OPERATION SMILE ENVISIONS A FUTURE WHERE HEALTH AND DIGNITY ARE IMPROVED THROUGH SAFE SURGERY.

THROUGH OUR EXPERTISE IN TREATING CLEFT LIP AND CLEFT PALATE, WE CREATE SOLUTIONS THAT DELIVER SAFE SURGERY TO PEOPLE WHERE IT’S NEEDED MOST.
DEAR FRIENDS AND SUPPORTERS,

We recognize that the work we accomplished last year simply wouldn’t have been possible without your unwavering commitment and passion to help us make our world a more caring and compassionate place for all.

Children possess an extraordinary power. Unifying people, cultures, families and governments, children inspired an alliance between two countries at a time when trust and friendship were effectively nonexistent between them. In 1989, Operation Smile became the first U.S.-based nonprofit organization welcomed back into Vietnam following the destructive and divisive conflict that ended decades before.

It was through a chance encounter at my 25th high school reunion that we reconnected with the late John Connor, a Vietnam veteran who became involved with some of the first acts of goodwill between the U.S. and Vietnam. John knew that Operation Smile’s life-changing work could serve as a conduit for healing years of strain and distrust.

We took a chance and soon learned that he was absolutely right.

At our first medical mission in Hanoi, there was no room for hatred nor dwelling on the past. Our team worked side by side with Vietnamese medical professionals to change the lives of more than 100 children. We haven’t looked back since. Within four months of that first mission, the missing in action began their return to the United States.

And in April 2019, after nearly 30 years of collaboration to improve the level of care patients and families receive in Vietnam, Operation Smile and Vietnam’s Ministry of Health proudly announced the co-creation and implementation of eight new guidelines for patient safety. We can’t think of a more fitting way to honor the memory and legacy of John and his vision of healing.

We understand that achieving these kinds of milestones requires the effort of more than one organization or individual. Changing lives on a global scale requires collaboration, persevering over unforeseen obstacles, joining forces with unlikely allies and taking risks in order to do what’s right.

Thank you for remaining by our side. We invite you and your family to join our Operation Smile family as we continue on this incredible journey.

With gratitude,

Bill Magee Jr., D.D.S., M.D.
Operation Smile
Co-Founder and CEO

Kathy Magee, B.S.N., M.S.W., M.Ed.
Operation Smile
Co-Founder and President
EXTENDING OUR REACH, EXPANDING OUR IMPACT

AS WE WORK TOWARD OUR VISION OF A FUTURE WHERE THE HEALTH AND DIGNITY OF ALL ARE IMPROVED THROUGH SAFE SURGERY, WE’RE UTILIZING OUR 37 YEARS OF EXPERTISE IN TREATING CLEFT LIP AND CLEFT PALATE TO CREATE SOLUTIONS THAT DELIVER SAFE AND COMPREHENSIVE CARE TO PEOPLE WHERE IT’S NEEDED MOST.

Addressing some of the world’s most pressing problems demands that we work in some of the world’s most impoverished and challenging environments. Mozambique is one of those places.

We’ve known for years that the need for cleft care in Mozambique is immense. It’s estimated that more than 13,000 children and adolescents are living with untreated cleft conditions in the country. We began working in Mozambique in 2013 and conducted two medical missions before making the tough decision to exit due to the escalating political unrest that was unfolding at that time.

By 2017, tensions had eased, and the time was right to renew our commitment to Mozambican patients. After reengaging the ministry of health, we co-created plans for training and education to be the foundation of our work in the country going forward. In July 2018, we hosted our first international medical mission in Mozambique in five years in Quelimane, the culmination of eight months of collaboration. Our medical volunteers delivered 110 procedures to 75 patients and provided educational opportunities to more than 20 Mozambican health workers.

TODAY, WE CONTINUE TO BUILD UPON THIS FOUNDATION OF TRUST SO THAT PATIENTS AND FAMILIES AFFECTED BY CLEFT RECEIVE THE SURGERIES THEY DESERVE.
IN RWANDA, OUR COMMITMENT TO STRENGTHENING THE SKILLS OF LOCAL HEALTH WORKERS CONTINUES THROUGH TWICE-ANNUAL SURGICAL TRAINING ROTATIONS, WHICH PROVIDE GENERAL SURGERY AND ANESTHESIA RESIDENTS WITH HANDS-ON TRAINING IN RECONSTRUCTIVE PLASTIC SURGERY TECHNIQUES.

Rwanda faces dire challenges when it comes to the number and skill of its health care professionals: Only two reconstructive plastic surgeons and 18 anesthesiologists serve the country of nearly 12 million people. And the need extends far beyond cleft conditions. Much of the surgical demand in the country results from trauma and burn wounds. The lack of adequately trained surgeons forces some patients to wait for years before they’re able to receive treatment, which worsens their conditions and further burdens the health system.

But through the rotations, more than 25 Rwandan general surgery residents have completed the training, bringing these life-changing and life-saving skills to communities across the country. The rotations have also strengthened the skills of residents in anesthesiology, another area of massive need in Rwanda, with five graduates completing the program since its inception.

By partnering with academic institutions like the University of Rwanda and corporate partners like Stryker, Operation Smile creates sustainable solutions and increases the surgical capacity available to people living in those countries.

BUT IT’S THROUGH FOSTERING RELATIONSHIPS AND COLLABORATING WITH MINISTRIES OF HEALTH AND NATIONAL GOVERNMENTS THAT WE CAN INFLUENCE ENTIRE COUNTRIES’ PUBLIC HEALTH POLICIES THAT DIRECTLY IMPACT OUR PATIENTS AND THEIR FAMILIES.
AS OPERATION SMILE CONTINUES EXPANDING ITS LONG-TERM IMPACT INTO MORE COUNTRIES, WE’RE FORCED TO WITNESS THE DEVASTATING EFFECTS OF HOSPITALS OPERATING WITH INADEQUATE EQUIPMENT AND INFRASTRUCTURE.

We believe that for our patients to live healthy and dignified lives, we must not only create solutions that eliminate gaps separating patients from care but ensure that the highest quality of surgical excellence is available to the people who arrive seeking help.

In rural northeastern Nicaragua, these needed life-changing solutions are already providing people with care that wasn’t available to them a few years ago thanks to the pilot project called “Surgery for the People.” With the high-quality facilities, cutting-edge laparoscopic equipment and advanced training of the medical staff, patients are experiencing new methods of treatment and healing at the two primary hospitals in Siuna and Bonanza.

TODAY, LESS PEOPLE ARE BEING TURNED AWAY WITHOUT CARE, MORE LIVES ARE BEING SAVED AND PATIENTS ARE RETURNING HOME TO THEIR FAMILIES AND LOVED ONES JUST DAYS AFTER SURGERY.
OVER THE YEARS, WE’VE RECOGNIZED THAT UPHOLDING OUR PROMISE OF TREATING THE WHOLE PATIENT MEANS WE MUST GO BEYOND SURGERY AND BEYOND THE MEDICAL MISSION.

Even after receiving cleft surgery and leaving the mission site, many patients still require additional treatment to fulfill their physical and emotional needs. By increasing the availability of ongoing, comprehensive services like speech therapy, dentistry, orthodontics, psychosocial care and nutrition at our year-round care centers, Operation Smile and its community of devoted volunteers deliver a level of complete care that every human deserves.

Our commitment to ensuring that our patients thrive in life is evident in the work we’re achieving in Morocco. With successful, long-term patient outcomes at the forefront of its mission, the Operation Smile Morocco team became concerned when former patients began arriving at missions complaining of jaw pain, speech problems and insomnia.

Undergoing multiple corrective surgeries, many patients are at an increased risk of requiring jaw surgery, also known as orthognathic surgery, due to an excessive amount of tissue around the surgical site. Not only can the buildup of tissue affect a patient’s ability to chew, but it can impact their speech, breathing and, ultimately, their quality of life. An estimated 25 to 30 percent of patients become candidates for orthognathic surgery. Adapting to this newly discovered need, Operation Smile Morocco activated new multidisciplinary teams with the skills and training to provide patients with specified treatment at its three care centers in Casablanca, El Jadida and Oujda.

THROUGH REALIZING THE UNMISTAKABLE DEMAND FOR ORTHOGNATHIC CARE, COUNTRIES INCLUDING NICARAGUA, GUATEMALA AND ITALY ARE ALSO STRIVING TO IMPLEMENT AND DELIVER THE SAME ADVANCED CARE ON AN ONGOING BASIS.
NO ONE SHOULD HAVE TO LIVE WITH THE BURDEN OF AN UNTREATED CLEFT LIP OR CLEFT PALATE.

Yet in too many places around the world, surgery is inaccessible or unavailable. That’s what drives our volunteers and staff to bring the highest quality of care to our patients at our care locations and medical missions. We create lasting impacts not only on the people we serve, but on entire health systems through our model of comprehensive cleft care and training and education programs.

THIS IS HOW WE’RE CHANGING THE WORLD.
176 MEDICAL MISSIONS

We conducted 176 medical programs across 103 sites in 32 countries. Of that total, 112 missions were conducted by a majority of local medical volunteers.

19 NEW MEDICAL SITES

Medical programs extended to 19 new sites in 13 countries, including Brazil, China, Egypt, Ghana, India, Jordan, Malawi, Morocco, Mozambique, Nicaragua, Philippines, Russia and Thailand.

19,000+ PATIENTS HEALED

We provided 19,718 patients with surgery and dental care at medical programs and care centers in 32 countries last year. Since 1982, we’ve helped more than 300,000 people receive life-changing surgical and dental care.

83 PERCENT OF VOLUNTEER POSITIONS

We’re proud that 83 percent of the medical volunteer positions filled on our missions in fiscal year 2019 were held by health care professionals from low- and middle-income countries; a majority of whom received training and education from Operation Smile.

$32,354,790 OF DONATED MEDICAL CARE

In fiscal year 2019, 7,723 medical volunteer positions were filled by skilled and passionate professionals, donating 414,762 hours valued at $32,354,790.

2,370 LIFE SUPPORT CERTIFICATIONS

We conducted 95 American Heart Association life support training sessions in 23 countries and issued a total of 2,370 certifications.

836 CLEFT CARE PROVIDERS TRAINED

We provided training for 836 multidisciplinary cleft care providers on 38 missions.

278 HEALTH WORKERS EDUCATED

We provided opportunities for 278 health workers from low- and middle-income countries to participate in conferences and skills workshops.

90 RESIDENTS TRAINED

We provided training and mentorship to 90 residents as we work to train the next generation of medical leaders.

456,000+ PATIENT INTERACTIONS

We provided 456,970 patient interactions, including patient health screenings, operations and post-operative care at medical missions; dental screenings and procedures; and operations and consultations at care locations.

31 CARE CENTERS

Operation Smile operates 31 care centers in 16 countries, providing year-round medical services.
WE HOLD OURSELVES ACCOUNTABLE TO THE TRUST YOU PLACE IN OUR WORK TO IMPROVE HEALTH AND DIGNITY THROUGH SAFE, EFFECTIVE AND TIMELY SURGERY.

Committed to being the best steward of your gifts, we direct funds to programs that bring the highest standards of care to people living with cleft and other facial and dental conditions. Our stringent medical standards require the purchase of high-quality, and therefore high-cost, medical supplies, which are then shipped worldwide to our program sites. We send skilled medical and nonmedical volunteers to the patients who need them. By training and credentialing local medical professionals, we empower them to deliver world-class care in communities where they live. For patients and families facing financial hardship in order to attend our programs, we cover the costs of transportation, lodging and food. By partnering with national governments and other organizations, we’re working toward long-term health system improvements so that future generations can receive care in their communities. It’s our honor to participate on the world stage of surgical innovation and excellence to raise awareness about cleft conditions, safe surgery and the need for more equitable health services globally.

MOST IMPORTANTLY, WE PRIDE OURSELVES ON FOLLOWING THE HIGHEST STANDARDS OF ACCOUNTABILITY, EFFECTIVENESS AND EFFICIENCY.

As one of the largest volunteer-driven surgical organizations, Operation Smile celebrates the hundreds of employees around the world who work tirelessly to ensure that the organization continues to extend its impact. Our heartfelt gratitude also goes out to the families of employees and volunteers whose sacrifices make our life-changing work possible.
## SOURCES OF REVENUE

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<th>Source</th>
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<td>Contributions</td>
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<td>Gifts-in-kind</td>
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<td>Contributed services</td>
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<td><strong>Total</strong></td>
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## YEAR END FINANCIAL POSITION

### Assets
- Cash & investments: $26,615,870
- Other current assets: 12,097,354
- Property & equipment: 19,041,305

### Liabilities
- Current liabilities: $7,937,807
- Long-term debt: 0

### Net Assets
- Unrestricted: 43,100,712
- Temporarily restricted: 6,716,010

### Total liabilities & net asset
- Total liabilities: 7,937,807
- Total net assets: 49,816,722

### Total assets
- **$57,754,529**

The full financial statements, audited by KPMG LLP, are available via request by calling 1-888-OPSMILE or at operationsmile.org/financial-stewardship.
CHRISTOPHER ANDERSON  
Board Director  
CEO, RoundhouseOne  
San Francisco, Calif., U.S.

SAMUEL P. FULLER M.D.  
Board Director  
Retired Plastic Surgeon  
Quinton, Va., U.S.

KATHLEEN S. MAGEE, B.S.N, M.S.W., M.ED.  
Board Director and Officer  
President and Co-Founder, Operation Smile  
Virginia Beach, Va., U.S.

TODD MAGEE  
Board Director  
Former Co-Owner, American By-Products Recyclers and Planet Earth Biodiesel  
Atlantic Highlands, N.J., U.S.

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Managing Partner, Federal Capital Partners  
Chevy Chase, Md., U.S.

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KRISTIE PORCARO  
Senior Vice President of Global Philanthropy, Operation Smile  
Virginia Beach, Va., U.S.

JIM SITI  
Officer  
Chief Operating Officer, Operation Smile  
Virginia Beach, Va., U.S.

*Appointed Officer of the Board for End of Fiscal Year 2019