

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