

Rebuttal Exhibits

Garrett Madden — DOR Fair Hearing, October 12, 2026
Hearing SHN-105316215 — DOR Case No. 577053

Seventeen emails from gmadden79@gmail.com and garrettmadden479@gmail.com,
organized to track the Rebuttal to DOR's Statement of Position.

Compiled October 9, 2026

- R-1** (Rebuttal Sec. 1): Re: Transportation — Thu, 18 Jun 2026
- R-2** (Rebuttal Sec. 5): Re: Car rental assistance — Wed, 24 Jun 2026
- R-3** (Procedural): Active DR 107 appeal - Garrett Madden - filed June 16, 2026 — Sat, 27 Jun 2026
- R-4** (Rebuttal Sec. 5): Formal Grievance — Wed, 1 Jul 2026
- R-5** (Rebuttal Sec. 1 (core)): Re: Urgent Records Request – Transportation Services / SHN-1 — Mon, 5 Oct 2026
- R-6** (Rebuttal Sec. 2): RE: Urgent Records Request – Transportation Services / SHN-1 — Mon, 5 Oct 2026
- R-7** (Rebuttal Sec. 4): RE: Urgent Records Request – Transportation Services / SHN-1 — Mon, 5 Oct 2026
- R-8** (Rebuttal Sec. 2 & 5): Formal Complaint — Mon, 5 Oct 2026
- R-9** (Rebuttal Sec. 4): Re: Urgent Records Request – Transportation Services / SHN-1 — Mon, 5 Oct 2026
- R-10** (Rebuttal Sec. 4): RE: Urgent Records Request – Transportation Services / SHN-1 — Tue, 6 Oct 2026
- R-11** (Rebuttal Sec. 4 & 5): Re: Urgent Records Request – Transportation Services / SHN-1 — Tue, 6 Oct 2026
- R-12** (Rebuttal Sec. 1 & 4 (theory origin)): RE: Urgent Records Request – Transportation Services / SHN-1 — Tue, 6 Oct 2026
- R-13** (Rebuttal Sec. 1 & 6): Re: Urgent Records Request – Transportation Services / SHN-1 — Tue, 6 Oct 2026
- R-14a** (Rebuttal Sec. 1): Fwd: ABC NorCal: Work Report Received — Tue, 6 Oct 2026
- R-14b** (Rebuttal Sec. 1 & 4): Fwd: ABC NorCal Laborer Core 1 Excavators Class Enrollment — Tue, 6 Oct 2026
- R-14c** (Rebuttal Sec. 1 & 4): Fwd: ABC NorCal Intro to Apprenticeship Class 8/27/26 Enroll — Tue, 6 Oct 2026
- R-15** (Rebuttal Sec. 6): Re: Urgent Records Request – Transportation Services / SHN-1 — Tue, 6 Oct 2026

Why it matters: June 18, 2026: Garrett reports starting a job in Roseville through Build Strong/ABC NorCal placement. Employment evidence predating the dispute.

Subject: Re: Transportation

From: Garrett Madden <garrettmadden479@gmail.com>

To: None <Peter.Han@dor.ca.gov>, Keller, Esther@DOR <Esther.Keller@dor.ca.gov>, None <aimee.colvin@dor.ca.gov>, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>, None <Carol.Asch@dor.ca.gov>, None <sharon.oSullivan@dor.ca.gov>, None <Gladsona.Somalal@dor.ca.gov>

Date: Thu, 18 Jun 2026 11:18:41 -0700

Hello, On a break and my site project manager informed me I have to get work boots to be on site or I cannot work. I don't have work clothes or work boots for construction. I know this is short notice but I believe I was already approved for this program last year (ABC Norcal job in conjunction with Build strong). I get off work at 330pm

Thank youGarrett Madden

On Wed, Jun 17, 2026 at 7:56 AM Garrett Madden <garrettmadden479@gmail.com> wrote:

Hello, I sent an email yesterday but am sending again in light of my DOR worker being out. I recently started a job in Roseville. The site address is 1302 Pleasant Grove Blvd, Roseville, CA 95747 (the construction company headquarters is 7621 Painted Desert Dr, Roseville, CA 95747). My hours are 7:00 a.m. to 3:30 p.m. I was placed at this site through my Build Strong training program and the ABC NorCal program that DOR originally introduced me to.

I continued to research whether public transit can get me there on time, and it cannot:

- The trip crosses three agencies (SacRT, Roseville Transit, Placer County Transit) with multiple transfers.
- Roseville Transit does not begin service until 5:45 a.m., and the routes near my work do not run early or frequently enough to get me there by my 7:00 a.m. start.

There is no combination of routes that produces an on-time arrival. Transit is not a viable option for this job.

This is an ongoing position with no set end date, and that fact is what makes a vehicle purchase the responsible choice rather than a rental. A rental is an open-ended, recurring cost with no cap. A used vehicle is a one-time, fixed cost. The longer my employment continues, the more a rental costs relative to simply purchasing a reliable vehicle.

A rental in this area runs roughly \$1,000 to \$1,500 per month once daily rates, taxes, and fees are included. A reliable used vehicle typically falls in the \$5,000 to \$10,000 range. At those numbers, an ongoing rental pays for an entire vehicle in about four to eight months, and my job has no anticipated end point. Every rental dollar spent past that window is money with nothing to show for it, against a need that does not stop.

Because the employment is indefinite, the rental is the higher-cost path and a vehicle purchase is the lower-total-cost path. I am asking that we explore a vehicle purchase on that basis. I raised this before during the previous transportation study.

Can anyone assist with this as soon as possible? I need this job so I can find a place to live. I do not have access to my cell phone during work hours and am available after 3:30 p.m.

Thank you,

Garrett Madden

Why it matters: June 24, 2026: Garrett demands the transportation-for-work denial "in writing with the actual counter offer" and insists training vs. work transportation are separate issues. Repeated written-denial requests on the record.

Subject: Re: Car rental assistance

From: Garrett Madden <garrettmadden479@gmail.com>

To: O'Sullivan, Sharon M@DOR <Sharon.O'Sullivan@dor.ca.gov>

Date: Wed, 24 Jun 2026 17:11:21 -0700

Including the appeals department in this again.

Thank you

On Wed, Jun 24, 2026 at 5:09 PM Garrett Madden <garrettmadden479@gmail.com> wrote:

As I stated in my previous email - I want to move forward with my appeal for the denial of my transportation request for training.

I am expecting a separate written decision for my request for transportation for work - If you are denying my request then again I need that denial in writing with the actual counter offer specifically for my request for transportation to work. These are two separate issues and I dont want to confuse the two. Thank you GM

On Wed, Jun 24, 2026 at 4:57 PM O'Sullivan, Sharon M@DOR <Sharon.O'Sullivan@dor.ca.gov> wrote:

Hello Garrett,

Thank you for meeting with me this afternoon to discuss your current transportation need. As discussed, while DOR cannot purchase a vehicle, we can assist you with car rental for the first couple of months of employment.

As requested, please provide your CDL and insurance details as this will be needed to book your car rental. Esther, Aimee, please reach out to me directly if you have any questions. I see Peter is out of office.

Thank you-Sharon

Sharon O'Sullivan MS, RN, CRC

District Administrator-Northern Sierra District

Department of Rehabilitation

Direct Line: 916/558-5304

Main Line: 916/558-5300

Email: sharon.osullivan@dor.ca.gov

Website : www.dor.ca.gov

Pronouns: She/Her/Hers

Why it matters: June 27, 2026: DR 107 appeal filed June 16 for BOTH mediation and fair hearing. On June 24 DOR sent a "Withdrawal of mediation and fair hearing request" Garrett never requested; he explicitly rejected it the same day.

Subject: Active DR 107 appeal - Garrett Madden - filed June 16, 2026 - request to set hearing
From: Garrett Madden <garrettmadden479@gmail.com>
To: DOR Appeals Info <Appeals.Info@dor.ca.gov>
Date: Sat, 27 Jun 2026 11:00:39 -0700

Hello,

I am writing to confirm the status of my Request for Mediation and/or Fair Hearing (DR 107) and to request that my hearing be set.

Consumer: Garrett Madden Counselor: Peter Han (covering for Gladsona Somalal) DR 107 filed: June 16, 2026, requesting BOTH Mediation and Fair Hearing Decision being appealed: the May 26, 2026 Administrative Review decision regarding training transportation

I am writing because my mediation and fair hearing have not yet been set, and I want to make sure my appeal is correctly recorded as active.

On June 24, 2026, I received an email from District Administrator Sharon O'Sullivan with the subject line "Withdrawal of mediation and fair hearing request." I did NOT request to withdraw my appeal, and I do not agree to any withdrawal. I responded to her the same day stating clearly that I wish to continue with my mediation and fair hearing for the training transportation decision. To avoid any confusion, I am confirming directly to your office now: my DR 107 filed June 16, 2026 remains active. I am not withdrawing it.

Please confirm in writing that my appeal is active and on calendar, and please advise of the scheduled dates for mediation and the fair hearing. My DR 107 reflects that I am available Monday through Friday after 3:30 p.m. due to my job placement.

If there is any record indicating my appeal was withdrawn, please flag it to me immediately so I can correct it, as no withdrawal was authorized by me.

Thank you, Garrett Madden 919- 239-9546 garrettmadden479@gmail.com

Why it matters: July 1, 2026 formal grievance: DOR "failing to provide formal, written decision letters," offering only "informal, cyclical communication that denies" appeal rights. Filed months before the hearing.

Subject: Formal Grievance

From: Garrett Madden <garrettmadden479@gmail.com>

To: None <grievance@disabilityrightsca.org>

Date: Wed, 1 Jul 2026 10:23:21 -0700

To the DRC Executive Unit,

I am a Sacramento resident and a consumer of the Department of Rehabilitation (DOR). I am filing this formal administrative grievance against Disability Rights California due to the total inaccessibility of your standard intake infrastructure for working individuals.

1. Contact Information: - Name: Garrett Madden -

Address: 3620 Duckhorn Drive, Sacramento, CA 95834 - **Phone Number:** 916-239-9546 - **Email**

Address: garrettmadden479@gmail.com **2. Reason for Filing this Grievance:**

I require urgent intervention from a Client Assistance Program (CAP) advocate because the Sacramento DOR office is failing to provide formal, written decision letters for my active cases, including those related to my current employment transportation needs. Instead, they provide informal, cyclical communication that denies me the necessary documentation to exercise my legal right to administrative appeals - despite my formal request to receive decisions in writing for further review and understanding. They also keep asking me the same questions over and over again even though I have answered.

Furthermore, I have been unable to access DRC's intake system. The toll-free intake lines close early and are inaccessible on Wednesdays. Online intake forms are inactive, and the online intake system is non-functional. As a working consumer with strict work hours (7:00 a.m. – 3:30 p.m.), I am effectively locked out of advocacy services while the DOR continues to delay critical transportation support, threatening my job placement.

3. Desired Resolution : - Immediately bypass the non-functional online intake queue and formally open an active CAP advocacy file on my behalf regarding the ongoing DOR issues. - Assign a Senior Advocate or CAP Supervisor to my case, given the urgency and the potential loss of my job placement due to transportation delays. - Direct the assigned advocate to schedule an evening callback with me after 3:30PM to review my DOR case. **Availability Restrictions:** I am not available between 7:00 AM and 3:30 PM due to my strict work hours. I am available for phone contact exclusively after 3:30 PM at 916-239-9546 or via a direct reply to this email.

Garrett Madden

916-239-9546

Why it matters: Oct 5, 2026, 9:57 AM: Garrett's own words describing the apprenticeship's paid/unpaid structure and that he has "not received any wages since September 11." This is the email DOR's SOP mischaracterizes as "not employed." Read this against the SOP's paraphrase.

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

From: Garrett Madden <garrettmadden479@gmail.com>

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Date: Mon, 5 Oct 2026 09:57:06 -0700

Please see attached and please help me understand:

From the little bit I have read, CCR 7161.5 is not being applied to my situation correctly, because I do not think the standard behind it fits an apprenticeship program.

Section 7161.5(a) deems a client financially capable of assuming transportation costs after receiving one full month of salary or wages, unless hardship exists. That assumes steady, continuous wages. My situation is not that. I am in the ABC NorCal apprenticeship program, which alternates paid on-the-job training with mandatory, unpaid classroom training that I am required to attend as a condition of the program. This is not optional, and it is not something within my control to schedule around.

My last day of paid work was September 11, 2026. I already missed one week of entirely because I had no transportation, due to DOR's transportation assistance not being resolved. I then attended five consecutive days of mandatory, unpaid classroom training from September 21 through September 25. I have not received any wages since September 11, for either reason, through no fault of my own: first because of the unresolved transportation gap, and then because of a mandatory unpaid training requirement built into the apprenticeship program itself. The program has training sessions like this throughout which I thought the DOR would be aware of since the DOR referred me.

I do not believe it is accurate to evaluate my situation as though I have had steady wages this entire period. For nearly a month, I have had no income at all, through circumstances outside my control, while continuing to incur the transportation and household costs this review concerns. I am asking DOR to consider these factors directly in the hardship determination, rather than applying the standard one-month-of-wages assumption as though it reflects my actual circumstances.

Also, I didn't want to disclose my personal business but I have been in the middle of a separation/divorce since 2024. None of the bills I pay are in my name - I provide support for my kids which includes rent and utilities or whatever else they need. My kids' mom has been gracious enough to help me provide the info you need. I thought I told you this already.

Thank you, Garrett Madden

On Mon, Oct 5, 2026 at 6:01 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Good morning, Mr. Madden,

Thank you for attachments. Unfortunately, we are not able to verify your bills with the bank statements. As requested, please submit a copy of your bills for the amount listed in the table.

To keep things together, please kindly submit copies of the bills requested in one email by 5:00 PM on October 9th if you wish for DOR to continue to review your financial hardship request for a 3rd month of car rental services. If we don't receive the documents from you by the specified time, your request for support with a 3rd month of transportation services will be closed.

Thank you,

Kamie

Thank you,

Kamie

<https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

[Sacramento, CA 95814](#)

[\(916\) 720-9301](#) direct line

[\(916\) 558-5300](#) front office

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From: Zapanta, Kamie@DOR

Sent: Tuesday, September 29, 2026 9:15 AM

To: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: FW: Urgent Records Request – Transportation Services / SHN-105316215

Here you go.

<https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g> Kamie

Kamie Zapanta

Team Manager

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Thursday, September 24, 2026 9:23 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Good morning Kamie,

Sending this on my break. I want to correct the record on what is actually being reviewed, address a documentation gap, and update you on the current, urgent situation.

My original request was for assistance with a vehicle purchase, not rental car service. I raised this in writing on June 17, 2026, explaining that public transit was not a viable option for my Roseville worksite due to timing and multiple transfers across three transit agencies (SacRT, Roseville Transit, and Placer County Transit), and that because the position is ongoing and indefinite, purchasing a reliable used vehicle (\$5,000–\$10,000) was the lower-total-cost option compared to open-ended car rentals, which I estimated at \$1,000–\$1,500 per month. Since that training, I have been placed at jobs sites that were 40 and no 51 miles away.

On June 24, 2026, Sharon O'Sullivan responded in writing stating, "while DOR will not purchase a vehicle as you requested, we can temporarily assist you with car rental." That is a denial of my vehicle purchase request. I have never received a formal written denial notice for that request, only this informal email, which was also bundled into an attempt to have me withdraw my separate mediation and fair hearing request, which I declined to do. I am formally requesting that DOR provide the written denial notice for the vehicle purchase request, with applicable appeal rights, as required. If DOR takes the position that no such notice is required or that this June 24 email constitutes that notice, please confirm that in writing.

The numbers from my June 17 request have since been confirmed in practice. After my DOR-provided rental ended, I paid for a one-week Turo rental myself (9/7/26–9/14/26, \$429.95). When that ended without resolution from DOR, I was forced to book a second rental through Turo (Ninth Ave Rentals, reservation #61432278, 9/20/26–10/4/26, \$718.28). That is \$1,148.23 in out-of-pocket transportation costs in a single month, from an account that runs close to zero. This is exactly the open-ended rental cost pattern I flagged in June, and it will keep recurring every few weeks unless this is resolved.

Thank you for confirming in writing that DOR is conducting a review under CCR 7161.5 for financial hardship, and that the DR 233 is not the hardship determination itself but would only come into play to calculate share-of-cost if hardship is not established.

Most urgently: my last date on the job was September 11. I have not worked since, and I will not have a paycheck this week or next. I am currently in unpaid class training for this same job, which I have only been able to attend because the training site is close by. I do not have the funds to rent a vehicle again once this current rental ends; I keep having to borrow money. Without a resolution before then, I will have no way to get to the Colfax worksite starting 10/5/2026 and no income to cover transportation myself. This is the exact situation my June 17 request was meant to prevent.

I have attached my bank statement as it actually shows the payments I've had to make regarding taking care of my kids. I am not part of my kids' household, but I still help provide for them.

Thank you,

Garrett Madden

On Thu, Sep 24, 2026 at 7:46 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Good morning, Garrett,

I am sorry if my previous responses to your questions was not clear to you. Please see my answers to your questions below.

1. Part II of the DR 233 is designated "To Be Completed By The Counselor," and Part III is a payment agreement to be completed by the counselor and consumer together. I have completed my section. I will not sign a payment agreement until DOR completes its portion. Directing me to review the regulations to complete DOR's section of DOR's own form is not an acceptable instruction. Please have the counselor complete Part II and return it to me.

**** ****

Thank you for completing the top portion of the DR 233. We will complete the bottom portion of the DR 233 with the additional information you've provided us.

1. Please explain, in writing, which determination DOR is actually conducting. My request concerns continued transportation assistance and undue financial hardship under CCR 7161.5. The DR 233 and the Chapter 5 materials you sent concern Client Financial Participation, which is a separate determination about whether a consumer must pay toward the cost of services. Please state in writing whether DOR is conducting a 7161.5 transportation hardship review, a Chapter 5 financial participation assessment, or both, and how the DR 233 relates to my transportation request.

We are evaluating your request for a 3rd month of transportation service. With the information you provide us, we will determine if you meet the criteria for financial hardship under CCR 7161.5.

**** 3. Please explain, in writing, why a financial participation / cost-of-services form is being used to decide a transportation hardship request, and identify the specific regulation that requires it for that purpose.****

The DR 233 form is not being used to determine whether you meet the criteria for a financial hardship. The form is use to determine your share of your cost if you do not meet the definition of financial hardship.

As a reminder, at this time, your review of your request for support with the 3rd month of rental car services has been placed on hold as you have yet to provide us with the documentation, we are seeking to verify the amounts listed in the attached table. The documents you have pro

Why it matters: Oct 5, 2026: Kamie sets an Oct 9, 5:00 PM deadline for bills, warning the 3rd-month request "will be closed" without them. Shows DOR's own deadline framing.

Subject: RE: Urgent Records Request – Transportation Services / SHN-105316215
From: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>
To: garrettmadden479@gmail.com <garrettmadden479@gmail.com>
Date: Mon, 5 Oct 2026 13:01:45 +0000

Good morning, Mr. Madden,

Thank you for attachments. Unfortunately, we are not able to verify your bills with the bank statements. As requested, please submit a copy of your bills for the amount listed in the table.

To keep things together, please kindly submit copies of the bills requested in one email by 5:00 PM on October 9th if you wish for DOR to continue to review your financial hardship request for a 3rd month of car rental services. If we don't receive the documents from you by the specified time, your request for support with a 3rd month of transportation services will be closed.

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Thank you,

Kamie

Kamie Zapanta

Team Manager

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From: Zapanta, Kamie@DOR

Sent: Tuesday, September 29, 2026 9:15 AM

To: Keller, Esther@DOR Esther.Keller@dor.ca.gov

Subject: FW: Urgent Records Request – Transportation Services / SHN-105316215

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Thank you,

Garrett Madden

On Thu, Sep 24, 2026 at 7:46 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

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1. Part II of the DR 233 is designated "To Be Completed By The Counselor," and Part III is a payment agreement to be completed by the counselor and consumer together. I have completed my section. I will not sign a payment agreement until DOR completes its portion. Directing me to review the regulations to complete DOR's section of DOR's own form is not an acceptable instruction. Please have the counselor complete Part II and return it to me.

** **

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1. Please explain, in writing, which determination DOR is actually conducting. My request concerns continued transportation assistance and undue financial hardship under CCR 7161.5. The DR 233 and the Chapter 5 materials you sent concern Client Financial Participation, which is a separate determination about whether a consumer must pay toward the cost of services. Please state in writing whether DOR is conducting a 7161.5 transportation hardship review, a Chapter 5 financial participation assessment, or both, and how the DR 233 relates to my transportation request.

We are evaluating your request for a 3rd month of transportation service. With the information you provide us, we will determine if you meet the criteria for financial hardship under CCR 7161.5.

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As a reminder, at this time, your review of your request for support with the 3rd month of rental car services has been placed on hold as you have yet to provide us with the documentation, we are seeking to verify the amounts listed in the attached table. The documents you have provided us thus far to evaluate this request are the two attached documents.

I have a question for you, when was the last date you reported to work?

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Wednesday, September 23, 2026 5:59 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Somalal, Gladsona@DOR <Gladsona.Somalal@dor.ca.gov>; Han, Peter@DOR <Peter.Han@dor.ca.gov>; Keller, Esther@DOR <Esther.Keller@dor.ca.gov>; Colvin, Aimee@DOR <Aimee.Colvin@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Hello Kamie,

Thank you for the response. I am not able to address the documentation request until DOR answers the outstanding question I have already asked twice.

On September 10, I asked DOR to state in writing whether it is conducting a 7161.5 transportation hardship review, a Chapter 5 financial participation assessment, or both, and how the DR 233 relates to my transportation request. Your September 21 email states that you "believe" my inquiries were

answered, but does not identify where or when, and does not actually answer the question. This is now the second time I have asked without receiving a direct answer.

Additionally, regarding the "remaining items" you referenced: I need DOR to confirm specifically what has and has not already been received. I have submitted documentation multiple times over the course of this process, and I am not in a position to determine on my own what DOR believes is still missing versus what has already been provided and possibly overlooked. Please provide a specific, itemized list of exactly what the DOR has received to date and exactly what remains outstanding, rather than a general reference to "the bills listed in the table."

I will respond further once I have DOR's written answers to both of these points.

Thank you, Garret

Why it matters: Oct 5, 2026, 4:46 PM: Kamie reframes Garrett's explanation as "new information about the structure of your apprenticeship program" and requests a phone meeting plus a signed release to contact ABC NorCal directly.

Subject: RE: Urgent Records Request – Transportation Services / SHN-105316215

From: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

To: Garrett Madden <garrettmadden479@gmail.com>

Date: Mon, 5 Oct 2026 23:45:56 +0000

Hello Garrett,

Thank you for the attachments. I understand that are separation/divorce is very confidential and personal, but I appreciate you being forthcoming and providing the information we requested in order to properly evaluate your situation and request for a 3rd month of transportation assistance.

In consideration of the new information, you've provided about the structure of your apprenticeship program, I would like to schedule a phone meeting with you to help me better understand your program structure, curriculum, timelines for site placements, service needs, and scheduled graduation date. Also, may I please ask you to sign a release of information to your apprentice program so that I may directly reach out to them to answer any questions you may not have answers to after our meeting? If it's easier for you, I would be happy to meet you and your program director at the school site. As an alternative, I would be happy to schedule a Zoom meeting with you this week.

Please let me know if any of the times listed below works for you:

- Tuesday, October 6th from 12-1 or 3-4
- Wednesday, October 7th from 3-4

My goal is to meet with you as soon as possible so that I may properly evaluate next steps we need to take and if it makes sense to continue evaluating your financial hardship request in accordance to CCR 7161.5.

Thank you,

Kamie

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

721 Capitol Mall, Suite 110

Sacramento, CA 95814

(916) 720-9301 direct line

(916) 558-5300 front office

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From: Garrett Madden garrettmadden479@gmail.com

Sent: Monday, October 5, 2026 9:57 AM

To: Zapanta, Kamie@DOR Kamie.Zapanta@dor.ca.gov

Cc: Keller, Esther@DOR Esther.Keller@dor.ca.gov

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Please see attached and please help me understand:

From the little bit I have read, CCR 7161.5 is not being applied to my situation correctly, because I do not think the standard behind it fits an apprenticeship program.

Section 7161.5(a) deems a client financially capable of assuming transportation costs after receiving one full month of salary or wages, unless hardship exists. That assumes steady, continuous wages. My situation is not that. I am in the ABC NorCal apprenticeship program, which alternates paid on-the-job training with mandatory, unpaid classroom training that I am required to attend as a condition of the program. This is not optional, and it is not something within my control to schedule around.

My last day of paid work was September 11, 2026. I already missed one week of entirely because I had no transportation, due to DOR's transportation assistance not being resolved. I then attended five consecutive days of mandatory, unpaid classroom training from September 21 through September 25. I have not received any wages since September 11, for either reason, through no fault of my own: first because of the unresolved transportation gap, and then because of a mandatory unpaid training requirement built into the apprenticeship program itself. The program has training sessions like this throughout which I thought the DOR would be aware of since the DOR referred me.

I do not believe it is accurate to evaluate my situation as though I have had steady wages this entire period. For nearly a month, I have had no income at all, through circumstances outside my control, while continuing to incur the transportation and household costs this review concerns. I am asking DOR to consider these factors directly in the hardship determination, rather than applying the standard one-month-of-wages assumption as though it reflects my actual circumstances.

Also, I didn't want to disclose my personal business but I have been in the middle of a separation/ divorce since 2024. None of the bills i pay are in my name - I provide support for my kids which includes rent and utilities or whatever else they need. My kids' mom has been gracious enough to help me provide the info you need. I thought I told you this already.

Thank you,

Garrett Madden

On Mon, Oct 5, 2026 at 6:01 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Good morning, Mr. Madden,

Thank you for attachments. Unfortunately, we are not able to verify your bills with the bank statements. As requested, please submit a copy of your bills for the amount listed in the table.

To keep things together, please kindly submit copies of the bills requested in one email by 5:00 PM on October 9th if you wish for DOR to continue to review your financial hardship request for a 3rd month of car rental services. If we don't receive the documents from you by the specified time, your request for support with a 3rd month of transportation services will be closed.

Thank you,

Kamie

Thank you,

Kamie

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

[Sacramento, CA 95814](#)

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From: Zapanta, Kamie@DOR

Sent: Tuesday, September 29, 2026 9:15 AM

To: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: FW: Urgent Records Request – Transportation Services / SHN-105316215

Here you go.

Kamie

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Thursday, September 24, 2026 9:23 AM

To: Zapanta, Kamie@DOR < Kamie.Zapanta@dor.ca.gov >

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Good morning Kamie,

Sending this on my break. I want to correct the record on what is actually being reviewed, address a documentation gap, and update you on the current, urgent situation.

My original request was for assistance with a vehicle purchase, not rental car service. I raised this in writing on June 17, 2026, explaining that public transit was not a viable option for my Roseville worksite due to timing and multiple transfers across three transit agencies (SacRT, Roseville Transit, and Placer County Transit), and that because the position is ongoing and indefinite, purchasing a reliable used vehicle (\$5,000–\$10,000) was the lower-total-cost option compared to open-ended car rentals, which I estimated at \$1,000–\$1,500 per month. Since that training, I have been placed at jobs sites that were 40 and no 51 miles away.

On June 24, 2026, Sharon O'Sullivan responded in writing stating, "while DOR will not purchase a vehicle as you requested, we can temporarily assist you with car rental." That is a denial of my vehicle purchase request. I have never received a formal written denial notice for that request, only this informal email, which was also bundled into an attempt to have me withdraw my separate mediation and fair hearing request, which I declined to do. I am formally requesting that DOR provide the written denial notice for the vehicle purchase request, with applicable appeal rights, as required. If DOR takes the position that no such notice is required or that this June 24 email constitutes that notice, please confirm that in writing.

The numbers from my June 17 request have since been confirmed in practice. After my DOR-provided rental ended, I paid for a one-week Turo rental myself (9/7/26–9/14/26, \$429.95). When that ended without resolution from DOR, I was forced to book a second rental through Turo (Ninth Ave Rentals, reservation #61432278, 9/20/26–10/4/26, \$718.28). That is \$1,148.23 in out-of-pocket transportation costs in a single month, from an account that runs close to zero. This is exactly the open-ended rental cost pattern I flagged in June, and it will keep recurring every few weeks unless this is resolved.

Thank you for confirming in writing that DOR is conducting a review under CCR 7161.5 for financial hardship, and that the DR 233 is not the hardship determination itself but would only come into play to calculate share-of-cost if hardship is not established.

Most urgently: my last date on the job was September 11. I have not worked since, and I will not have a paycheck this week or next. I am currently in unpaid class training for this same job, which I have only been able to attend because the training site is close by. I do not have the funds to rent a vehicle again once this current rental ends; I keep having to borrow money. Without a resolution before then, I will have no way to get to the Colfax worksite starting 10/5/2026 and no income to cover transportation myself. This is the exact situation my June 17 request was meant to prevent.

I have attached my bank statement as it actually shows the payments I've had to make regarding taking care of my kids. I am not part of my kids' household, but I still help provide for them.

Thank you,

Garrett Madden

On Thu, Sep 24, 2026 at 7:46 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Good morning, Garrett,

I am sorry if my previous responses to your questions was not clear to you. Please see my answers to your questions below.

1. **Part II of the DR 233 is designated "To

Why it matters: Oct 5, 2026 formal complaint: documents the shifting documentation standard (bank statements first required, then declared unusable for verifying bills) and unanswered questions.

Subject: Formal Complaint

From: Garrett Madden <garrettmadden479@gmail.com>

To: None <dawn.acevedo@dor.ca.gov>

Date: Mon, 5 Oct 2026 18:09:34 -0700

I am writing to file a formal complaint regarding the handling of my transportation hardship review (SHN-105316215) by my counselor whoever it is either Gladsona Somolal or Peter Yang, Kamie Zapanta, Team Manager, Capitol Mall Branch Office.

Since this review began, I have tried to cooperate, with every document request, provided bank records, paystubs, the DR 233, an income and living expense table, and now full Conserve and AT&T billing statements for June, July, and August 2026. Despite this, the documentation standard has repeatedly shifted without explanation:

1. I was first told bank statements were needed to verify expenses. When I provided them, I was told they could not be used to verify bills, and that bills themselves were required - but their own email to me on 9/2/2026 which is pasted below, contradicts this.

image.png

1. I have yet to receive a direct answer about many of my questions.
2. On the same day I raised that legal question, and after I had provided the additional billing documentation requested, I received a new request asking me to sign a release of information authorizing DOR to contact my apprenticeship program directly, and proposing an in-person meeting at the school site with my program director present. No explanation was given for why this is necessary to a transportation hardship determination, or what specific information is being sought that I am not able to provide directly.

Taken together, this is a pattern of escalating and unexplained demands that has continued even after I have provided what was asked for, and that intensified specifically after I raised a legal question about DOR's documentation standard. I am concerned this reflects an effort to delay or manufacture grounds to deny my request, rather than a good-faith hardship review conducted under CCR 7161.5.

I am requesting that this complaint be formally logged, that a supervisor or administrator independent of this case review how it has been handled to date, and that I receive a written response addressing each of the three points above.

My Fair Hearing on the underlying transportation matter remains pending under SHN-105316215. I am filing this complaint separately from that proceeding.

Thank you, Garrett Madden

Why it matters: Oct 5, 2026: Garrett replies that DOR referred him to ABC NorCal and should already know the program; calls the meeting/release demand "extremely invasive." Offers DOR the program's public contact instead.

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

From: Garrett Madden <garrettmadden479@gmail.com>

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Date: Mon, 5 Oct 2026 18:12:37 -0700

It would probably be better for you to speak directly with ABC Norcal because I do not know how the program runs. The DOR referred me to the program and I assumed the DOR knew the program and its process. The documents you sent on Sunday include a letter with ABC Norcal's information; you can call them to get program details. I just follow their instructions. I do not understand what you mean about meeting with me and the director at the school site? What more information do you want? I find this extremely invasive and I don't understand.

On Mon, Oct 5, 2026 at 4:46 PM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Hello Garrett,

Thank you for the attachments. I understand that are separation/divorce is very confidential and personal, but I appreciate you being forthcoming and providing the information we requested in order to properly evaluate your situation and request for a 3rd month of transportation assistance.

In consideration of the new information, you've provided about the structure of your apprenticeship program, I would like to schedule a phone meeting with you to help me better understand your program structure, curriculum, timelines for site placements, service needs, and scheduled graduation date. Also, may I please ask you to sign a release of information to your apprentice program so that I may directly reach out to them to answer any questions you may not have answers to after our meeting? If it's easier for you, I would be happy to meet you and your program director at the school site. As an alternative, I would be happy to schedule a Zoom meeting with you this week.

Please let me know if any of the times listed below works for you:

- Tuesday, October 6th from 12-1 or 3-4
- Wednesday, October 7th from 3-4

My goal is to meet with you as soon as possible so that I may properly evaluate next steps we need to take and if it makes sense to continue evaluating your financial hardship request in accordance to CCR 7161.5.

Thank you,

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Monday, October 5, 2026 9:57 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

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Also, I didn't want to disclose my personal business but I have been in the middle of a separation/divorce since 2024. None of the bills i pay are in my name - I provide support for my kids which includes rent and utilities or whatever else they need. My kids' mom has been gracious enough to help me provide the info you need. I thought I told you this already.

Thank you,

Garrett Madden

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Thank you,

Kamie

Thank you,

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<https://www.google.com/maps/search/721%0D%0A+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,%0D%0A+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

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From: Zapanta, Kamie@DOR

Sent: Tuesday, September 29, 2026 9:15 AM

To: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: FW: Urgent Records Request – Transportation Services / SHN-105316215

Here you go.

Kamie

Kamie Zapanta <https://www.google.com/maps/search/721%0D%0A+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,%0D%0A+CA+95814?entry=gmail&source=g> Team Manager

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Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

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The numbers from my June 17 request have since been confirmed in practice. After my DOR-provided rental ended, I paid for a one-week Turo rental myself (9/7/26–9/14/26, \$429.95). When that ended without resoluti

Why it matters: Oct 6, 2026, 8:35 AM: Kamie again demands the signed release, due "by COB today," to reach out to the program this week.

Subject: RE: Urgent Records Request – Transportation Services / SHN-105316215
From: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>
To: Garrett Madden <garrettmadden479@gmail.com>
Date: Tue, 6 Oct 2026 15:35:42 +0000

Good morning, Garrett,

DOR works with several training programs and each program is different. Thus, I would like to have a better understanding of the program structure, curriculum, timelines for site placements, service needs, and scheduled graduation date. I may have additional questions based on the information provided.

I am thankful that you are open to me reaching out to the program directly to obtain this information. In order for me to so, I would like to ask you to sign the attached release of information. Please kindly return it to me by COB today so that I can reach out to them this week.

Thank you,

Kamie

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

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From: Garrett Madden garrettmadden479@gmail.com

Sent: Monday, October 5, 2026 6:13 PM

To: Zapanta, Kamie@DOR Kamie.Zapanta@dor.ca.gov

Cc: Keller, Esther@DOR Esther.Keller@dor.ca.gov

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

It would probably be better for you to speak directly with ABC Norcal because I do not know how the program runs. The DOR referred me to the program and I assumed the DOR knew the program and its process. The documents you sent on Sunday include a letter with ABC Norcal's information; you can call them to get program details. I just follow their instructions. I do not understand what you mean about meeting with me and the director at the school site? What more information do you want? I find this extremely invasive and I don't understand.

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Thank you,

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

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Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

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Thank you,

Garrett Madden

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Good morning, Mr. Madden,

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Thank you,

Kamie

Thank you,

Kamie

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

[Sacramento, CA 95814](#)

[\(916\) 720-9301](#) direct line

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From: Zapanta, Kamie@DOR

Sent: Tuesday, September 29, 2026 9:15 AM

To: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: FW: Urgent Records Request – Transportation Services / SHN-105316215

Here you go.

Kamie

Kamie Zapanta

Team Manager

Capitol Mall Branch Office

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[Sacramento, CA 95814](#)

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Thursday, September 24, 2026 9:23 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Good morning Kamie,

Sending this on my break. I want to correct the record on what is actually being reviewed, address a documentation gap, and update you on the current, urgent situation.

My original request was for assistance with a vehicle purchase, not rental car service. I raised this in writing on June 17, 2026, explaining that public transit was not a viable option for my Roseville worksite due to timing and multiple transfers across three transit agencies (SacRT, Roseville Transit, and Pla

Why it matters: Oct 6, 2026, 10:14 AM: Garrett declines the broad release, redirects DOR to ABC NorCal's public website, and writes: "If what I have provided is insufficient for my hardship evaluation, please send me an official denial letter so I can maintain my rights."

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215
From: Garrett Madden <garrettmadden479@gmail.com>
To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>, None <dawn.acevedo@dor.ca.gov>
Date: Tue, 6 Oct 2026 10:14:11 -0700

Hello, What you are asking goes well beyond needing a better understanding of my program's structure, curriculum etc. Please contact ABC Norcal directly. They can give you generalized information on how their program works. Better yet, they have a website that explains that here <https://abcnorcal.org/education-training/apprenticeship/>

If what I have provided is insufficient for my hardship evaluation, please send me an official denial letter so I can maintain my rights. I have continued to use the little money I have to rent a car and I don't know how long that is going to last as it is not sustainable.

Thanks

On Tue, Oct 6, 2026 at 8:35 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Good morning, Garrett,

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I am thankful that you are open to me reaching out to the program directly to obtain this information. In order for me to do so, I would like to ask you to sign the attached release of information. Please kindly return it to me by COB today so that I can reach out to them this week.

Thank you,

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Monday, October 5, 2026 6:13 PM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

It would probably be better for you to speak directly with ABC Norcal because I do not know how the program runs. The DOR referred me to the program and I assumed the DOR knew the program and its process. The documents you sent on Sunday include a letter with ABC Norcal's information; you can call them to get program details. I just follow their instructions. I do not understand what you mean about meeting with me and the director at the school site? What more information do you want? I find this extremely invasive and I don't understand.

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In consideration of the new information, you've provided about the structure of your apprenticeship program, I would like to schedule a phone meeting with you to help me better understand your program structure, curriculum, timelines for site placements, service needs, and scheduled graduation date. Also, may I please ask you to sign a release of information to your apprentice program so that I may directly reach out to them to answer any questions you may not have answers to after our

meeting? If it's easier for you, I would be happy to meet you and your program director at the school site. As an alternative, I would be happy to schedule a Zoom meeting with you this week.

Please let me know if any of the times listed below works for you:

- Tuesday, October 6th from 12-1 or 3-4
- Wednesday, October 7th from 3-4

My goal is to meet with you as soon as possible so that I may properly evaluate next steps we need to take and if it makes sense to continue evaluating your financial hardship request in accordance to CCR 7161.5.

Thank you,

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Monday, October 5, 2026 9:57 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Keller, Esther@DOR < Esther.Keller@dor.ca.gov >

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

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From: Zapanta, Kamie@DOR

Sent: Tuesday, September 29, 2026 9:15 AM

To: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: FW: Urgent Records Request – Transportation Services / SHN-105316215

Here you go.

Kamie

Kamie Zapanta

Team Manage

Why it matters: Oct 6, 2026, 1:28 PM: the origin point of DOR's theory. Kamie writes: "If you are not considered an employee when you are placed at the sites, we will no longer need to continue the financial hardship evaluation." First appearance of "not an employee" anywhere; conditional framing, sourced from DOR, not from Garrett.

Subject: RE: Urgent Records Request – Transportation Services / SHN-105316215

From: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

To: Garrett Madden <garrettmadden479@gmail.com>, Acevedo, Dawn@DOR
<Dawn.Acevedo@dor.ca.gov>

Date: Tue, 6 Oct 2026 20:28:01 +0000

Hi Mr. Madden,

It is important that we have a good understanding of the program. I reviewed the information on the ABC Norcal website, but it is only general information. So, I reached out to a contact at ABC Norcal for more information.

Based on the information you've provided, I will need to place your financial hardship review for a 3rd month of transportation support on hold until I can clarify your current status. If you are not considered an employee when you are placed at the sites, we will no longer need to continue the financial hardship evaluation for the 3rd month of employment.

I'd also like to remind you that the 3rd month of transportation support would be for car rental expenses starting August 15th through September 11th.

I have a few follow-up questions:

1. Did you report to a work site after August 14th? If so, what are the dates you reported to work between August 15th through September 11th which you reported to be your last day of work.
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Sent: Tuesday, October 6, 2026 10:14 AM

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Dawn.Acevedo@dor.ca.gov

Cc: Keller, Esther@DOR Esther.Keller@dor.ca.gov

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Why it matters: Oct 6, 2026: "So you don't believe I'm in the program? Please send me a decision letter so I can exercise my appeal rights." Documents the \$429.95 Turo rental (Sept 7-14) and notes DOR is re-asking questions already answered in writing.

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

From: Garrett Madden <garrettmadden479@gmail.com>

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Date: Tue, 6 Oct 2026 15:02:49 -0700

So you don't believe I'm in the program? Please send me a decision letter so I can exercise my appeal rights. I find it hard to believe you put every participant through this much scrutiny for a program YOU referred them to. I want to flag that both of your questions below have already been answered in writing in this same email thread. I reported to and continued working through September 11, 2026. Between August 15 and September 11, I got to work using the DOR-authorized rental vehicle. Once that assistance ended, I booked a one-week rental through Turo at my own expense (reservation #61093583, 9/7/2026–9/14/2026, \$429.95) specifically because I do not have a credit card and could not absorb the deposit and hold a standard rental agency requires on a debit card. I documented this, with the receipt, in my email to you on September 10.

I'm not going keep answering these same questions, and I want to note that this is the second time I've been asked something already on the record, which is adding time and effort on my end to a review that is already taking far longer than I expected.

Separately, I'd like to understand what information was shared with you by your contact at ABC Norcal, and whether that included anything about me specifically, as opposed to general program information. I want to make sure I have a complete picture of what DOR has gathered about my case.

I'm still waiting on the decision letter for the approval of my 2nd rental authorization, and the original denial for the vehicle purchase request, which I've now requested several times, most recently with the June 17 email I resent to you. I need these to preserve my appeal rights.

Thank you, Garrett Madden

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On Tue, Oct 6, 2026 at 8:35 AM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Good morning, Garrett,

DOR works with several training programs and each program is different. Thus, I would like to have a better understanding of the program structure, curriculum, timelines for site placements, service needs, and scheduled graduation date. I may have additional questions based on the information provided.

I am thankful that you are open to me reaching out to the program directly to obtain this information. In order for me to do so, I would like to ask you to sign the attached release of information. Please kindly return it to me by COB today so that I can reach out to them this week.

Thank you,

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta <https://www.google.com/maps/search/721%0D%0A+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,%0D%0A+CA+95814?entry=gmail&source=g> Team Manager

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Monday, October 5, 2026 6:13 PM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

It would probably be better for you to speak directly with ABC Norcal because I do not know how the program runs. The DOR referred me to the program and I assumed the DOR knew the program and its process. The documents you sent on Sunday include a letter with ABC Norcal's information; you can call them to get program details. I just follow their instructions. I do not understand what you mean about meeting with me and the director at the school site? What more information do you want? I find this extremely invasive and I don't understand.

On Mon, Oct 5, 2026 at 4:46 PM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Hello Garrett,

Thank you for the attachments. I understand that are separation/divorce is very confidential and personal, but I appreciate you being forthcoming and providing the information we requested in order to properly evaluate your situation and request for a 3rd month of transportation assistance.

In consideration of the new information, you've provided about the structure of your apprenticeship program, I would like to schedule a phone meeting with you to help me better understand your program structure, curriculum, timelines for site placements, service needs, and scheduled graduation date. Also, may I please ask you to sign a release of information to your apprentice program so that I may directly reach out to them to answer any questions you may not have answers to after our meeting? If it's easier for you, I would be happy to meet you and your program director at the school site. As an alternative, I would be happy to schedule a Zoom meeting with you this week.

Please let me know if any of the times listed below works for you:

- Tuesday, October 6th from 12-1 or 3-4

- Wednesday, October 7th from 3-4

My goal is to meet with you as soon as possible so that I may properly evaluate next steps we need to take and if it makes sense to continue evaluating your financial hardship request in accordance to CCR 7161.5.

Thank you,

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Monday, October 5, 2026 9:57 AM

To: Zapant

Why it matters: Oct 1, 2026 (forwarded to DOR Oct 6, 3:42 PM): ABC NorCal's own work report, 112 hours worked in September 2026. In DOR's inbox before the SOP was finalized.

Subject: Fwd: ABC NorCal: Work Report Received
From: Garrett Madden <gmadden79@gmail.com>
To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>, Keller, Esther@DOR <Esther.Keller@dor.ca.gov>, Somalal, Gladsona@DOR <Gladsona.Somalal@dor.ca.gov>
Date: Tue, 6 Oct 2026 15:42:34 -0700

----- Forwarded message ----- From: **ABC NorCal Apprenticeship Team** <apprenticeship@abcnorcal.org> Date: Thu, Oct 1, 2026 at 9:36 AM Subject: ABC NorCal: Work Report Received To: <gmadden79@gmail.com>

Garrett, Your work report for Sep 2026 has been received at 10/1/2026 9:36 AM with 112.00000 hours.

ABC NorCal Apprenticeship Team

[4577 Las Positas Road, Unit C, Livermore, CA 94551](#) apprenticeship@abcnorcal.org | (o) [925.474.1300](tel:925.474.1300) | (f) [925.416.0974](tel:925.416.0974) abcnorcal.org #LoveWhatYouDo | #LoveWhatYouBuild

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Why it matters: ABC NorCal enrollment: Laborer Core 1 Excavators class, Sept 21-25, 2026.
Corroborates the mandatory unpaid training phase.

Subject: Fwd: ABC NorCal Laborer Core 1 Excavators Class Enrollment
From: Garrett Madden <gmadden79@gmail.com>
To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>, Keller, Esther@DOR <Esther.Keller@dor.ca.gov>, Somalal, Gladsona@DOR <Gladsona.Somalal@dor.ca.gov>
Date: Tue, 6 Oct 2026 15:41:43 -0700

----- Forwarded message ----- From: **Deanna Horton** <deanna@abcnorcal.org> Date: Mon, Aug 17, 2026 at 11:06 AM Subject: ABC NorCal Laborer Core 1 Excavators Class Enrollment To: <gmadden79@gmail.com>

ABC NorCal Apprentice, You have been enrolled in your **Laborer Core 1 class Monday September 21 – Friday September 25, 2026 at 7am at the ABC NorCal Sacramento Facility 4616 Roseville Rd Ste 108 North Highlands CA 95660** . Please log onto FlashPoint at workforce.flashpoint.xyz to access your class schedule and to review your tool list/materials that are required for your class under the "important documents" on your dashboard. Prior to your class: - Review your class information with your on-the-job supervisor - Log on to workforce.flashpoint.xyz under the important information tab for information regarding filing for unemployment while attending class - Review the Dress Code policy in your handbook for mandatory school attire Reminders: - Bring recommended tools/ PPE - Bring your text book - Cell phones are not allowed in the classrooms. Please keep cell phones in your vehicle during class hours. - Please park and enter in the back of the training facility - Apprentices that need to be contacted during class hours for emergencies can be reached at the ABC NorCal office at [925-474-1300](tel:925-474-1300) .Please contact Deanna Horton at the ABC NorCal office at [\(925\) 960-8516](tel:925-960-8516) with any questions regarding your class. Thank you,

Deanna Horton ** Apprenticeship Director ABC NorCal [4577 Las Positas Road, Unit C, Livermore, CA 94551](http://4577-Las-Positas-Road-Unit-C-Livermore-CA-94551) deanna@abcnorcal.org | (p) [925.960.8516](tel:925-960-8516) | (f) [925.416.0974](tel:925-416-0974) abcnorcal.org #LoveWhatYouDo | #LoveWhatYouBuild**

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Why it matters: ABC NorCal enrollment: Intro to Apprenticeship class, Aug 27, 2026. Active program participation.

Subject: Fwd: ABC NorCal Intro to Apprenticeship Class 8/27/26 Enrollment - Link Included

From: Garrett Madden <gmadden79@gmail.com>

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>, Keller, Esther@DOR <Esther.Keller@dor.ca.gov>, None <dawn.acevedo@dor.ca.gov>

Date: Tue, 6 Oct 2026 15:39:44 -0700

It doesn't make any sense that I would have to do this but if the DOR needed progress reports for participating in the program, I wish they would have requested them.

----- Forwarded message ----- From: **Deanna Horton** <deanna@abcnorcal.org> Date: Sun, Aug 9, 2026 at 8:07 AM Subject: ABC NorCal Intro to Apprenticeship Class 8/27/26 Enrollment - Link Included To: <gmadden79@gmail.com>

ABC NorCal Apprentice, You have been enrolled in your Introduction to Apprenticeship class conducted via Zoom virtual training. This class is scheduled on **Thursday August 27, 2026 at 4pm**. Please note, this class will be recorded for audit reasons. Here is the class link to register for your class <https://zoom.us/j/94744967984?pwd=HlZ9UHVY4HpJefVAgaGGHJcZmgU7Fd.1>

Meeting ID: 947 4496 [credential:6a644cf0-2211-4d78-ad5d-987cbc5b59e7] Passcode: [credential:af448351-56b4-4710-8ee9-68b9c732b417] How to prepare for the class: - You must have device with camera, microphone to participate in the zoom class - You will not be allowed to stay in class if you are driving - You must log into your class by 3:45pm to ensure your technology is working properly - You may view the power point slides that are included in this notice Please contact Deanna Horton at [\(925\) 960-8516](tel:925.960.8516) or respond to this email with any questions regarding your class. Thank you,

Deanna Horton ** Apprenticeship Director ABC NorCal [4577 Las Positas Road, Unit C, Livermore, CA 94551](https://www.abcnorcal.org) deanna@abcnorcal.org | (p) [925.960.8516](tel:925.960.8516) | (f) [925.416.0974](tel:925.416.0974) [abcnorcal.org](https://www.abcnorcal.org) #LoveWhatYouDo | #LoveWhatYouBuild**

Attachments:

[Intro Slides 2026.pdf](#) [Zoom Attendee Best Practices 5.24.23.pdf](#)

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Why it matters: Oct 6, 2026: Garrett describes borrowing money for rentals, going nearly two weeks unpaid, and the mental toll: "No one should be put through this much just trying to work and maintain a job." The human cost of the delay.

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

From: Garrett Madden <garrettmadden479@gmail.com>

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Date: Tue, 6 Oct 2026 16:10:21 -0700

I am having someone help me while I am at work. Please see attached. It doesn't make any sense but again, if this information was needed for this program, my worker should have asked for it. I had to send reports every month to ABC Norcal for OJT. No one has ever asked me for this info until I requested further support.

Also I've had to borrow money to rent cars. As I told you before I didn't have a rental for part of the time and I had training for the other part, so I didn't get paid for almost two weeks. I am paying more money for car rentals than I am able to save for my own place to stay and take care of my kids.

I have no reason to be dishonest. This program is not easy, and stressing over whether or not I can continue in the program due to transportation issues, trying to save for my own place in the middle of a divorce/separation and trying to take care of my kids has been extremely difficult and mentally harmful.

No one should be put through this much just trying to work and maintain a job. I thought the DOR was supposed to help but honestly, this program has been extremely harmful to my mental health.

thx

On Tue, Oct 6, 2026 at 1:28 PM Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov> wrote:

Hi Mr. Madden,

It is important that we have a good understanding of the program. I reviewed the information on the ABC Norcal website, but it is only general information. So, I reached out to a contact at ABC Norcal for more information.

Based on the information you've provided, I will need to place your financial hardship review for a 3rd month of transportation support on hold until I can clarify your current status. If you are not considered an employee when you are placed at the sites, we will no longer need to continue the financial hardship evaluation for the 3rd month of employment.

I'd also like to remind you that the 3rd month of transportation support would be for car rental expenses starting August 15th through September 11th.

I have a few follow-up questions:

1. Did you report to a work site after August 14th? If so, what are the dates you reported to work between August 15th through September 11th which you reported to be your last day of work.
2. How did you get to work between those dates?

Thank you,

Kamie <https://www.google.com/maps/search/721+Capitol+Mall,+Suite+110+%0D%0A+Sacramento,+CA+95814?entry=gmail&source=g>

Kamie Zapanta

Team Manager

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Tuesday, October 6, 2026 10:14 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>; Acevedo, Dawn@DOR <Dawn.Acevedo@dor.ca.gov>

Cc: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Hello,

What you are asking goes well beyond needing a better understanding of my program's structure, curriculum etc. Please contact ABC Norcal directly. They can give you generalized information on how their program works. Better yet, they have a website that explains that here <https://abcnorcal.org/education-training/apprenticeship/>

If what I have provided is insufficient for my hardship evaluation, please send me an official denial letter so I can maintain my rights.

I have continued to use the little money I have to rent a car and I don't know how long that is going to last as it is not sustainable.

Thanks

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From: Garrett Madden <garrettmadden479@gmail.com>

Sent: Monday, October 5, 2026 6:13 PM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

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- Wednesday, October 7th from 3-4

My goal is to meet with you as soon as possible so that I may properly evaluate next steps we need to take and if it makes sense to continue evaluating your financial hardship request in accordance to CCR 7161.5.

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Kamie Zapanta

Team Manager

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Sent: Monday, October 5, 2026 9:57 AM

To: Zapanta, Kamie@DOR <Kamie.Zapanta@dor.ca.gov>

Cc: Keller, Esther@DOR <Esther.Keller@dor.ca.gov>

Subject: Re: Urgent Records Request – Transportation Services / SHN-105316215

Please see attached and please help me understand:

From the little bit I have read, CCR 7161.5 is not being applied to my situation correctly, because I do not think the standard behind it fits an apprenticeship program.

Section 7161.5(a) deems a client financially capable of assuming transportation costs after