

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

721 Capitol Mall, Suite 110

Sacramento, CA 95814

(916) 720-9301 direct line

(916) 558-5300 front office

CONFIDENTIALITY NOTICE.****

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this

message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

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

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

[Sacramento, CA 95814](#)

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

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

CONFIDENTIALITY NOTICE:

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

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](#)

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

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

CONFIDENTIALITY NOTICE:

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

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](#)

[Sacramento, CA 95814](#)

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

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

CONFIDENTIALITY NOTICE:

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If

you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

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