

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,

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

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 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>

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

Kamie

Kamie Zapanta

Team Manage