

**McCandless Enterprises, LLC**  
*Independently Owned and Operated*

1400 Johnson Avenue, Suite 4N  
Bridgeport, WV 26330

E) [Clint.McCandless@hearbetterwv.com](mailto:Clint.McCandless@hearbetterwv.com)



August 15, 2020

To Whom It May Concern:

My wife, Stephanie, and I, owners of the Miracle-Ear franchise based in West Virginia, are writing in response to the letter we recently received from the Board. We have questions regarding the proposed rule revisions for the 2020 Legislative Session and felt it wise to reach out during the 30-day comment period. Our chief concern is that no reasoning appears to have been provided with respect to the jump in license renewal fees -- totaling a significant increase of 100%. Frankly, this increase comes as a surprise, particularly given that it is being proposed during a global pandemic and economic crisis. Fee increase justifications are always valuable but become even more critical at times like these.

In addition to an explanation of the proposed increase, we would also like to request a detailed budget reflecting both pre- and post-increase spending/proposed expenditures. It is important that we understand by line item that to which our dollars have and would contribute.

I would appreciate your feedback ahead of the closure of the 30-day comment period. Please contact me via email at [Clint.McCandless@hearbetterwv.com](mailto:Clint.McCandless@hearbetterwv.com) with your feedback.

Thank you,

A handwritten signature in black ink, appearing to read "Clint S. McCandless", written over a horizontal line.

Clint S. McCandless, LHS

Franchise Owner, Miracle-Ear

# Board of Hearing Aid Dealers



State of West Virginia

179 Summers St Suite 715  
Charleston WV 25301

August 24, 2020

Dear Mr. McCandless,

In response to your letter dated August 15, 2020, the Board feels it is necessary to increase licensing fees primarily because we were formerly under the direction of the DHHR and are now our own autonomous licensing board. We are mandated by legislature to be self-sufficient. In order to do this we will need to increase fees, something that our Board has never done. Since becoming autonomous, we now have office staff to pay, rent, and necessary expenses in maintaining these things. As of FY 2020, we are required to have insurance which is an additional expenditure. Unfortunately at the time where we have seen increases in our expenses, we are seeing decreases in our revenue. I am attaching our actual expenditures for the fiscal years of 2019-2020 and the budget for the fiscal year 2021. I hope this has provided you with a clearer explanation of why the Board feels it is time to increase our fees.

Sincerely,

A handwritten signature in black ink, appearing to read "Kendra Zamora".

Kendra Zamora  
Agency Administrator

# WV BOARD OF HEARING AID DEALERS

FY 2019

REVENUE COLLECTED

\$16,000.00

| LINE |                               | EXPENSE AMT |
|------|-------------------------------|-------------|
| 1200 | PERSONAL SRV                  | \$0.00      |
| 1201 | SALARY / PER DIEM             | \$11,284.00 |
| 2202 | SOCIAL SECURITY               | \$863.21    |
| 2205 | WORKER'S COMP                 | \$0.00      |
|      |                               |             |
| 3200 | OFFICE EXPENSE                | \$515.32    |
| 3201 | PRINTING                      | \$38.40     |
| 3202 | RENT                          | \$2,714.00  |
| 3204 | PHONE                         | \$1,016.89  |
| 3205 |                               | \$241.73    |
| 3206 | CONTRACTURAL SERV.            | \$0.00      |
| 3207 | ATTORNEY FEES                 | \$750.00    |
| 3211 | TRAVEL                        | \$1,345.44  |
| 3212 |                               | \$0.00      |
| 3213 | COMPUTER & OASIS FEE          | \$0.00      |
| 3214 | EXTERNAL COMPUTER SRVC.       | \$0.00      |
| 3218 | ASSOCIATION DUES              | \$0.00      |
| 3219 | INSURANCE                     | \$598.00    |
| 3229 | ROUTINE MAINTENANCE CONTRACTS | \$0.00      |
| 3241 | MISC                          | \$0.00      |
| 3242 | TRAINING                      | \$0.00      |
| 3243 | OUT OF STATE TRAINING         | \$100.00    |
| 3244 | POSTAL                        | \$423.09    |
| 3245 | FREIGHT                       | \$5.09      |
| 3246 | COMPUTER SUPPLIES             | \$0.00      |

TOTALS: \$19,895.17

# WV BOARD OF HEARING AID DEALERS

FY 2020

|                            |             |
|----------------------------|-------------|
| REVENUE COLLECTED          | 10,600      |
| 1202 PAYROLL REIMBURSEMENT | \$3,328.00  |
| TOTAL DEPOSITS             | \$13,928.00 |

| LINE    |                               | EXPENSE AMT |
|---------|-------------------------------|-------------|
| 1200    | PERSONAL SRV                  | \$777.00    |
| 1201    | SALARY / PER DIEM             | \$12,190.00 |
| 2202    | SOCIAL SECURITY               | \$932.54    |
| 2205    | WORKER'S COMP                 | \$0.00      |
|         |                               |             |
| 3200    | OFFICE EXPENSE                | \$129.63    |
| 3201    | PRINTING                      | \$95.58     |
| 3202    | RENT                          | \$2,432.75  |
| 3204    | PHONE                         | \$943.08    |
| 3206    | CONTRACTURAL SERV.            | \$0.00      |
| 3207    | ATTORNEY FEES                 | \$0.00      |
| 3211    | TRAVEL                        | \$1,420.13  |
| 3212    |                               | \$5.00      |
| 3213    | COMPUTER & OASIS FEE          | \$0.00      |
| 3214    | EXTERNAL COMPUTER SRVC.       | \$42.50     |
| 3218    | ASSOCIATION DUES              | \$0.00      |
| 3219    | INSURANCE                     | \$2,700.00  |
| 3229    | ROUTINE MAINTENANCE CONTRACTS | \$203.00    |
| 3241    | MISC                          | \$0.00      |
| 3242    | TRAINING                      | \$100.00    |
| 3243    | OUT OF STATE TRAINING         | \$186.36    |
| 3244    | POSTAL                        | \$186.36    |
| 3245    | FREIGHT                       | \$9.56      |
| 3246    | COMPUTER SUPPLIES             | \$195.99    |
| TOTALS: |                               | \$22,549.48 |

**WV BOARD OF HEARING AID DEALERS****2021 BUDGET****BALANCE AS OF 8/21/2020****\$16,022.16**

| LINE    |                               | BUDGET             |
|---------|-------------------------------|--------------------|
| 1200    | PERSONAL SRV                  | \$0.00             |
| 1201    | SALARY / PER DIEM             | \$10,000.00        |
| 2202    | SOCIAL SECURITY               | \$1,300.00         |
| 2205    | WORKER'S COMP                 | \$300.00           |
|         |                               |                    |
| 3200    | OFFICE EXPENSE                | \$400.00           |
| 3201    | PRINTING                      | \$0.00             |
| 3202    | RENT                          | \$3,250.00         |
| 3204    | PHONE                         | \$1,516.00         |
| 3206    | CONTRACTURAL SERV.            | \$0.00             |
| 3207    | ATTORNEY FEES                 | \$500.00           |
| 3211    | TRAVEL                        | \$1,711.00         |
| 3213    | COMPUTER & OASIS FEE          | \$825.00           |
| 3214    | EXTERNAL COMPUTER SRVC.       | \$0.00             |
| 3218    | ASSOCIATION DUES              | \$250.00           |
| 3219    | INSURANCE                     | \$2,700.00         |
| 3229    | ROUTINE MAINTENANCE CONTRACTS | \$0.00             |
| 3241    | MISC                          | \$139.00           |
| 3242    | TRAINING                      | \$400.00           |
| 3244    | POSTAL                        | \$100.00           |
| 3245    | FREIGHT                       | \$0.00             |
| 3246    | COMPUTER SUPPLIES             | \$209.00           |
| TOTALS: |                               | <b>\$23,600.00</b> |