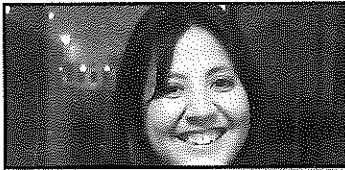


Bringing light to those in need

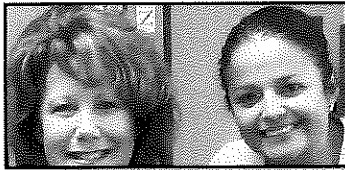
I CARE SAN ANTONIO CELEBRATING GRATITUDE

What's inside...

Portrait of a Volunteer



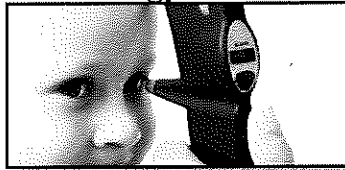
ICSA Highlights of 2010



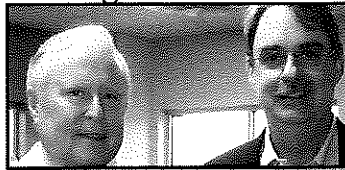
The Gift of an Angel



New Technology



President's Message

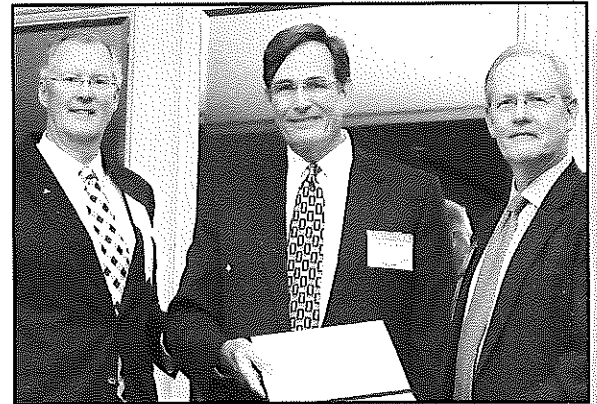


ICSA in 2010

While we are enjoying fall and the cooler weather, I wanted to let you know about our mid-year highlights and exciting changes at the I Care Vision Center. As of August 2010, we have performed 1,262 eye exams, 4,395 diagnostic tests, 53 laser treatments and 35 surgeries. In addition, we have distributed over over 758 pairs of glasses, either through our optical or through Prevent Blindness Texas vouchers. These numbers are significant and represent an 80% increase over the entire 2009 year. To date, we have more than doubled the number of clinics from last year. All of this has only been made possible by the generosity of our volunteer doctors, general volunteers and donors. We are so grateful for your commitment and support of I Care San Antonio and its mission. The Haven for Hope campus officially opened in April. Currently, they have 777 members and guests. As part of our agreement, we are donating about 40% of our clinics to serving the homeless members.

With all of this new growth, we have faced many challenges. The biggest have been: increase in expenses—our operating budget has increased from \$50,000 in 2008 to \$350,000 in 2011; the need for a fulltime technician to support our doctors; the need for more clinic staff at the front desk, especially on Saturdays; the need to add electronic scheduling to help manage our patient growth.

On September 1, we officially welcomed Loretta Miramontes, M.D. as an independent contract doctor for I Care San



Dr. Rice receiving his award.

Antonio. She moved her long established downtown practice to the I Care Vision Center seeing her patients on Tuesday through Thursdays when our clinic is available. Loretta has been a volunteer doctor with I Care for many years, seeing charity patients at both her practice and the Vision Center, and is very familiar with our operation. Her rent and practice administration fees will be an excellent revenue source that will help us fund our charity clinics.

With everyone's help, we have been able to meet our challenges: in April, Libby Bentley, who had been working for I Care on a part time basis, became our full time Vision Center administrator and ICSA executive director. Libby has extensive experience in the non-profit world and has been working with I Care for over five years. In June, we hired Rhonda Mullen-Ullom, COT, as the I Care San Antonio Technician Coordinator. In August, we hired Irma Martinez as a patient coordinator and in September, we started scheduling electronically.

continued on next page

We have been blessed by God who has given us fantastic people and resources to grow with excellence. There are many challenges but we are focused on our mission to serve and care for His people, share His love and spread His Word.

None of these important changes and growth could happen

without your support. Each of you plays an important role in helping thousands of individuals see a brighter future. As one of our patients recently wrote, "We are thankful for your precious gifts."

Robert A. Rice, M.D., Medical Director

Portrait of a volunteer –

Cassandra R. Garcia



For as long as I can remember, I've been told, "Be thankful for what you have, because you are truly blessed." As an only child for nearly 10 years, I quickly realized that I wanted more — more siblings, more fulfillment, more LIFE.

Born and raised in San Antonio, I am proud to call my hometown the most generous city I know. From about the age of 10, I found my niche – volunteering. I couldn't believe how virtually everything I did as a volunteer was perceived as wonderful. It seemed to me that simple tasks, such as listening or smiling at someone, made all the difference in the world. I would make it a point to visit nursing homes and play games, read, or sing to the residents. I loved it. It didn't really matter that my singing was earth-shattering; everyone seemed to enjoy it and smiled. At that moment, I knew it. I loved seeing people smile.

For most of my adult life, I have found a way to see people smile by continuing to volunteer. From Christmas at Elf Louise, to the American Red Cross, South Texas Blood and Tissue Center, American Diabetes Association, BAMC, and the Lions Low Vision Center, my free-time has been everything but mediocre. I have seen many smiles and heard even more "thank you's." But most of all, I received more than I could have ever imagined. I have received fulfillment in my life. I made a difference, if only in the life of one other person, my contribution was a success.

It's rather unusual how I find myself here, thinking "How did I get here?" Well, it all started about 2 years ago when I was approaching my final semester before graduating from UTSA. My internship was upon me and I had to decide where I wanted to volunteer for the next 5 months. As a volunteer-enthusiast, my goal was to find something "new and exciting," something I knew nothing about. So I chose Prevent Blindness. Little did I know, Prevent Blindness was

about to embark on an adventure with ICSA that would change my life forever.

During my internship, I worked side-by-side with Libby Bentley, Executive Director of Prevent Blindness. I learned a lot about Prevent Blindness's generous contributions, many of which were made possible through the help of local donors. As the semester progressed and March 2009 approached, Libby and I got ready for the big move. We relocated to the Haven for Hope campus. ICSA, one of Prevent Blindness's providers, moved into the office with us, creating The Vision Center at Haven for Hope.

From then on, *adaptation* was key. I could quickly see my role as Intern developing into something more. One minute I was reviewing a client's financial statements, the next I was coordinating a clinic. None of which I had ever done before. And, while it took some getting used to, I came to have great admiration for ICSA's mission and values. ICSA graciously offered me a position before I graduated – it was a wonderful Graduation Present!

I can only hope to do the best possible job I can, by following in the steps of volunteers that created a position I can fill. Here's a special thanks to Esther Muñoz for her guidance and support through my trial and error.

With ICSA as my permanent home, I know that I am blessed, and am thankful for everything. I am honored to have the privilege of working with co-workers that I refer to as family. Not only has Dr. Rice given me a chance, he believed in me. And with the support from much of his staff, I have taken to the role of Clinic Coordinator with a greater sense of confidence.

But, in the end, nothing can be accomplished by one man alone; I am so thankful to all of our volunteers who have helped make ICSA what it is today. Without you, I wouldn't be here. And with you, I have developed a number of relationships – a greater circle of friends.

Thank you for helping make this journey of my life proud and memorable.

I Care San Antonio 2009 *Highlights*

Detecting Vision Problems

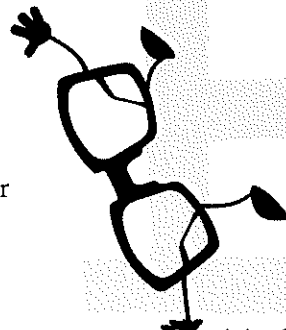
- Total exams, screenings and optical visits were 1193.
- Total new patients were 942.
- Total diagnostic tests were 159
- These tests include visual field / pachymetry for glaucoma and OCT / fundus photos for glaucoma and diabetic retinopathy. These tests give the doctor information to diagnose and treat eye pathology.
- The total value of the above services is \$131,433
- 101 clinics in 2009

Treating Vision Problems

- Total number of glasses distributed from ICOSA optical were 392
- Total number of PBT vouchers for glasses distributed 414
- Total value of glasses dispensed \$55,140
- Total Value of eye medications that were distributed in 2009 is \$10,348

Managing Vision Problems

- 48 laser treatments valued at \$29,501
- 21 surgical treatments valued at \$40,711
- Launched a diabetic screening partnership with CentroMed in late 2009, we are currently looking to expand the program with more organizations to refer to us for these screenings.



More Highlights

- In the beginning of 2009, ICOSA had 10 volunteer doctors. One doctor moved, but we gained 9 new doctors. In addition, we added sub-specialists; retina, pediatric, glaucoma, corneal to better treat more complicated eye disease.
- We contracted with technicians to increase the number of patients each doctor could care for during their clinic.
- We hired our first full-time employee, a patient/clinic coordinator, to better organize the clinic schedules and to assist managing the volunteers and patients.
- We expanded our nurse's duties to include patient education.
- We completed phase one of fully equipping The Vision Center at Haven for Hope with seven exam lanes.



ICOSA volunteers and staff gather at Dr. Rice's Reception.

I Care San Antonio *Contributors*

2009 Donations

Foundations: SA Area Foundation

South Texas Hispanic Fund

Kronkosky Charitable Foundation
 Methodist Healthcare Ministries
 Combined Federal Campaign
 St. Lukes Lutheran Health Ministries
 St. Susie's Charitable Foundation
 Zachry Foundation

Churches:

Bethany Presbyterian Church
 Covenant Presbyterian Church
 First Presbyterian Church
 St. Lukes Catholic Church Men's Club

Clubs:

Founders Lions Club of SA

Individuals:

Bailey, Terry
 Bartay, Ann
 Beebe, Wanda J
 Beere, Don & Lorraine
 Burris, Beverly
 Flynn, Bill and Johanna
 Fox, Mike and Sandy
 Harden, James
 Hardie, Mary
 Klesel, Karen
 Kloess, Price and Joy
 Lopez, Carlos
 Manning, Carmen
 Muñoz, Esther
 Norris, Nikki
 Radcliffe, Doug and Belinda
 Rapp, Don and Audrey
 Rashid, Edward
 Rice, Bob and Betsey
 Trevino, Esmeralda
 Walker, Randy
 Wheeler, Diane and Jerry

Contributors of supplies and equipment:

Alcon Pharmaceuticals - surgical supplies
 Minuteman press - printing services

Contributors of lenses/frames:

Luxottica and Give the Gift of Sight Foundation
 Paragon Optical

Contributors of services:

Betsey Rice - editing newsletter
 Angelica Vigil - newsletter
 I Care Volunteers
 I Care Board Members
 Volunteer Doctors

2010 Donations

(As of 10-31-10)

Foundations:

Kronkosky Charitable Foundation
 The Mays Family Foundation
 Methodist Healthcare Ministries
 San Antonio Area Foundation
 St. Luke's Lutheran Health Ministries
 Max and Minnie Tomerlin Voelcker Fund

Churches:

Alamo Heights United Methodist
 Concordia Lutheran Women's Meetings
 Community Bible Church
 Covenant Presbyterian Church
 First Presbyterian Church
 Saint Luke's Catholic Men's Club
 Saint Mark's Episcopal Church

Clubs:

Founders Lions Club of SA

Individuals:

Wanda Beebe
 Libby Bentley
 B.H. Burris
 Mr. and Mrs. N.G. Chatelle
 Mr. and Mrs. Jim Dickson
 Mr. and Mrs. Stanley Drezek
 Laura Galindo
 Mr. and Mrs. Joe Haley
 Barbara Durand-Hollis
 Natalie Durand-Hollis
 Mr. and Mrs. James Jedriewski
 Laura Lucks
 Carmen Manning
 Mr. and Mrs. Marqu
 Loretta Miramontes, MD
 Esther Muñoz
 Mr. and Mrs. Doug Radcliffe
 Mr. and Mrs. Charles Reese
 Dr. and Mrs. Bob Rice
 Mr. and Mrs. Jim Ritchie
 Chris Schmitt
 Mr. and Mrs. Juan Silva
 Delia Simmonds
 Jacqueline Walsh

Contributors of supplies and equipment:

Alcon Pharmaceuticals - surgical supplies
 Allergan Pharmaceutical - medical supplies
 Medinformatix - practice management software
 Minuteman press - printing services
 Zolmed - medical supplies

Contributors of lenses/frames:

Jerry Hayes OD and Clear Vision Optical

Contributors of services:

I Care Volunteers
 I Care Board of Members
 Volunteer Doctors



ICSA staff and volunteers, back row – Casandra Garcia, Esther Muñoz, and front row – Gloria Sparkman and John Howard.

Simple Tips for Healthy Eyes

Sponsored by The National Eye Institute

Have a comprehensive dilated eye exam. You might think your vision is fine or that your eyes are healthy, but visiting your eye care professional for a comprehensive dilated eye exam is the only way to really be sure. When it comes to common vision problems, some people don't realize they could see better with glasses or contact lenses. In addition, many common eye diseases such as glaucoma, diabetic eye disease and age-related macular degeneration often have no warning signs. A dilated eye exam is the only way to detect these diseases in their early stages.

Gift of an *Angel*

Last spring, just as we were running out of eyeglass frames an angel answered our prayers.

It was the day of the Battle of Flowers parade and our clinic was closed. However, Jerry Hayes, a dear friend of Bill Greehey's was visiting from Florida and touring Haven for Hope. As a Doctor of Optometry, he was especially interested in the I Care Vision Center. Impressed with our clinic and supporting his friend's efforts, Jerry called us when he returned home and asked what we needed.

Our clinic was down to 20 pairs of men's frames and honestly they weren't the most stylish pairs. In fact some of those must have been around for many years because they were the largest frames I'd ever seen. We were getting worried because we were expecting to fit at least 40 men that month and were trying to figure out where we could purchase the least expensive frames. That's when Jerry answered our prayers.

Jerry mentioned he had a connection with David Freidfeld of ClearVision Optical and would see if they would help.



Terry Bailey fitting a patient

Within 3 weeks 600, six HUNDRED, eyeglass frames arrived at the I Care Vision Center. Not only was it such a large gift, but these were gorgeous frames from top designers.

When our patients pick out their frames, they are truly grateful for our extensive selection. Their reaffirmed self-confidence is apparent as they get to choose a pair of these

beautiful frames. Many of our patients are working on rebuilding their lives and having a complete eye exam along with an attractive pair of glasses helps empower them to move forward.

They say every time you hear a bell ring an angel has earned their wings. Thanks to Jerry Hayes and his friends at ClearVision the transformation is evident. With the smiles on our patient's faces, we know lots of angels have definitely taken flight.

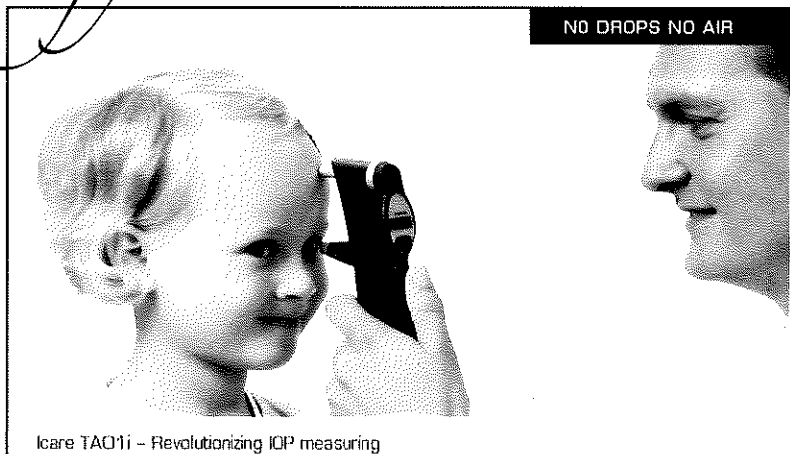
Libby Bentley, Administrator/ Executive Director

We had a busy and very successful summer at the I Care Vision Center.

Dr. Loretta Miramontes moved her practice into our space on August 31, 2010. Things have been on a fast learning curve for all the staff. Dr. Miramontes' patients are happy for her, like her new space and appreciate her staff and the equipment she has to work with. I Care will be managing her practice and she will continue to see our charity patients. She will work two and a half days a week so we will normally have an eye doctor at the clinic every day.

We have added and will soon be adding new equipment thanks to our generous financial partners. Individuals, churches, clubs and foundations make our work possible through their donations and grants. Check out our contributors list in this newsletter. The equipment includes an upgrade of our OCT adding anterior chamber imaging; the EPIC refraction system making it easier to determine a patient's refraction (for glasses); an upgrade for our microscope; and a new instrument to test eye pressure that does not require anesthesia (called the I Care tonometer- we like the name).

Our diabetic retinopathy photo screening program is growing and we will expand the program next year. Our

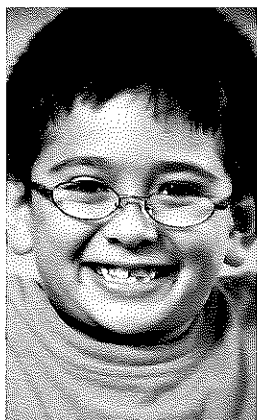


screenings are detecting many patients that need sight saving treatment and our volunteer doctors are providing state of the art care. Thanks to all our doctors and volunteer staff.

Speaking of volunteer staff, I would like to offer training on our new equipment or any existing equipment. I will be glad to make myself available on Saturdays during and after clinic if necessary. Please call the office and they will make arrangements. We are in the planning stage to start a technician training program. Look for details to come.

Rhonda Ullom COT, FCLSA, Technician Coordinator

Alternative Gift Market



This year give a gift that keeps giving.

For everyone on your list, give a **Charity Gift Card** from **I Care San Antonio** and help make a **BIG** impact for a small organization. Suggestions (any amount will help):

- A gift of **\$25** can **buy a new pair of glasses.**
- A gift of **\$50** can **help pay for an eye exam.**
- A gift of **\$100** can **help pay for cataract surgery.**

You choose the amount, tells us the number of gift cards needed and we send you the gift cards to distribute. Shopping has never been easier!

To make a difference today, send your tax deductible donation to:

I Care San Antonio - Christmas Gifts
One Haven for Hope Way, Building One, Suite 200
San Antonio, TX 78207

I Care relies on donations. We are a 501(c)3 non-profit organization. All of our funding comes from foundation grants, and donations from organizations, churches, corporations, and individuals.

For more information contact:

Libby Bentley
Administrator, Vision Center at Haven for Hope
LBentley@alamovision.org 210-220-2361 Fax: 210-220-2364

Working together to help our community see a brighter future.

from the

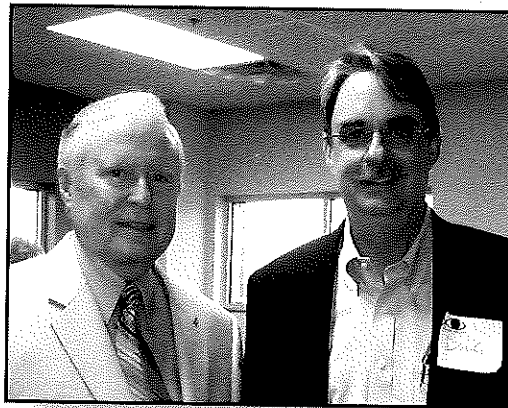
President's Desk

We hear so much these days about entitlements, the uninsured, the unemployed, government assistance programs, on and on. With all this clamoring in the press and between political parties, it's hard not to tune out all the noise and it's harder still to sort truth from fiction. That's one reason I really enjoy volunteering down at the eye clinic. I get to see and talk to the people who are homeless, unemployed, uninsured and the working poor. These are our clients now and always have been. It's gratifying working with these folks because we are making a difference in their lives and they know it and are appreciative of our volunteer efforts.

We have a bulletin board in the break room that is full of thank you letters from our patients. I was surprised to learn that yes, the homeless and working poor people do write us thank you notes! I thought it would be nice if we could share a few comments we have gotten recently with you, our supporters.

One lady writes;

"I just want to let you know how much I truly appreciate and am thankful for the eye exam and the beautiful eye glasses. It is nice of you to have come to my assistance, you have made a big difference in my life. As I wear the glasses I will always be thankful and think of your kindness and generosity. Thank you so very much."



Dr. David Shacklett, Doug Radcliffe

A gentleman sent us these comments just a month ago;

"I would like to thank you for the wonderful patient care you have provided me these last few months. I am thankful for my new glasses and for my laser surgeries. Without them my vision would have deteriorated severely and possibly suffered loss of vision. My family and I pray for all of you."

On October 27th we held a reception at the eye clinic in honor of I Care San Antonio's founder Dr. Robert Rice. Dr. Rice has just received the 2010 **Outstanding Humanitarian Service Award** from the American Academy of Ophthalmology. Each year they pick one worthy individual from literally hundreds of international volunteer efforts to receive this prestigious award. Dr. Rice for the past 22 years has taken time from his private practice and his personal life to pursue his dream of providing free eye care to the homeless and working poor. Through a long sustained fundraising campaign Dr. Rice secured enough donations to open a state-of-the-art eye clinic at Haven for Hope this year. We are so proud that the AAO chose our founder, Dr. Rice to honor with this award; well earned Dr. Rice, congratulations!

Douglas Radcliffe, President ICSA

Special Thanks to

Our Volunteer Doctors

Dr. Monica Allison
Dr. Alan Baribeau
Dr. Harrison Bowes
Dr. William Burges
Dr. Moises Chica
Dr. Mark Davis
Dr. Bill Flynn
Dr. Sandy Fox
Dr. Kathryn Hubbard
Dr. Sarah Holy
Dr. R. Gary Lane

Dr. James Lehmann
Dr. Loretta Miramontes
Dr. Noemi Moreno
Dr. Judy Newman
Dr. Robert Rice
Dr. Tom Scannell
Dr. Martha Schatz
Dr. Frank Scribbick
Dr. Rachel Tellez
Dr. William Walton
Dr. David Way



CARE SAN ANTONIO

ICSA Needs Your Time & Skills

Please do not forget that we still have some opportunities for you to consider this year and next.

Thanks to all of you who have been our supporters and volunteers over the last year.

Please call 210-220-2370 for more information

Yes, I would like to help I Care San Antonio!

Name _____

Address _____

City, State, Zip _____

Phone number _____

Office number _____

E-mail _____

I am interested in

- volunteering some of my time
- donating glasses or equipment
- making a donation: \$ ____
- having someone contact me with more information

Please mail this card to: Dr. Robert Rice

I Care San Antonio

1 Haven for Hope Way, Bldg 1, Suite 200

San Antonio, Texas 78207

ADDRESS SERVICE REQUESTED

San Antonio, Texas 78207
I Haven for Hope Way, Bldg 1, Suite 200



CARE SAN ANTONIO