

**From:** [Tien Nguyen](#)  
**To:** [Cleland, Sarah \(DSHS/ALTSA/WACARES\)](#)  
**Subject:** FW: Attention LTSS Commission and JR Richards  
**Date:** Thursday, July 17, 2025 4:24:18 PM

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External Email

Subject: Attention LTSS Commission and JR Richards

Name: Christina

Email: [leiva.christina@gmail.com](mailto:leiva.christina@gmail.com)

Phone:

Description: External Email Dear Members of the LTSS Commission and Director of WA Cares, My name is Christina Leiva, and I'm a self-employed mental health therapist and small business owner in Seattle. Although I'm unable to attend tomorrow's meeting, I want to ensure my experiences and concerns are part of the discussion. I'm writing because joining WA Cares—an unintended enrollment—has created financial and ethical problems for me, turning what should be a safety net into a burden. My situation is not unique, and I believe it highlights gaps in how WA Cares is being communicated and implemented—gaps that could impact many others like me across Washington State. In the attached letter, I've shared my story, raised specific questions about how the program functions, and suggested reforms that could help WA Cares better live up to its mission of "Ensuring all Washingtonians have access to affordable long-term care." I hope my letter can help inform solutions that protect both the program's goals and the financial well-being of small business owners like myself. Thank you for your time and your service to Washingtonians. Sincerely, Christina Leiva "Between stimulus and response there is space. In that space is our power to choose our response. In our response lies our growth and our freedom." Frankl

Case # for reference with the DSHS WA Cares team if follow up is needed 00013569

**Additional Internal Comments:**

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