

# FIDUCIARY BOARD

## (Amended) Meeting Agenda – September 11, 2025

Arizona Supreme Court -1501 West Washington Street  
Phoenix, Arizona 85007 - 10:00 A.M. Zoom/Conference Room 109  
General Inquiries Call: 602-452-3378 (Certification and Licensing Division Line)  
Members of the public may attend meeting in person.

**For any item listed on the agenda, the Board may vote to go into Executive Session for advice of counsel (under ACJA Sec. 1-202(C)(5)(c)) or for discussion or consideration of records or matters made confidential or privileged by statute, court rule, or the Arizona Code of Judicial Administration (under ACJA Sec. 1-202(C)(5)(b)).**

**CALL TO ORDER..... *Hon. Jennifer Perkins, Chair***

**1) REVIEW AND APPROVAL OF MINUTES..... *Hon. Jennifer Perkins, Chair***

*1-A: Review, discussion, and possible action regarding adopting the regular session recording and written minutes of the meeting held on July 10, 2025.*

**2) PENDING COMPLAINTS ..... *Division Staff***

*2-A: Update regarding pending complaints.*

*2-B: Review, discussion, and possible action regarding Complaint Nos. 25-0025 and 25-0026 involving Aspen Grove Fiduciary Services, LLC, and Robin O’Connell.*

*2-C: Review, discussion, and possible action regarding Complaint Nos. 25-0019 and 25-0020 involving Aspen Grove Fiduciary Services, LLC, and Robin O’Connell*

*2-D: Review, discussion, and possible action regarding Complaint Nos. 25-0054 and 25-0055 involving Aspen Grove Fiduciary Services, LLC, and Robin O’Connell*

*2-E: Review, discussion and possible action regarding Complaint No. 23-0034 involving Linda Kohl.*

*2-F: Review, discussion and possible action regarding Complaint Nos. 24-0008, 24-0009, and 24-0010 involving The Families Advocate, Heather Bull, and Stephanie Smith.*

*2-G: Review, discussion and possible action regarding Complaint Nos. 24-0013 and 24-0014 involving Northern Arizona Fiduciaries, Inc., and Carla Jones.*

*2-H: Review, discussion and possible action regarding Complaint Nos. 24-0015 and 24-0016 involving Custom Care & Financial Solutions, LLC and Philip DeVico.*

*2-I: Review, discussion and possible action regarding Complaint No. 24-0020, 24-0021, 24-0022 and 24-0023 involving Vivien Spencer, Crystal Painter, Hiedi Ernst, and Maricopa County Public Fiduciary.*

2-J: *Review, discussion and possible action regarding Complaint No. 24-0043 involving Fiduciary Solutions, LLC.*

2-K: *Review, discussion and possible action regarding Complaint No 25-0008 involving Alex Harris.*

2-L: *Review, discussion and possible action regarding Complaint Nos. 25-0042 and 25-0043.*

2-M: *Review, discussion and possible action regarding Complaint Nos. 25-0048 and 25-0049.*

**3) PENDING COMPLIANCE AUDITS.....Division Staff**

3-A: *Update regarding pending compliance audits.*

**4) INITIAL LICENSURE AND ELIGIBILITY.....Division Staff**

4-A: *Review, discussion, and possible action regarding the following applications for initial individual and/or business licensure:*

1. Kathryn Marchwick
2. Voyage Fiduciary, LLC

**5) RENEWAL LICENSURE AND APPLICATIONS .....Division Staff**

5-A: *Review, discussion, and possible action regarding the following applications for renewal of individual and/or business entity licensure:*

- |   |  |
|---|--|
| 1. Harrison Alvarez                                 | 21. Taisha Maclin                        |
| 2. Marlene Appel                                    | 22. Davida Martinez                      |
| 3. Susana Chavez                                    | 23. Stefanie Mathewson                   |
| 4. Justin Cluck                                     | 24. Jocelyn May                          |
| 5. Mohave County Public Fiduciary                   | 25. Rhonda Mayo                          |
| 6. Pima County Public Fiduciary Office              | 26. Toni McBain                          |
| 7. Donovan Curley                                   | 27. Valerie Mills                        |
| 8. Rocio Farrell                                    | 28. Jennifer Monnier                     |
| 9. Assurance Fiduciary and Financial Services, PLLC | 29. Rachel Murguia                       |
| 10. Brittney Forsman                                | 30. Crystal Painter                      |
| 11. Margaret Getchell                               | 31. Shawnie Patterson                    |
| 12. Thersa Gilseman                                 | 32. Professional Community Services, LLC |
| 13. Jessica Gonzalez                                | 33. Carrie Rednour                       |
| 14. Amy Goodwin                                     | 34. Catherine Robbins                    |
| 15. Cathleen Gray                                   | 35. Nicole Schwartz                      |
| 16. Nina Hadzic                                     | 36. Ranae Settle                         |
| 17. Linda Hamilton                                  | 37. Andree Sidwell                       |
| 18. Glenn Hall                                      | 38. Ari Simones                          |
| 19. Sarah Holcomb                                   | 39. Ki Son                               |
| 20. Ann Lander                                      | 40. Adelina Tanner                       |
|   | 41. Carla Truman                         |

- 42. Amanda Ubiebor
- 43. Carla Gonzalez
- 44. Cindy Gonzalez
- 45. Estate Management Services, LLC
- 46. Daniel Bull

- 47. Jeff Ozuna
- 48. Laura Sharek
- 49. Navajo County Public Fiduciary
- 50. Pamela Phillips
- 51. Tanya Malos

**6) LICENSURE AND ELIGIBILITY.....Division Staff**

*6-A: Review, discussion, and possible action regarding voluntary surrender request received from the following license holders:*

- 1. Pamela Phillips

**7) ADMINISTRATIVE ITEMS.....Division Staff**

*7-A: Review, discussion, and possible action regarding the establishment of the 2026 Board meeting schedule.*

*7-B: Division Updates.*

**CALL TO THE PUBLIC..... Hon. Jennifer Perkins, Chair**

**LIMITED RESPONSE TO CALL TO THE PUBLIC..... Hon. Jennifer Perkins, Chair**

*Individual members of the Board may take one or more of the following actions: (a) respond to criticism made in Public Comment; (b) ask staff to review a matter raised in public comment; or (c) ask that a matter raised in public comment be put on a future agenda. **NOTE: Neither the Board as a whole nor Staff are permitted to discuss a matter raised in public comment and the Board is not permitted to vote on a matter raised during an open call to the public unless the matter was otherwise properly noticed on the meeting agenda for discussion and legal action***

**ADJOURN..... Hon. Jennifer Perkins, Chair**

**Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Division at 602-452-3378 or TDD 602-452-3534. A person requesting an accommodation should make the request as early as possible to allow time to arrange the requested accommodation.**

**Next Meeting:**

**November 13, 2025, at 10:00 A.M.**

# FIDUCIARY BOARD

## Agenda Summary – September 11, 2025

### 2) PENDING COMPLAINTS

2-A: *Update regarding pending complaints.*

As of September 3, 2025, there are \* 45 open complaints.

*\* Complaints are open until a finding of probable cause is entered. The total number of open complaints represent complaints under investigation.*

#### FIDUCIARY COMPLAINTS

Age (Months)	Number Cases	Percent
<b>0-5</b>	26	57.8%
<b>6-11</b>	11	24.4%
<b>12-17</b>	4	8.9%
<b>18-22</b>	0	0.0%
<b>23 &amp; over</b>	4	8.9%
<b>Total</b>	<b>45</b>	<b>100%</b>

Previous open complaint chart presented at the July 10, 2025, Board meeting:

Age (Months)	Number Cases	Percent
<b>0-5</b>	30	53.5%
<b>6-11</b>	6	10.7%
<b>12-17</b>	15	26.8%
<b>18-22</b>	2	3.6%
<b>23 &amp; over</b>	3	5.4%
<b>Total</b>	<b>56</b>	<b>100%</b>

# FIDUCIARY BOARD

## Agenda Summary – September 11, 2025

### 3) PENDING COMPLIANCE AUDITS

3-A: Update regarding pending compliance audits.

As of September 3, 2025, there are \*2 open compliance audits pending completion/final reports\*

Random compliance audits: R

Compliance audits related to resolving discipline: D

Other compliance audits (includes follow-ups, Director-approved): O

### FIDUCIARY COMPLIANCE AUDIT REPORT

Age (Months)	Number And Type	Percent
<b>0-3</b>	<b>0 (R); (D); 0 (O)</b>	<b>0.0%</b>
<b>4-7</b>	<b>2 (R); (D); 0 (O)</b>	<b>100.0%</b>
<b>8-11</b>	<b>0 (R); 0 (D); 0 (O)</b>	<b>0.0%</b>
<b>12 and over</b>	<b>0 (R); (D); 0 (O)</b>	<b>0.%</b>
<b>Total</b>	<b>2</b>	<b>100%</b>

*\*Working papers associated with the compliance audit maintained by Division staff are not public records and are not subject to disclosure. Upon completion of an audit the final report issued to the affected party is a public record subject to public inspection. Final reports that result in corrective action are posted to the program webpage at <https://www.azcourts.gov/cld/Fiduciary-Licensing-Program/Compliance-Audit>.*

### Compliance Audit Report: July 10, 2025 Fiduciary Board Meeting

### FIDUCIARY COMPLIANCE AUDIT REPORT

Age (Months)	Number And Type	Percent
<b>0-3</b>	<b>0 (R); 0 (D); 0 (O)</b>	<b>0.0%</b>
<b>4-7</b>	<b>2 (R); 0 (D); 0 (O)</b>	<b>100.0%</b>
<b>8-11</b>	<b>0 (R); 0 (D); 0 (O)</b>	<b>0.0.%</b>
<b>12 and over</b>	<b>0 (R); (D); 0 (O)</b>	<b>50.0%</b>
<b>Total</b>	<b>2</b>	<b>100%</b>