

Subject: Admin Review Decision

From: Rubalcava, Leslie D@DOR <Leslie.Rubalcava@dor.ca.gov>

To: Garrett Madden <garrettmadden479@gmail.com>

Date: Tue, 26 May 2026 14:18:00 +0000

Dear Garrett,

It was a pleasure meeting with you on Wednesday, May 20th, regarding the Administrative Review you requested, which I received via email on May 6th, 2026. Although we could not meet the original deadline due to scheduling conflicts, the purpose of our meeting was to provide you with the opportunity to clarify your concerns and the resolution you are seeking. This letter serves as the Administrative Review decision concerning your complaint.

Issues

You are requesting assistance with reliable transportation to participate in the Department of Rehabilitation (DOR)–sponsored pre-apprenticeship program.

Resolution Requested

You requested a car rental to attend the training.

Background and Decision

On April 14th, you emailed your Rehabilitation Counselor (RC), Gladsona Somalal, requesting transportation assistance for the BuildingStrong Academy pre apprenticeship program, which you began on April 27th. The program runs Monday through Friday, from 8:00 a.m. to 5:00 p.m., and is located at 9332 Tech Center Drive, Sacramento, CA 95826—approximately 16 miles from your home.

You shared that you are currently a full-time student and had to leave a stable job to attend this training. You do not own a personal vehicle and rely on family and friends for transportation. You stated that public transportation is not a viable option due to your health conditions of diabetes, asthma, and depression. You also noted that using public transportation would take approximately 108 to 194 minutes per trip and include about 38 minutes of walking. You stated that this would create undue hardship and requested that DOR provide a car rental.

On April 29th, the RC informed you that a car rental could not be approved due to DOR regulations, which require the least costly mode of transportation be used (CCR § 7161(c)). She explained that public transportation is considered an available option for attending your training. She also provided information on obtaining a reduced fare disability pass through SacRT and advised that you would be issued 50 dollars per month in transportation support.

Decision

In accordance with Cal. Code Regs. tit. 9, § 7161(c), the mode of transportation provided must be the least costly option that meets your disability related needs. SacRT offers several routes that would get you to your training location, including one departing at 5:57 a.m. and arriving at 7:27 a.m. A monthly nondisabled pass costs \$100.

Based on this information and to support your participation in the program, I am directing your counselor to increase your monthly transportation assistance to 100 dollars.

You also have another option: DOR can reimburse a driver at .21 cents per mile, which would total approximately \$134 per month (33.6 miles per week × 4 weeks × .21 per mile). If you prefer this reimbursement method over a flat monthly amount, please inform your counselor. I also want to encourage you to continue to work with your counselor to reach your employment goal.

Should you disagree with the above decision, you have the right to request a fair hearing within 30 days in receipt of this letter. You may request a fair hearing by contacting ppealsinfo@dor.ca.gov or by calling ** (916) 558-5860**. Your rights and remedies are attached.

Sincerely,

Leslie Rubalcava, M.S.

*Department of Rehabilitation***

*Supervisor I***

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If questions or issues arise while you are an applicant or a consumer of the Department of Rehabilitation (DOR), talk with your Rehabilitation Counselor. You may also request an informal meeting with your Rehabilitation Counselor's Team Manager.

You have the right to request an administrative review with the District Administrator. You may also seek, as set forth below, an administrative review concurrently with a formal request for mediation and/or fair hearing. However, most problems can be resolved informally and more quickly at the district level. You may bring a family member, other representative, or advocate with you any time you meet with the DOR staff.

CLIENT ASSISTANCE PROGRAM. To seek an advocate or for information regarding vocational rehabilitation services or the appeal process, the Client Assistance Program (CAP) administered by Disability Rights California may be available to assist you. Information is available at the [Disability Rights California website](http://www.disabilityrightsca.org) (<http://www.disabilityrightsca.org>), by phone at 800-776-5746 or 800-719-5798 TTY/TDD (Telecommunication Device for the Deaf and Hard of Hearing), or at the [DOR website](http://www.dor.ca.gov) (<http://www.dor.ca.gov>).

You have the right to take any of the following steps should issues arise:

REHABILITATION COUNSELOR. Most misunderstandings and issues can be resolved by talking them over with your Rehabilitation Counselor. It is your responsibility to let your Rehabilitation Counselor know there is an issue.

TEAM MANAGER. If you believe that you and your Rehabilitation Counselor cannot resolve the issue, you may request an informal meeting with the Team Manager to discuss the issue.

ADMINISTRATIVE REVIEW. You may request an administrative review by the District Administrator within one year of the action or decision. An administrative review decision will be rendered within 15 calendar days of the date of your request, unless you agree to a later date. If you disagree with an administrative review decision, you may file a request for fair hearing within 30 calendar days of the receipt of the written decision of your administrative review.

MEDIATION. Mediation is another option for resolving disputes with the DOR. You may file a request for confidential mediation within one year of the DOR action or decision with which you disagree. A qualified, impartial mediator can help you find solutions that are satisfactory to you and the DOR. If the DOR agrees to mediate, the mediation will be held within 25 calendar days from

receipt of the request, unless you agree to a later date. A written request for mediation and/or fair hearing may be filed concurrently.

FAIR HEARING. If you are dissatisfied with any action or decision of the DOR relating to your application or receipt of vocational rehabilitation services, you may file a request for a fair hearing within one year of the DOR action or decision or within 30 calendar days of the receipt of written decision of your administrative review (see above). A fair hearing will be held within 60 calendar days of the receipt of your written request, unless you agree to a later date. At the hearing, you may appear in person, and may be accompanied by a representative or advocate of your choice. It may be to your benefit to first work through the administrative review process or mediation (see above) before requesting a fair hearing. If you are not satisfied with the fair hearing decision, you may file a Writ of Mandate with the California Superior Court within six months of the decision.

To request a mediation and/or fair hearing, please obtain form DR 107 Request for Mediation and/or Fair Hearing from one of the following options: contact the DOR Mediation and Fair Hearing Office by phone at 916-558-5860 or by email at [DOR Appeals Info](mailto:appealsinfo@dor.ca.gov) (appealsinfo@dor.ca.gov); visit the [DOR website](http://www.dor.ca.gov) (<http://www.dor.ca.gov>); or contact a CAP advocate (see CAP contact information above).

DISCRIMINATION. If you believe that the DOR or its contractor or grantee has unlawfully discriminated against you because of one or more of the following protected categories, your race, color, religion, ancestry, physical or mental disability, national origin, medical condition, genetic information, sexual orientation, marital status, age, sex, gender, gender identity, gender expression, military status, or veteran status or retaliation, you have the right to pursue the following options: 1) Make an oral or written request for an administrative review to the District Administrator, who oversees the office where your case is assigned. The request should include: your name, address, and phone number; the name and title of the person against whom the complaint is being made; a description of the alleged discrimination; the protected category; and the remedy being sought. 2) File a discrimination complaint directly with DOR's Office of Civil Rights (OCR). For more information or to obtain a discrimination complaint form, contact the DOR's OCR directly by phone at 916-558-5850 or by email at OCR@dor.ca.gov. 3) File a complaint with the U.S. Department of Education's Office for Civil Rights. For more information contact the U.S. Department of Education's Office for Civil Rights directly by telephone at 800-421-3481 or by email at OCR@ed.gov.

Requests for administrative review and complaints of discrimination must be made within 180 days of the date of alleged discrimination.

DISCRIMINATION OR HARASSMENT ON THE BASIS OF SEX. If you believe that the DOR or its contractor or grantee has discriminated against or harassed you or another individual with a disability on the basis of sex – including sexual orientation, gender identity, sexual harassment, and sexual violence, such as rape, sexual assault, sexual battery, and sexual coercion, you have the right to pursue the following options under Title IX of the Education Amendments Act of 1972 (Title IX): 1) contact the Chief of OCR and Title IX Coordinator by mail at 721 Capitol Mall, Sacramento, California 95814, by email at OCR@dor.ca.gov, or by telephone at 916-558-5850; you can also report information you have about potential harassment by leaving a voicemail for OCR and the Title IX Coordinator at 916-857-9175; 2) file a complaint with the U.S. Department of Education's Office for Civil Rights; you may contact the U.S. Department of Education's Office for Civil Rights directly by telephone at 800-421-3481 or by email at OCR@ed.gov.

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