



SAVING VISION. CHANGING LIVES.  
ANNUAL REPORT 2017



*“Cataract surgery hasn’t improved my life, IT HAS SAVED MY LIFE!”*

### **Dear Friends of I Care San Antonio:**

At the I Care Vision Center, we are focused on direct patient care. While the political climate of healthcare remains uncertain, I Care San Antonio continues to be the consistent vision care provider to those who cannot afford it. Our mission is to remove the barriers and fill the gap of providing complete eye care to those who are uninsured and the growing underinsured population. We are only able to accomplish these goals because of our generous donors and outstanding volunteer doctors who dedicate their time and resources both in Central Texas at the I Care Vision Center in San Antonio and internationally through our Global Medical Missions program in 19 different countries.

In this annual report we are pleased to highlight all of our accomplishments in 2017 including special emphasis on three programs; **Eye on Diabetes**, **iCare4kids** and **Senior Vision Care**. These programs are making a significant impact in the lives of individuals as one patient stated, *“Cataract surgery hasn’t improved my life, IT HAS SAVED MY LIFE! I could not drive or perform my duties working on office equipment. Without I Care’s help, I would have had to apply for disability benefits.”*

Locally this year, I Care San Antonio’s volunteer doctors performed over 377 major eye procedures including laser, cataract and retina surgeries. The total value of all donated eye care was an impressive **\$884,235**. Internationally we co-sponsored \$20 million worth of healthcare through our partnership with Medical Ministry International and the direct impact in all of our patient’s lives is immeasurable.

We depend on, and are grateful for, all you do to support I Care San Antonio. Your kindness enables our work every day. You are the reason lives are improved and even saved.

With gratitude,  
Libby Bentley  
*Executive Director*

### **Staff**

**Libby Bentley,**

Executive Director

**Terri Ward,**

Office Manager

**Mari Murillo,**

Patient Coordinator

**Ellie Alvarez,**

Patient Navigator

**Terry Bailey,**

Lead Ophthalmic  
Technician

**Tobias Hinojosa,**

Ophthalmic Technician

**Generously Funded  
in Part by:**





# SERVE WHOLEHEARTEDLY

## *Gaining Joy through Service*

A few weeks ago my wife, Belinda and I heard a sermon on contentment and how it's hard to find in our lives. For me, contentment, joy and peace come in brief glimpses, little windows where I experience wonderful moments in my journey through life. I get those snapshots most often when I am following Jesus' example of being a servant to others like volunteering at I Care San Antonio for the children's clinic or crossing borders to bring eye care to the less fortunate in other countries. In **Ephesians 6:7** Paul instructs us to *"Serve wholeheartedly, as if you were serving the Lord not men..."*

I'll always remember a patient at one of our two week mission trips to Mexico a few years after I started going on those trips in the early '90s.

I was in the eye glass dispensing department. It was towards the end of the two weeks and we were exhausted and short of supplies.

Late one afternoon a middle aged man came through the line and told us he had lost his job as a ranch hand because his eye sight was so poor he could no longer do his job. He had a wife and several children that depended on him and he was out of a job and out of money.

When we saw his prescription we knew just how bad his eye sight was, and we also knew that we probably couldn't help him. After looking and looking our fears were confirmed, we didn't have anything that would even come close! Then someone suggested that we look in the women's glasses. After just five minutes, we found a pair of glasses that had almost the exact prescription that he needed. Hallelujah! Until we looked at them at least. They were an old pair of women's glasses made for a little woman and this rancher was a big man. We bent the temples out as far as they would go and then put them on him. The next thing I knew

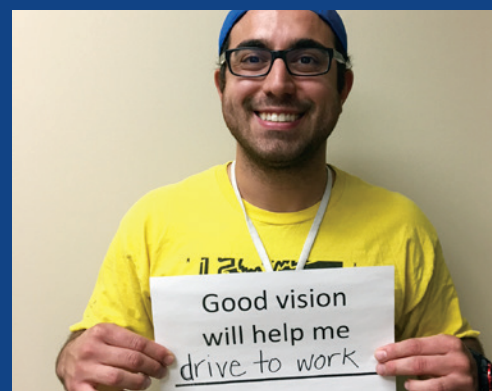
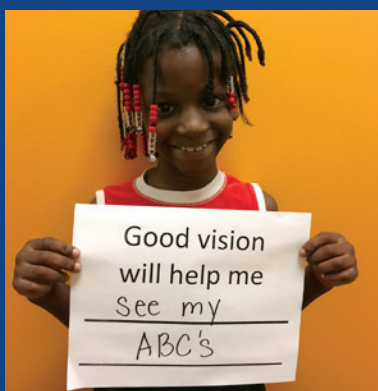
he jumped out of his chair, tears starting to run down his cheeks. He grabbed each one of us and gave us all hugs, repeating over and over again, "God Bless you." Work came to a halt in our department for a few minutes as we hugged each other and marveled at God's provision. This man could see again! Which meant he could find work again and support his family.

*What a Joy!*

In December of 2017, I finished my 23rd year as president of ICSA. It's time for someone else to take the helm and bring new ideas and energy to this great organization. I plan on assuming more of a servant's role in the years to come and look forward to seeing what God has in store for me and for ICSA. It's been a wonderful journey so far and I look forward to more moments of contentment, peace and joy!

God Bless,  
Doug Radcliffe  
*President, Co-Founder*

*“And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through him.” – Colossians 3:17*



## THE GIFT OF SIGHT

### I Care Mission

To improve lives by providing complete eye care – medical, surgical and optical – to those in need and to support healthcare ministries internationally.

### I Care Vision

The vision of I Care San Antonio is to share the love of Christ by providing access to compassionate, quality eye care to all.

### Our Core Values

- » Christ-centered with compassion and respect for all.
- » Medical best practices with integrity and excellence in all that we do.
- » Develop relationships and partnerships to further our mission.
- » Encourage service to others by providing volunteer opportunities.

### The Gift of Sight

I Care San Antonio (ICSA), founded in 1992, is a faith-based, medical non-profit organization managed primarily by volunteer doctors.

Locally, we accomplish our mission by providing complete eye care at the I Care Vision Center located next to the Haven for Hope campus. This program serves low income (150% and below the federal guidelines on poverty) and homeless people in Bexar and the surrounding counties who do not have any type of health insurance. Or have health insurance with a deductible so high compared to their income, it acts as a barrier to receiving vision care.

Internationally, we partner with Medical Ministries International to co-sponsor over 50 medical

mission trips. In addition, each year, we lead a team to assist with vision care in an impoverished country.

Since I Care SA was established in 1992...

**42,577**

patients have received care at the I Care Vision Center in SA

**3,682**

surgeries and lasers have been performed

**28,047**

pairs of glasses have been provided

Total care valued at  
**\$9,290,361**

# 2017 HIGHLIGHTS

## OVERVIEW



**2,196**  
Eyeglasses



**377**  
Surgeries



**6,105**  
Patient Visits



**6,222**  
Vision Services



**\$884,235**  
Total Value of Care

**In 2017, our volunteer doctors donated \$884,235\* worth of Direct Vision Care**

\* Based on Medicare Reimbursement Rates

*"Without I Care San Antonio, I would have no place to go."*

## Direct patient eye care to low income and homeless individuals

**1,034**

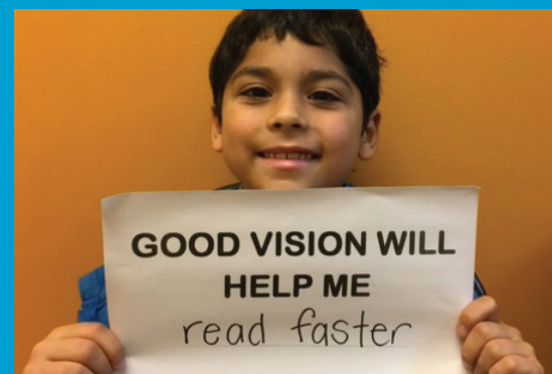
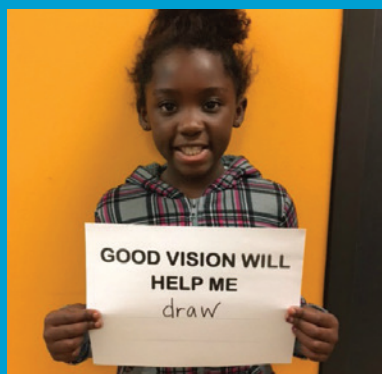
Total new patients

**3,579**

Diagnostic tests

**\$92,702**

Value of Medications for Eye Disease and Antibiotics



*"You are a child of God...dearly loved and precious in His sight."*

– King David, Psalm 139



## CHILDREN'S VISION PROGRAM

### iCare4kids

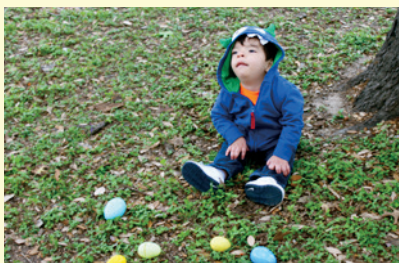
Saturday, October 21 was I Care San Antonio's annual iCare4kids event. Local children from over 97 different schools were referred by their school nurse and thanks to more than 30 volunteers, 174 children received free eye exams and glasses. Over \$50,000 worth of care was donated, and the many smiles were priceless.

*"The children of today are the visionaries of tomorrow."*

*"Thank you for the glasses. They really help my daughter with her grades."*

### Special thanks to the iCare4kids Volunteer Doctors:

Mark Davis, OD, Event Chairman  
Stephanie Aguilar, OD  
Sue Berry, MD  
Sandy Fox, OD  
Melanie Frogozo, OD  
Robert Rice, MD  
Jorge San Martin, OD  
Hailey Swift, OD



### Visually Impaired Children's Easter Egg Hunt

**85** visually impaired children enjoyed hunting beeping Easter Eggs in March making this our **largest egg hunt event ever!**



**97**  
Schools



**174**  
Kids



**158**  
Eye Glasses



**\$52,200**  
Worth of Care

#### Sponsored by:



# EYE ON DIABETES

*Eye on Diabetes is a vision program that provides comprehensive eye care, from screenings to surgeries, for people with diabetes living in poverty.*

**W**hen it comes to the health problems deemed “epidemic” in Bexar County – diabetes is at the top of the list. The portion of adults in Bexar County who have diabetes has steadily increased to 14% in 2014. In Bexar County that amounts to 255,600 people living with this debilitating disease.

The goal of the Eye on Diabetes program is to help diagnose, prevent and treat vision problems associated with diabetes. Early detection and treatment is critical in reducing

vision problems and preventing blindness. According to the National Eye Institute, over 40% of individuals with diabetes will have some type of diabetic retinopathy.

This program provides a full scope of diabetic eye care including screenings, exams, surgeries and medications – all of which are included in the program.

***Did you know? I Care SA offers free diabetic vision screenings every Wednesday morning from 8:30 am – 10:00 am.***

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*Eye on Diabetes is made possible by a generous grant from the following **San Antonio Area Foundation** funds:*

Althea K. Kirkwood Fund

Ruth Lang Charitable Fund

Sally P. and Glenn L. Ramsdell Charitable Fund

Lila G. and Vesey F. Taylor Fund

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## *What is diabetic retinopathy?*

Diabetic retinopathy affects blood vessels in the light-sensitive tissue called the retina that lines the back of the eye. It is the most common cause of vision loss among people with diabetes and the leading cause of vision impairment and blindness among working-age adults.

# SENIORS VISION CARE

Loss of vision is one of the most feared complications of aging. Approximately one in 28 U.S. adults older than 40 years is visually impaired. With a rapidly aging population, the number of persons with visual impairment in the United States and worldwide is expected to increase significantly in the next decade. Seniors with low vision are at a high risk of depression, medication errors, injury, and isolation. It is important for seniors to maintain their vision care. However, 1 in 4 Central Texas older adults have income at or below 200% of the poverty threshold and are likely to experience some type of economic hardship, thus making it difficult to afford vision care.

THANK YOU



for funding the Eye on Seniors Vision Program

## Focused on Results



265

New Senior Applications



978

Total Senior Patient Visits



2,392

Senior Vision Care Patient Procedures



\$342,770

Worth of Eye Care Provided







I Care San Antonio, in partnership with Medical Ministry International, provides an opportunity to serve Jesus Christ by providing spiritual and compassionate healthcare in this world of need.

# TO SERVE WITH GREAT ENTHUSIASM AND GREAT DEVOTION

Have you ever thought about doing something only to say I will get to it later when I have more time or when I retire? How many times have you heard about someone putting off what they really want to do only to have their lives radically changed or cut short, never getting to do that special thing or develop that special relationship? The people who inspire us are the ones who do not wait, who hear God's whisper to seek the greater deed or relationship and respond to it. We lost one of those who inspired us to greater actions, Rick Skinner, who passed away while serving the poor by providing eye care in Ethiopia. He and his wife, Barbara, listened to God's whisper, giving up their optical business to lead Medical Ministry International to care for hundreds of thousands of people throughout the world. Rick tirelessly ran the Canadian warehouse packing countless bags of supplies for mission after mission. While on missions, he seemed to be

everywhere, helping where needed, encouraging and teaching the first timer or bringing a much-needed cup of coffee to the veteran. Rick and Barbara were all about building and supporting relationships and the success of MMI Canada speaks to those special relationships. Rick set a high standard of sacrificial service, was a dear friend to so many and is deeply missed.

The over 25-year relationship with the Skinners led I Care in late 2014 to join Medical Ministries International Canada (MMI) in sponsoring medical mission trips throughout the world. Our program, I Care Global Missions, now supports comprehensive medical missions in such countries as Bolivia, Colombia, Peru, Ecuador, Brazil, Honduras, Mexico, Ethiopia, Rwanda, Zambia, Philippines, and India. Hundreds of volunteers serve thousands of patients and receive the blessings that come from serving others. I Care San Antonio was formed to provide volunteer

opportunities after its founders experienced the life changing effects of using our talents and resources to serve others. Since its founding in the early 90s, over 400 different people from the San Antonio area have participated in foreign missions and countless more have volunteered in our local clinics. Teaming with Medical Ministries International and serving our local community, over 168,000 people have received eye care. By teaming with MMI, we are able to carry Jesus' life changing message and care to many thousands more.

All of this has happened because individuals have listened to that whisper and responded, "I Care" and have acted. We have many opportunities to help you respond to that calling. Please visit our web site [www.icare-sa.org](http://www.icare-sa.org) to find a mission trip that speaks to you.

Dr. Robert Rice,  
*Chief Medical Officer, Co-Founder*

## International Mission Impact



**19**

Countries



**\$20 Million**

Worth of Care



**49,665**

Patients Served



**187,000**

Services



**586**

U.S. Volunteers

“through my actions, patients will SEE the love of Christ”

# VOLUNTEER DOCTORS



Stephanie Aguilar, OD



Alan Baribeau, MD



Darrell Baskin, MD

**Not pictured:**  
Harrison Bowes, MD  
Mark Cooney, OD  
Michael Lambert, MD  
Mano Valderaz, OD



Susan Berry, MD



William Burges, OD



Zachary Burkhardt, MD



Keith Davis, OD



Christopher DeBacker, MD



William Flynn, MD



Sandra Fox, OD



Melanie Frogozo, OD



David Holck, MD



Sarah Holy, MD



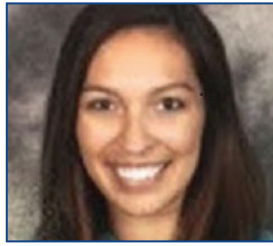
Steve Kroeger, OD, PA



Gary Lane, MD



James Lehmann, MD



Nicole Maldonado, OD



Loretta Miramontes, MD



Huong Nguyen, OD



Tom Oei, MD



Kip Orbeck, OD



Trey Pegram, MD



Dawn Rakich, OD



Robert Rice, MD



Joseph Rogalinski, OD



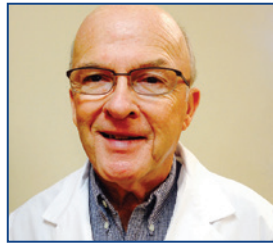
Juan Rubio, MD



Jorge San Martin, OD



David Scales, MD



Thomas Scannell, OD



Martha Schatz, MD



Frank Scribbick, MD



Scott Sitterle, OD



Abraham Suhr, MD



Haley Swift, OD



Elain Vlasak, OD



John Voss, OD



Kendall Wannamaker, MD

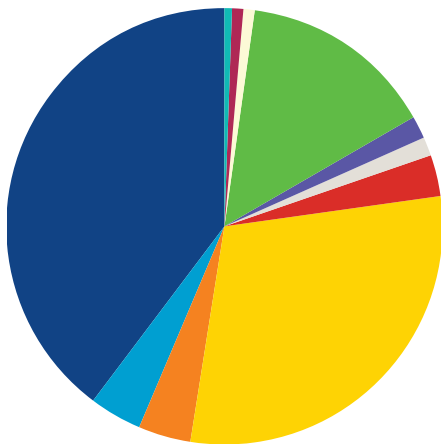
***Special Thanks to Our Volunteer Technicians:***

Yvonne Cadena  
Jorge Castellanos  
Joann Diosado  
Carol Haines  
Brenda Nakoski

Maya Roberts  
Mari Saenz  
Cristina Villarreal  
Roquita Warren  
Daniella Whittenburg

“For where your treasure is, there your heart will be also.” – Matthew 6:21

## INCOME

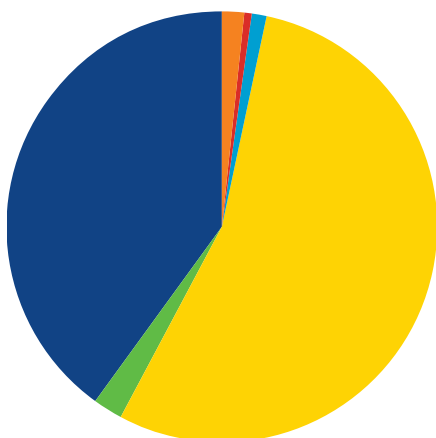


- Churches, Clubs and Corporations **\$19,366**
- Individuals **\$17,255**
- Foundations – equipment **\$20,800**
- Foundations – program **\$342,670**
- Global Mission Direct Income **\$38,992**
- Patient Fees **\$30,024**
- Program Revenue **\$75,744**
- Inkind Volunteer Doctor Services **\$701,178**
- Inkind Medication Donations **\$92,702**
- Inkind Eyeglasses Donations **\$90,355**
- Global Mission Indirect Income **\$940,570**

**TOTAL INCOME: \$2,369,656**

*“I am on a fixed income and living at the GI Forum. I am 78 years old and a disabled veteran. My total income for the year is \$7,908 and I am living month to month. I am grateful to Dr. Rice for helping me see better by removing the cataracts from my eyes.”*

## EXPENSES



- Management and General **\$42,000**
- Fundraising **\$15,000**
- Equipment **\$22,443**
- Program Services **\$1,289,817**
- Global Mission Direct Expenses **\$47,931**
- Global Mission Indirect Expenses **\$943,398**

**TOTAL EXPENSES: \$2,360,589**



# DONATIONS 2017

## INDIVIDUALS

Mr. Brian Anderson  
 Mr. Jon Andresen  
 Mr. and Mrs. Don Beere  
 Mr. Mike Benedum  
 Mr. Ken Bentley  
 Mr. Wayne Blasingame  
 Mr. Andrew Burke  
 Ms. Beverly Burris  
 Ms. GERALYN Bush  
 Dr. Richard Bush  
 Dr. Dennis Byrd  
 Dr. and Mrs. Ian Cheeseman  
 Mr. Jay Collins  
 Mr. John Cook  
 Mr. Mark Davis  
 Mr. and Mrs. Stan Drezek  
 Mr. and Mrs. James Feibelman  
 Dr. William Flynn  
 Mr. Jason Gerstner  
 Ms. Deborah Gilbert  
 Mr. Lukin Gilliland  
 Dr. Dennis Gonzales  
 Ms. Ada Gordon  
 Dr. Robert Green, Jr.

Mr. John Griffin  
 Ms. Stephanie Hall  
 Mr. and Mrs. Stuart Hamilton  
 Ms. Diane Hirsch  
 Mr. Joseph Hope  
 Dr. Kathryn Hubbard  
 Ms. Erin Jansen  
 Mr. James Jedziewski  
 Mr. Roland Keller  
 Mr. and Mrs. William Martin  
 Dr. and Mrs. Michael Lambert  
 Mr. John McClung  
 Dr. Loretta Miramontes  
 Dr. and Mrs. John Mumma  
 Ms. Esther Munoz  
 Mr. Nick Nainani  
 Ms. Shelly Nainani  
 Mr. and Mrs. Mike Priede  
 Ms. Susan Quick  
 Mr. Doug Radcliffe  
 Ms. Patricia Radcliffe  
 Ms. Kelly Ranson  
 Dr. Charles Reilly  
 Mr. and Mrs. Coleman Renick, Jr.  
 Dr. Robert Rice  
 Ms. Lady Ray Romano

Ms. Maria Saenz  
 Dr. Tom Scannell  
 Dr. and Mrs. David Schacklett  
 Mr. Christopher Schmitt  
 Ms. Andrea Sitterle  
 Mr. and Mrs. John Strong  
 Ms. Susan Thompson  
 Dr. Martha Walton  
 Mr. Jim Wheeler  
 Col. Clarence R. Williams,  
 USAF (Ret.)  
 Mr. Kenneth Wilson

## FOUNDATIONS

ASCRS Foundation  
 Baptist Health Foundation  
 Braverman Family  
 Charity Foundation  
 Christus Fund  
 Frost  
 Harvey E. Najim  
 Family Foundation  
 MassMutual  
 Mays Family Foundation  
 Methodist Healthcare Ministries  
 Saint Susie  
 Charitable Foundation

San Antonio Area Foundation  
 Valero Energy Foundation  
 Max and Minnie Tomerlin  
 Voelcker Fund

## CHURCHES

Advent Christian Church  
 of South Eliot  
 Alamo Heights  
 Presbyterian Church  
 Community Bible Church  
 Covenant Presbyterian Church  
 Woodland Baptist Church  
 St. Luke's Catholic Men's Club

## COMPANIES

Aaker Eye Care  
 Alcon  
 Allergan  
 Amazon Smile  
 AmeriCare  
 Clear Vision Optical  
 Dietz-McLean Optical  
 Medflow Electronic Medical  
 Health Records  
 VisionWorks



# LOOKING AT 2018

**T**wenty five years ago our founders, Dr. Robert Rice and Doug Radcliffe created I Care San Antonio. Influenced by mission trips to Mexico, South America and the Caribbean, they returned home inspired to meet the sight care needs of the unserved and underserved in our own community. Since its founding, I Care SA has provided a wide range of services from simple yet important eye exams to complicated retinal surgeries to tens of thousands of clients in San Antonio and south Texas. In 2017 the value of vision services provided annually to our clients exceeded \$800,000. Fortunately Bob and Doug's vision for I Care persists with our goal of \$1 million in 2018.

The many and complicated requirements of I Care's clinical practice are faithfully executed by our experienced, dedicated staff led daily by our Executive Director, Libby Bentley, and a team of 37 doctors and ophthalmologists who give sacrificially of their time despite the ever growing demands of their private practices. In addition to our local and regional services, I Care's participation in global missions has grown significantly as our partnership with Canada's Medical Missions International (MMI) matures into its third year.

2018 will be a much different year for I Care than ever before. With a great deal of hope and humility I take the post as I Care's first non-founder Chairman. I am excited for the opportunity to help



lead an organization that does so much good in so many places. We have a diverse and growing board whose collective wisdom and deep San Antonio roots give me immense confidence in our ability to craft a clear vision for I Care, making it stronger and more impactful than it already is.

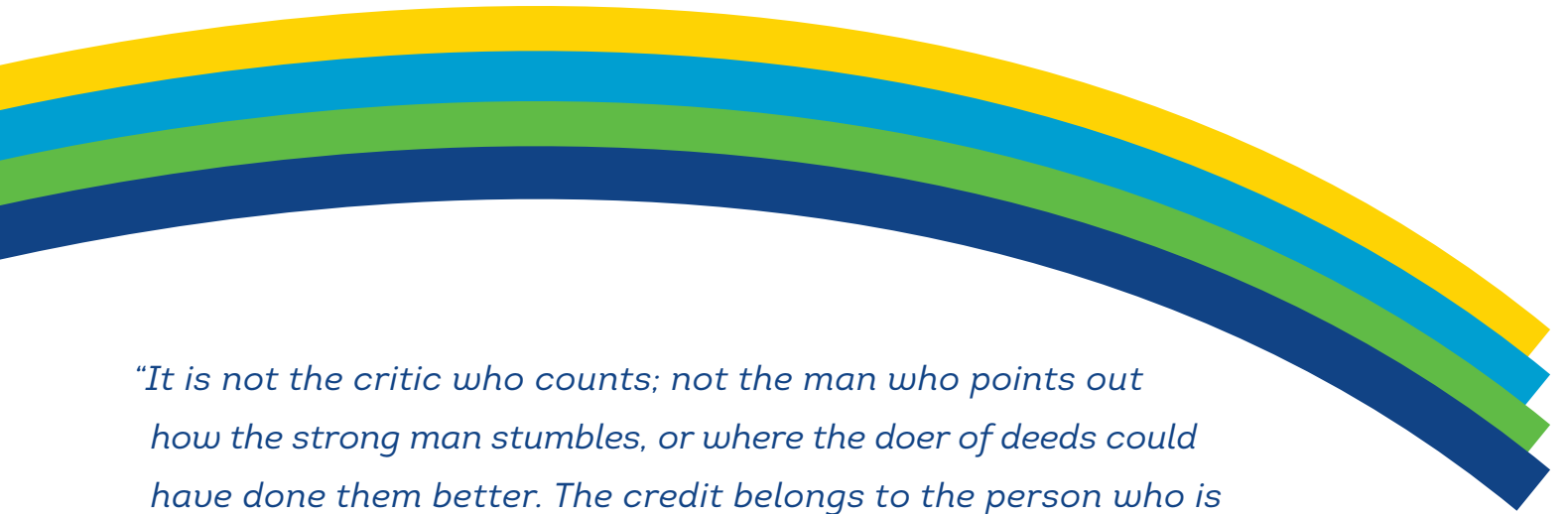
To our many individual and institutional partners, continuing thanks and praise for your generosity of time, money and spirit in support of our mission. Fair warning ... expect us to ask more of you in 2018 and beyond because we intend to do more for others. By spring we will announce new priorities and initiatives to better serve our communities. I look forward to sharing those goals and plans with you as they are discerned.

And, as always, we will strive to model the radically generous life of Christ in whose name and to whose credit we attempt to serve humanity by protecting, improving and restoring sight.

Gratefully,  
John McClung  
*President Elect*

## 2017 BOARD OF DIRECTORS

Douglas Radcliffe,  
*Chairman and Co-Founder*  
John McClung, *Chairman Elect*  
Brian R. Anderson, *Treasurer*  
Erin Jansen, *Secretary*  
Wayne Blassingame  
Dennis Gonzales, PhD  
Cecilia Elizondo-Herrera  
Diane Hirsch  
Clarence "Reggie" Williams, USAF (Ret).



*“It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the person who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly ... who knows the great enthusiasms, the great devotions, and spends himself in a worthy cause; who at best knows the triumph of high achievement; and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who know neither victory nor defeat.”*

– Theodore Roosevelt, 1910



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**ICARE-SA.ORG**