

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

Capitol Mall Branch Office

[721 Capitol Mall, Suite 110](#)

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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

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

Capitol Mall Branch 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