To the Parent(s)/Guardian(s) of: Date:

Dear,

Thank you for enrolling in our Birth to One program, Washington State’s Children with Medical Complexity Collaborative Innovation and Improvement Network (WA State CMC CoIIN). This is a collaborative of organizations that provide parent support, primary care medical home, nutrition support, and local/state level programs for children with special health care needs. We are funded by the federal Maternal and Child Health Bureau, who are interested in understanding how to improve care for all children.

This program is designed for families settling in at home after discharge from the hospital. A Community Resource Care Coordinator is collaborating with you to navigate the often-complicated process of accessing multiple resources and services for your child, helping to streamline communication between all members of your child’s care team.

You have agreed to allow us to talk with members of your child’s care team, document your child’s roadmap journey, and periodically review with you what is working and what could be improved. You may receive a call from our close partner**, PAVE (Partnerships for Action, Voices for Empowerment)**, to provide you further support as a parent of a child with unique special needs. We will check in with you periodically to revisit and update your child’s roadmap in order to help us identify opportunities to improve the system of care for all the children enrolled in our program. We are aware of the frustrations throughout these services and respect each family’s unique journey. We are here to help.

Over the course of a year, we will ask you to participate in two surveys that measure how well the system of care is meeting your needs. These will inform improvement efforts within Washington State. You will be compensated for your time with a $25 gift check for up to $75.

If at any time you feel like this program is not meeting your needs, please let us know that you would like to opt out. If there is something we can do to better work with you and your family’s needs, please let us know. Thank you for allowing us to participate in your child’s care.

Sincerely,

**Gabi Chavarria**
**Community Resources Care Coordinator | Accountable Care
Seattle Children's Hospital**206-987-2754 **OFFICE |** 206-985-3400 **FAX**Gabriela.Chavarria@seattlechildrens.org