study pediatric surgery—including an eight-month training in cleft treatment—through training programs run by the West Africa College of Surgeons (WACS) and the College of Surgeons of East, Central and Southern Africa (COSECSA). After completing their three-to-six-year course, graduates are obligated to provide this essential care to children throughout these historically underserved regions for the equivalent number of years that they were enrolled in the training program.
- Safe Surgery and Anesthesia Initiative: We've teamed up with Lifebox on a groundbreaking initiative to develop cost-effective technical surgical innovations, invest in critical education and training for healthcare workers—and so much more—in low-resource settings. Ultimately, this partnership will reach more than 1,100 hospitals in 70 countries, elevating the standard of care for all children in need of surgery around the globe.
- Pilot Speech and Capacity-Building Project: Prior to July 2020, there was only one speech therapist in Ethiopia qualified to work with cleft patients. In a country with such great need, this was unacceptable. So, we partnered with Addis Ababa University on a pilot program that trained two cohorts of speech therapy students in cleft speech care. By January 2022, 16 students had provided critical speech therapy to 86 children with clefts—a success by any measure. Our local staff is now working to expand this project by launching pilots in other Ethiopian universities and securing graduates jobs across the country. Thanks to our model, our learnings here will soon serve as a template for similar programs around the world.





CORPORATE PARTNERSHIPS

mile Train is proud to partner with businesses in industries from cosmetics to tea, from sushi to chocolate, and every field in between, who share our commitment to building sustainable healthcare systems the world over. Our long-term partnership with GSK Consumer Healthcare is a sterling example of what's possible when two organizations with common values team up to do good together.

Since our corporate partnership began in 2018, GSK has joined their global reach and commitment to making holistic oral healthcare available to consumers around the world with Smile Train's unparalleled expertise in local cleft care.

The results speak for themselves. In 2021 alone, we:

- Sponsored **2,400+** life-changing cleft surgeries in 23 countries
- Identified 679 new patients in India thanks to our toll-free Cleft Helpline
- Trained 667 local cleft professionals—an 86% increase from 2020
- Distributed comprehensive cleft care grants to 25 countries, expanding these lifesaving services to new areas, especially in the Middle East and Europe





WORKING TOGETHER TO TRANSFORM LIVES



COMMUNITY

The care that saved Vicente's life and allowed Paola to sleep at night; the training and cutting-edge equipment that empowered their cleft team-and the cleft teams of every other family we've ever supportedwas only possible because of people like you. From high school students selling custom-designed stickers to endurance athletes to families remembering loved ones to A-list celebrities. our supporters' and cleft community members' passion, creativity, and generosity is the beating, loving heart that makes each life-changing smile possible.

CLEFT CON

There are certain experiences that unite nearly every person with a cleft. Most know what it's like to spend their childhood undergoing constant rounds of nutritional support, surgeries, speech therapy, orthodontics, and so much else.

While also facing bullying, stigma, and unwanted stares.

While also feeling like you are in this alone.

That's why, spurred by the members of our Cleft Community Advisory Council (CCAC)—our board of cleft-affected individuals and their families who advise Smile Train's communications strategies and advocate for the global cleft community—Smile Train virtually held the first Cleft Con in 2020 to send the message loud and clear to everyone with a cleft: You are not alone.

At Cleft Con, for the first time ever, the cleft community saw their screens fill up with other faces that looked like theirs, people who intimately knew their joys and their pains. Whose advice (and jokes) rang true because they truly understood.

It was a revelation. After only one Saturday, adults who had grown up embarrassed by how they were born started social media accounts to share their cleft journeys with the world. Children came away shouting that their cleft is their superpower.

Building on this success, we planned Cleft Con 2021 with one goal in mind: Go bigger. Word spread fast through the community, and thanks to the tireless advocacy of the CCAC and other cleft advocates, this year's Cleft Con surpassed even the loftiest of expectations.

Cleft Con 2021 was the largest gathering of cleft-affected people in history. On one Saturday in November, nearly 350 members of the #CleftProud community came together virtually to attend sessions on everything from insurance and the arts to political advocacy and dating.







SPOTLIGHT ON: STUDENT AMBASSADORS

n a year defined by continued school disruptions, Smile Train's Student Ambassadors stepped up like never before. From college students in Long Island hosting an ice skating day to three high school soap makers in California, our 75 Student Ambassadors baked, crafted, ran, and otherwise used what makes them smile to raise more than \$50,000 to spread smiles to children in need in 2021—a new Student Ambassador record!

"It's been really special to be able to work with a group of students who are equally as passionate about clefts and the work that we do through Smile Train. Being able to fundraise for children to have surgeries and the comprehensive care that a lot of us here have been fortunate to have, including myself, it's been incredible." – McKayla Kendall, Student Ambassador, Bangor, ME





LISA FAST

HOW I TURNED TRAGEDY INTO MORE LIFE FOR CHILDREN IN NEED

was a very kind, generous, loving, humble, and funny person. She and my dad raised my brother, sister, and me in Southern California, where she swam laps every morning and took our two labs out for daily walks around the community. She was the type who would look around the room, find someone who was maybe uncomfortable, and help them be comfortable.

y mother, Michele

Daschbach Fast,

When you have a cleft, that's one of the best traits your mother can have. From the week I was born, she took me to every treatment I needed. In that way, she witnessed first-hand how clefts impact children and their families.

I think that's why, when I stumbled upon a Smile Train ad my freshman year of high school, it wasn't even a question for me to get involved.

Not long after that, on October 12, 2011, just four days shy of my 16th birthday, my mother was murdered along with seven others while getting her hair done at a salon, a victim of the worst mass shooting in Orange County history. Immediately, people whose lives she touched showed up wanting to help, to do something good in her memory.

Where they should donate was never a question; in just a few days, we raised thousands of dollars for Smile Train. When people kept donating for my birthday, my family understood people really gravitated to this cause in her honor.

We weren't surprised. Giving smiles to others in need was the perfect way to carry on her legacy.

The years that followed have been hard, particularly when thinking of all my mom didn't get to experience. One source of strength through it all, though, has been seeing our family and community come out strong for Smile Train each October in Mom's honor.

Last year, I took my involvement even further by joining the Young Leadership Circle, a board of young professionals dedicated to furthering Smile Train's life-giving work. It's been a great experience, and so inspiring to work with others who share my passion for this cause.

By the time the tenth anniversary of Mom's passing approached, my family had raised more than \$143,000 for Smile Train in her name. Still, I set a goal of \$4,000 to make 2021 extra special.

I've seen countless acts of generosity in Mom's name over the past decade, and even I was shocked at how everyone came together again to raise just under \$20,000. That is a true reflection of the impact my mom made. She is missed and loved by so many!

If I ever meet a child with a cleft who was helped by money raised in Mom's name, I would tell them life is short and everyone has their own unique journey. For those of us with clefts, our journeys may have begun at a younger age, but hopefully, it has created a foundation of strength from within. Inner beauty matters most.

To their parents: Unconditional love and my mom accompanying me to all of my appointments was a feeling I will never forget. It meant the world to me, and I know it will to your child as well.



STAFF SPOTLIGHT: CHRISTIAN HENRY

s our Associate for Research & Innovation, Christian Henry is at the forefront of Smile Train's work to build a brighter future for everyone with a cleft. We recently caught up with her to learn more.

Please describe your role and how you got into data and public health.

On the research end, I help our global medical partners get their work published and presented at conferences. On the innovation end, I help foster new ideas. So that could be our Virtual Surgery Simulator or this really cool app we're working on to help patients with their psychosocial health that I'm super excited about.

I came to Smile Train from a nonprofit that looks at the mental health side of human services for people who are unhoused. I was looking for an organization that would look more at the medical side of human services, and Smile Train was the perfect fit.

How would you describe your work to a patient?

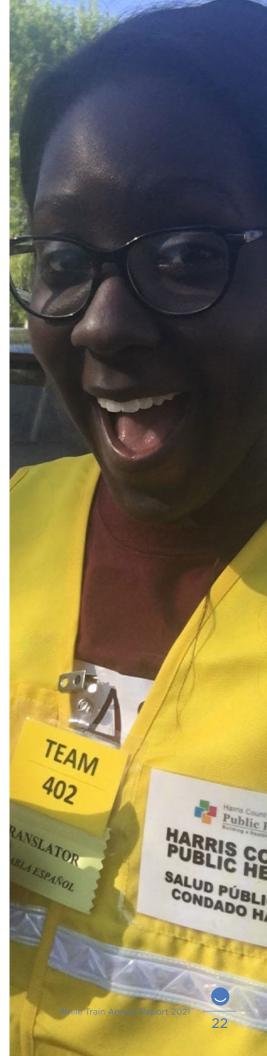
My role is to help the people who are helping you—the doctors, the nurses, all those people—learn about how to treat you better.

Why is Smile Train's cause and model meaningful to you?

Our model is about helping train people to build better healthcare systems for themselves. That even extends to research; I'm teaching other researchers how to produce better research, and how to teach others those methods, too, so we can get the best innovations out there. That's so important because I think it's how we're going to keep advancing and improving the treatment we're giving to our patients.

Why is doing this work for cleft treatment, specifically, so important?

Having a cleft can affect someone's nutrition, their physical health, their mental health, their dentistry for their whole lives. It's not just a temporary thing. So if you can help someone get good care and an early start, you can change their whole trajectory.





STAFF SPOTLIGHT: CHRISTIAN HENRY

What's something you're working on now that excites you?

We've had 27 partners submit their abstracts for the American Cleft Palate Association Conference, and 21 have been accepted. That's the most that have ever been accepted from Smile Train so far and a high number of international acceptances. We're super excited about this because it means there's going to be a historically large presence for our global partners—and therefore cleft specialists from historically marginalized areas—at America's most prestigious cleft conference.

Where do you see your work in five years? What's your highest priority?

Right now, research is mostly dominated by high-income countries. I'm hopeful that within five years that's not as much the case, that it's more diversified and the standard isn't just to have a high-income-country person on your paper and then maybe you can get published or into a conference. I'm hoping that barrier will get broken down.

What is your message to the global cleft community?

Thank you. Especially to all the professionals who do the hard work that doesn't get highlighted as much as it should, and to those working in low- and middle-income countries. I have seen so many researchers do such good work and really make incredible innovations and strides. Thank you all for thinking outside the box.

And to our patients, thank you for being willing to be a part of that.



COMBINED STATEMENT OF FINANCIAL POSITION

As of June 30, 2021.

Total Net Assets	427,432,767
With Donor Restrictions	7,363,783
Undesignated	31,244,066
Board-Designated, Endowment Fund	293,474,412
Board-Designated, Operating Reserve	95,350,506
NET ASSETS	
Total Liabilities	11,394,834
Accounts Payable and Accrued Expenses	6,318,249
Grants and Contracts Payable	\$ 5,076,585
LIABILITIES	
IABILITIES AND NET ASSETS	
Total Assets	\$ 438,827,601
Property and Equipment, Net	20,639,957
Prepaid Expenses and Other Assets	2,156,663
Inventory	40,332
Goodwill	1,457,346
Contributions Receivable, Net	2,224,764
Investments - Donor-Designated Endowment Fund	5,140,252
Investments - Board-Designated Endowment Fund	293,474,412
Investments - Board-Designated Operating Reserve	95,350,506

COMBINED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the year ending June 30, 2021.

SUPPORT AND REVENUE

Total Support and Revenue	212,554,025
Gain In Currency Transactions	244,689
Other Income	348,407
Investment Income, Net	66,928,603
Contributions In-Kind	49,358,725
Contributions	\$ 95,673,601

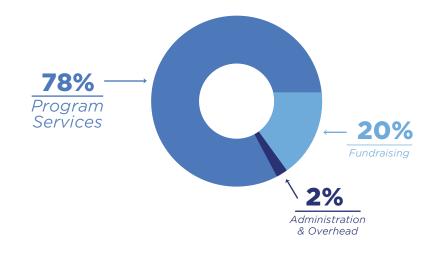
EXPENSES

Program Services:

Total Expenses	145,856,244
Fundraising	29,452,387
Administration and Overhead	3,380,884
Public Education	14,843,415
Training	3,253,775
Treatment	94,925,783

Change in Net Assets	66,697,781
Net Assets, Beginning of Year	360,734,986
Net Assets, End of Year	\$ 427,432,767

HOW WE STEWARD YOUR **GENEROUS DONATIONS**



SMILE TRAIN BOARD OF DIRECTORS

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Phenix Real-Time Solutions, Inc.

Susannah Schaefer

Executive Vice-Chair*
President & CEO,
Smile Train

Robert T. Bell

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Arthur J. McCarthy

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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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Ethylin Wang Jabs, MD

E. Heidi Jerome, MD

Randy Sherman, MD, FACS

S. Anthony Wolfe, MD

In Memoriam

The late Ian Jackson, MD, DSc(Hon) FRCS, FACS, FRACS(Hon)*

*Chair Emeritus

SMILE TRAIN GOODWILL AMBASSADORS

GLOBAL SUPPORTERS

Aishwarya Rai Bachchan Catriona Gray Christie Brinkley Graham Elliot Kenyan Drake Lucy Hale Marian Rivera

CELEBRITY SUPPORTERS

Alan Bersten Amanda Cerny Bette Midler Chanel Iman Dan Bucatinsky Elizabeth Henstridge Howie Mandel Jacob Bertrand Jennifer Jacobs Jimmy Pardo Julia Restoin Roitfeld Justin Williams Karrueche Tran Kelly Rutherford Kevin Connolly Kevin Smith Kristen Taekman Kvlie Jenner Quincy Brown Reba McEntire Rebecca Herbst Sammi Hanratty Stephen Colbert Taniya Nayak

IN MEMORIUM

The Late Alex Trebek
The Late Dr. APJ
Abdul Kalam
The Late Robin
Williams
The Late Walter
Cronkite
The Late General
Colin Powell



JOURNEY AHEAD

oy. Second chances. Education. Good health. Hope.

Are these what you think of when you think of 2021? They should be, at least in part, because they are what you made possible for more than 89,000 children with clefts in need this year. And their families. And, in many cases, their entire communities.

Already in 2022, we've seen your support bring so much good into the world. Halfway in, this year has seen us making major strides towards bringing comprehensive cleft care to every patient, supporting cutting-edge research into clefts, mustering the might of the US cleft community in support of vital legislation that touches our lives, and so, so much more.



On behalf of our patients, our unstoppable medical partners around the world to whom this report is dedicated, and our Smile Train family around the globe, *thank you*.

Thank you for helping us spread light in scary times. Thank you for supporting the universal right to quality healthcare and being a champion for those who make it possible. Thank you for upholding the dignity of every human face.

Thank you for once again helping us change the world one smile at a time.









Smile Train is a leader in efficiency, transparency, and impact.

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. © 2021 Smile Train.







