

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

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

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: 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

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

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

[Sacramento, CA 95814](#)

[\(916\) 720-9301](tel:(916)720-9301) direct line

[\(916\) 558-5300](tel:(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

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