

# ANNUAL REPORT | 2019

TRANSFORMING LIVES THROUGH THE GIFT OF MOBILITY™



FREE  
WHEELCHAIR  
MISSION





**“When an individual receives a wheelchair for the first time, suddenly the possibilities open up and they can begin to dream about a different future.”**

Don Schoendorfer | Founder & President

## Contents

A Letter From Our Founder &.....3  
President and Our CEO

Who We Are.....5

What We Do.....7

The Need .....9

Our Vision..... 11

Board of Directors ..... 13

Robert’s Story .....16

Where We Worked ..... 17

Our Impact .....19

Sharmila’s Story ..... 22

Our Distribution Partners ..... 23

Our Monitoring & Evaluation..... 25

Providing Mobility Beyond ..... 28  
Wheelchairs

Nguyen’s Story.....28

Our Wheelchair Training.....29

Our Manufacturing .....31

Our Financials.....33

Our Supporters.....35

Major Corporate & .....37  
Foundation Supporters

# A Letter From Our Founder & President and Our CEO

Dear Friends,

When we look back and reflect on all that we achieved this past year because of you, we are humbled. In 2019, **64,900 individuals and their families** in 29 different countries received the gift of mobility. They are now living new lives—full of promise and possibilities—because of your generosity and caring support. Your gift not only lifted these individuals up physically into a wheelchair but it lifted them up emotionally and spiritually as well. Your gift infused hope, renewed dignity, and provided freedom. Your gift relieved mothers from having to carry their children on their backs, allowed fathers to work and provide for their families, and enabled children to join their siblings and friends at school.

In 2019, your generosity enabled us to further invest in our wheelchair training. We expanded this unique hybrid training course to also offer our distribution partners and sub-distribution partners an online training portal with on-demand teaching modules to allow them to learn at their own pace. With the combination of our existing hybrid training program and this new online training portal, we can further ensure that our wheelchair recipients receive the most appropriate wheelchair.

Another highlight in 2019 is our partnership with Invacare Europe—the leading for-profit wheelchair manufacturer—in a project called **Together, for mobility**. As part of the project, Invacare Europe is helping Free Wheelchair Mission by raising awareness, generating donations, and sharing knowledge and expertise about product development. This is a first-of-its-kind collaboration for us and we are looking forward to the fruits of this long-term relationship.

Thank you for partnering with us to provide the gift of mobility to the individuals who need it most in the world. Because of you, we are closer every day to providing another million individuals with the gift of a free wheelchair by 2025.

With gratitude,



Don Schoendorfer  
Founder & President



Nuka Solomon  
Chief Executive Officer



## Who We Are

Free Wheelchair Mission is the world's largest nonprofit manufacturer of cost-efficient, durable wheelchairs designed for the developing world.

Since 2001, we have distributed more than one million wheelchairs to individuals living with disabilities in 93 countries, providing renewed dignity, independence, and hope through the gift of mobility.



## What We Do

We design and manufacture wheelchairs that are shipped by ocean container to our worldwide network of distribution partners, whom we also train in wheelchair provision, assembly, maintenance, and use.

By collaborating with like-minded partners across the globe, we provide mobility to people living with disabilities in under-resourced nations—all at no cost to the recipient.



## The Need

The World Health Organization estimates that **75 million** people in the world are in need of a wheelchair, but only 5-10% of them have access to one.

Without mobility, people with disabilities are often left confined to their beds or homes, hindering their ability to pursue an education, make a living, or participate in community.

A new wheelchair would offer them countless new possibilities.



## Our Vision

We believe in a world where everyone who needs a wheelchair has one.

Our goal is to provide our next million wheelchairs by 2025—in half the time it took for us to provide our first million.



# Board of Directors

**Steve Adkinson\*\***

Senior Financial Advisor, Merrill Lynch

**Deborah Anderson\***

Secretary (FY 2018)  
Owner, Anderson Insurance & Investment Services

**Dan Hanson\*\***

Chief Retail Production Officer, loanDepot

**David Hummelberg\*\***

Principal Operating Officer (COO & CFO) of North American Distribution, Capital Group

**Dennis R. Kromer\*\***

Chief Financial Officer  
Retired President, Dunn-Edwards Paints

**Dave Link\***

Retired CEO, Precision Pet Products

**Stuart Rattray\*\***

Chairman  
Retired Senior Vice President Area South East, Hapag-Lloyd AG

**Connie Salios\*\***

National Managing Partner, The Barnabas Group

**Don Schoendorfer, Ph.D.\*\***

Founder and President, Free Wheelchair Mission

**Bob Shank\*\***

Founder and CEO, The Master's Program

**Susan Shore, P.T., Ph.D.\***

Professor and Chair, Department of Physical Therapy, Azusa Pacific University

**Marjorie Turner, J.D.\*\***

Secretary (FY 2019)  
Retired Senior Counsel, The Boeing Company

\* Served in Fiscal Year 2019  
+ Serving in Fiscal Year 2020





Robert, 50 years old, Uganda

**Robert's Story** Robert, a 50-year-old man in Buikwe, Uganda, has never been able to walk. He has been forced to crawl his entire life.

He makes a modest living on the shores of Lake Victoria: when passengers arrive in Buikwe by boat, he carries their luggage on his back as he crawls across the docks.

**“Now I can do my job more easily!”**

Our distribution partner in Uganda, Father's Heart Mobility Ministry, fitted Robert with a new GEN\_2 wheelchair from Free Wheelchair Mission. It was the first wheelchair he'd ever had.

“Now, I can do my job more easily!” he exclaimed. Instead of carrying luggage on his back and crawling, he can transport the bags on his lap while pushing himself along in the wheelchair.

After five decades, Robert has renewed dignity, independence, and hope because of you.

# Where We Worked

Free Wheelchair Mission has shipped wheelchairs to 93 countries since 2001. In 2019, we worked in the following countries.\*

- |                    |              |
|--------------------|--------------|
| Brazil             | Kenya        |
| Burundi            | Mexico       |
| China              | Nepal        |
| Colombia           | Nicaragua    |
| Costa Rica         | Pakistan     |
| Dominican Republic | Paraguay     |
| Ecuador            | Peru         |
| El Salvador        | Rwanda       |
| Ghana              | South Africa |
| Guatemala          | Swaziland    |
| Haiti              | Uganda       |
| Honduras           | Ukraine      |
| India              | Vietnam      |
| Jamaica            | Zimbabwe     |
| Jordan             |              |

\*This list reflects shipping data from Fiscal Year 2019: July 1, 2018 - June 30, 2019.



## Our Impact\*



64,900 Wheelchairs Distributed  
to 29 Countries



129 Containers of Wheelchairs  
Shipped



178 Wheelchairs Distributed  
Per Day on Average



78% Wheelchairs Distributed  
With a Christian Message



28 Distribution Partners Trained  
in 23 Countries



1,150,609 Wheelchairs Distributed  
Since 2001

\*Statistics reflect data from Fiscal Year 2019: July 1, 2018 - June 30, 2019.

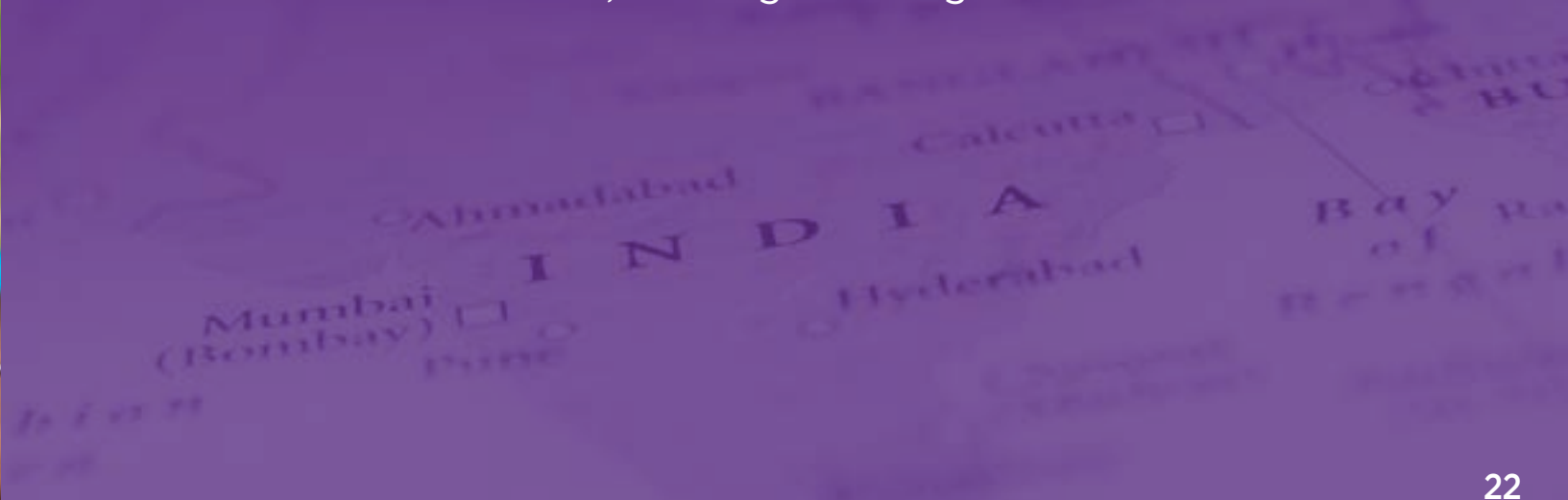


Sharmila, 27 years old, India

**Sharmila's Story** Sharmila had been an active young woman until college, when an accident crushed her legs. Complications developed after multiple surgeries, and she was forced to drop out of school for several years.

**“I hope that this gift of mobility will change my life. My wish is to be like a shooting star and become a blessing to many.”**

When she received a new wheelchair from our distribution partner in Chennai, India last fall, she said, “I hope that this gift of mobility will change my life. My wish is to be like a shooting star and become a blessing to many.” Sharmila now works as a tutor, teaching 3rd-5th graders.



# Our Distribution Partners

In 2019, Free Wheelchair Mission distributed 64,900 wheelchairs through our distribution partners, including:\*

- Al-Khidmat Foundation
- Arbol de Vida
- Bethany Kids
- Camino de Vida
- Central American Relief Efforts
- CEPD
- Christian Aid Ministries Nicaragua
- Faith In Practice
- Father's Heart Mobility Ministry
- Food for the Hungry Burundi
- Food for the Hungry Dominican Republic
- Food for the Hungry Rwanda
- Food For The Poor Columbia
- Food For The Poor El Salvador
- Food For The Poor Guatemala
- Food For The Poor Haiti
- Food For The Poor Honduras
- Food For The Poor Jamaica
- Fundación Hospital El Buen Samaritano
- Fundación Vista Para Todos
- FUSAL
- GAIN
- Giving it Back to Kids

- Grupo Do It
- Henan Disabled People's Foundation
- Hillsong Africa Foundation
- Hope Haven
- Hubei Disabled People's Foundation
- Humanity & Inclusion Nepal
- India Christian Ministries
- Jesús Responde
- Junta de Beneficencia de Guayaquil
- Metanoia Missions
- Mission Eurasia Ukraine
- Network 21 South Africa
- Operation Blessing El Salvador
- Operation Blessing Mexico
- Rotary Club of Harare Central
- Rotary Club de Maringá-Parque do Ingá
- Tenwek Hospital
- The Luke Commission
- Walkabout Foundation Kenya
- World Vision El Salvador
- Xinjiang Disabled People's Foundation

\*This list reflects partner data from Fiscal Year 2019: July 1, 2018 - June 30, 2019.



## Our Monitoring and Evaluation

Collecting stories of transformation from our wheelchair users is only the first step to understanding the impact and effectiveness of our wheelchair program. Since 2012, Free Wheelchair Mission has invested in building out how we monitor and evaluate our wheelchair program to ensure we make evidence-based and data-driven decisions for positive impact.

Through a combination of evidence tools including surveys, interviews, and evaluations, we collect a wide range of qualitative and quantitative data in the field from wheelchairs users and distribution partners. The data helps our Programs and Manufacturing Teams determine the efficacy of our work and allows us to make adjustments and improvements that will better serve our wheelchair users.

### Key Takeaways From 2019\* Include:

- 97% of all our partners have attended a Basic Wheelchair Training; an increase from 83% in 2018.
- 66.1% of our distribution partners are training their sub-distribution partners to appropriately provide wheelchairs with an approved plan; a 27.6% increase from 2018.

\*Numbers reflect monitoring and evaluation data from Fiscal Year 2019: July 1, 2018 – June 30, 2019.





Nguyen, 12 years old, Vietnam

**Nguyen's Story** Nguyen was born with clubfoot and thought he'd never walk on his own. His father tearfully recounted how he would sometimes come home to find Nguyen lying in a puddle, having slipped while trying to crawl to the bathroom by himself.

**“Since he can take better care of himself now, I’ve had more free time to do other things.”**

In 2016, Nguyen received corrective surgery, performed by doctors using surgical tools provided by Free Wheelchair Mission. Today, Nguyen is able to walk on his own and live more independently. “Since he can take better care of himself now, I’ve had more free time to do other things,” relayed his mother.

## Providing Mobility Beyond Wheelchairs

Through our Mobility Beyond Wheelchairs program, Free Wheelchair Mission offers select distribution partners other mobility solutions, including crutches, walkers, and surgical supplies that can prevent or reduce the severity of a disability through surgery or rehabilitation.

This is a small but significant part of what we do in fulfillment of our vision:

**To provide the transforming gift of mobility to people with disabilities in developing nations as motivated by Jesus Christ.**






## Our Wheelchair Training

Providing mobility solutions means more than just giving away wheelchairs. A correct fit and proper use is vital to its recipient's overall health and well-being.

Our Medical Programs Team provides ongoing wheelchair training to all distribution partners through in-person workshops, video conferences, or our new on-demand online training portal.

This training is uniquely tailored to our wheelchairs and our distribution partners, not all of whom are medical professionals.

Our training includes:

-  **Overview of Free Wheelchair Mission**
-  **Assessment of Potential Wheelchair Recipients**
-  **Measurements and Recommendations**
-  **Wheelchair Assembly and Adjustments**
-  **Wheelchair User Training**

## Wheelchair Trainings in 2019\*

- 28 Organizations Trained in 23 Countries
- 12 In-Person Workshops
- 7 Remote Training Conferences

\*Numbers reflect training data from Fiscal Year 2019: July 1, 2018 – June 30, 2019.



## Our Manufacturing

In 2018, Free Wheelchair Mission developed, in partnership with the South Dakota School of Mines and Technology and RPM and Associates, Inc., the world's first wheelchair test track. This groundbreaking 26'x9' track—housed in our Irvine, CA headquarters—allows four wheelchairs to be tested at once in a controlled environment, compressing three to five years of field testing into a few months.

In 2019, 6,581 hours of invaluable data was collected on the test track, enabling our team of engineers to improve the durability and longevity of our wheelchairs and test new design features. Key findings from 2019 include discovering a softer caster that will extend the wheelchair life and developing a new test that more accurately simulates a user's experience in the field by combining different types of obstacles in the same test.

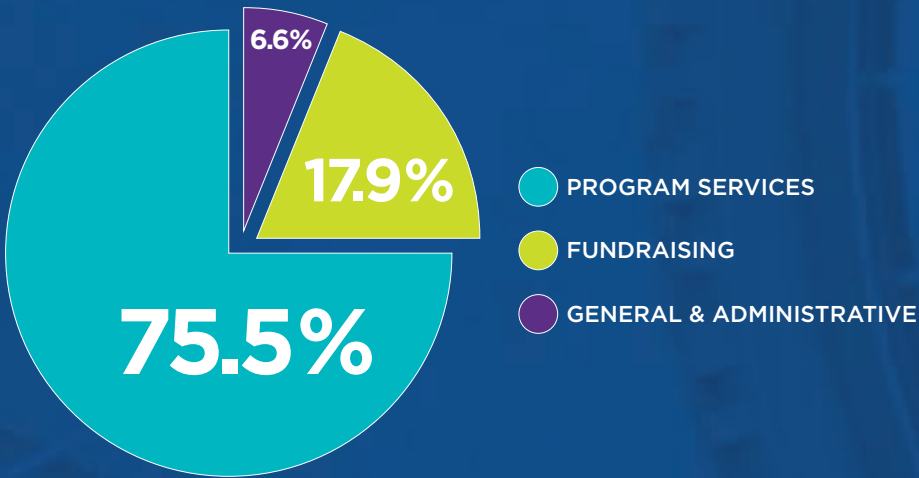


# Our Financials\*

In 2019, we continued to strive for excellence by maintaining a 75.5% program ratio as we distributed 64,900 wheelchairs in 29 countries.

We continue to transform lives thanks to the unique partnership we have with our distribution partners and donors like you.

## Expense Allocation



Statement of Financial Position			
Assets	2019	2018	2017
Total Current Assets	\$1,762,701	\$2,192,031	\$2,840,611
Other Assets	\$507,180	\$529,790	\$408,376
Total Assets	\$2,269,881	\$2,721,821	\$3,248,987
Liabilities	2019	2018	2017
Total Current Liabilities	\$368,914	\$655,963	\$372,460
Deferred Liability	\$210,030	\$193,730	\$177,007
Total Liabilities	\$578,944	\$849,693	\$549,467
Net Assets	2019	2018	2017
Unrestricted/Undesignated	\$859,733	\$1,521,502	\$2,010,287
Temporarily Restricted	\$831,204	\$350,626	\$689,233
Total Net Assets	\$1,690,937	\$1,872,128	\$2,699,520
Total Liabilities and Net Assets	\$2,269,881	\$2,721,821	\$3,248,987

Statement of Activities			
Support & Revenue	2019	2018	2017
Contributions	\$8,195,856	\$8,059,639	\$8,292,717
Gift-in-Kind	\$2,584,936	\$2,101,059	\$2,318,759
Other Revenue	\$106,949	\$93,508	\$108,985
Total Support and Revenue	\$10,887,741	\$10,254,206	\$10,720,461
Expenses	2019	2018	2017
Program Services	\$8,361,140	\$8,343,953	\$7,357,811
General and Administrative	\$730,530	\$719,215	\$613,151
Fundraising	\$1,977,261	\$2,018,430	\$1,863,832
Total Expenses	\$11,068,932	\$11,081,598	\$9,834,794
Net Assets	2019	2018	2017
Change in Net Assets	(\$181,191)	(\$827,392)	\$885,667
Net Assets, Beginning of Year	\$1,872,128	\$2,699,520	\$1,813,853
Net Assets, End of Year	\$1,690,937	\$1,872,128	\$2,699,520

\*Fiscal years reflect July 1st through June 30th of 2019, 2018, and 2017.

As a result of our financial transparency and accountability efforts, we are proud to receive the highest ratings from the following charity rating organizations:



## Our Supporters

Generous individuals, businesses, foundations, and churches enable Free Wheelchair Mission to provide the transforming gift of mobility to individuals living with a disability in under-resourced nations.

Your support brings us closer to a day when everyone who needs a wheelchair has one.

“When I walked out of church on a Sunday 20 years ago and met Don standing there with his first wheelchair, I knew in my heart that this would be life-changing. Jesus touched me that day. For the past two decades I have been deeply blessed and humbled to have been even a small part of this truly incredible organization that has changed more than a million lives. What greater gift can you give than to lift a person out of the dirt and darkness and give them new freedom? May God continue to bless the people, partners, and the work that FWM does around the world.”

Bill Pierce  
CEO, *BadgePlus, Inc.*

“Vogt | Resnick | Sherak, LLP is proud to support Free Wheelchair Mission over the last 19 years. The commitment and compassion that flows through their organization is evident in everything they do. Their impact on the physically disabled in poor and developing countries is unique and they have improved lives of each person and family they assist. We admire the transformative gift of mobility they are providing for this extremely important demographic.”

Barry Resnick  
Attorney, *Vogt | Resnick | Sherak, LLP*

“Earlier this year, our church went on a vision trip with Free Wheelchair Mission to Lima, Peru. Experiencing the impact of the gift of mobility with the recipients, their families, their friends, and the volunteers was such an honor. Each home, each family, each recipient was special and unique—and the impact of receiving this wheelchair, this gift from God, was life-changing for each of them in different ways. Not only were the recipients’ lives transformed that week but ours were as well.”

Kelsi McCormack  
Global Outreach Director, *Memorial Drive Presbyterian Church*



# Major Corporate & Foundation Supporters

Our special thanks to these organizations for their significant financial support in 2019. Their generosity helped transform thousands of lives.

- Advisors Mortgage Group, LLC
- Applied Medical Resources Corporation
- BadgePlus, LLC
- Brookfield Los Angeles Builders
- Chef Works
- Christ the Ray of Hope Property Management
- Diamond Hill Capital Management
- Essendant Charitable Foundation
- Gochnauer Family Foundation
- Hanson Family Charitable Foundation
- HIS Foundation
- In-N-Out Burger
- Investors Management Corporation
- John Knox, Jr.
- Kellogg Supply, Inc.
- KPMG
- loanDepot
- McKinsey & Company
- Open Door Packaging
- Priority Living, Inc.
- Right at Home, Inc.
- Sorenson Legacy Foundation
- Steven Label Corporation
- T.E.L. Foundation
- The Meijer Foundation
- The P & L Odette Charitable Foundation
- The Thomas W. Maher Charitable Remainder Trust
- The Wheeler Family Charitable Trust
- TriGuard Management, LLC
- Tuscan Imports
- Vogt | Resnick | Sherak, LLP
- Zulu Warrior, LLC





**FREE  
WHEELCHAIR  
MISSION**



**freewheelchairmission.org**  
Transforming lives through the gift of mobility™