February 3, 2025

Ms. Tonika Starks
Utilities Regulatory Specialist, Utilities Division
Public Service Commission
244 Washington Street SW
Atlanta GA 30334-5701

Dear Ms. Starks,

Subject: Two Year Renewal Request for Georgia Charitable Care Network's (GCCN) Hearing Aid Dispatch Program

On behalf of the Georgia Charitable Care Network, I am writing to formally request the two-year renewal for GCCN to continue administering the Hearing Aid Dispatch Program, per our April 2022 contract, Section V.B.

The Hearing Aid Dispatch Program has significantly contributed to improving the quality of life for individuals in the state with hearing impairments. Through the program, access is provided to essential hearing aids and support services for those who are uninsured, underinsured, or unable to afford them.

In 2024, we achieved the following milestones:

1. **Increased Accessibility**: We have provided our services to 115 of Georgia's 159 counties ensuring those in need have access to the necessary devices and resources, serving 52 children and 2,023 adults from July 2022 – December 2024.
2. **Community Outreach**: Our outreach initiatives have successfully engaged communities, clinics, hospitals, and providers, resulting in heightened awareness of the program, allowing us to serve additional patients.
3. **Partnerships**: We have established partnerships with audiologists, hearing aid dispensers, and suppliers, allowing us to enhance the quality-of-care management provided to our patients.

We believe that renewal of the program will allow GCCN to further our efforts in serving the hard of hearing populations and helping those most in need. We kindly request your favorable consideration for the renewal of our program. Should you have any questions, please let me know. Thank you for your support of and confidence in the Georgia Charitable Care Network.

Sincerely,

Donna Looper

Donna Looper
Executive Director