

Staff Biographies and Knowledge Areas

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Brittany Pelly moved to Arizona from Kentucky in 2012 and has been complaining about the heat since. She is currently the Manager of the Consolidated Collections Unit in the Court Services Division of the Administrative Office of the Courts (AOC). Her team is responsible for overseeing the Fines, Fees and Restitution Enforcement (FARE) Program and Debt Setoff (DSO) program. Prior to her career with the AOC, Mrs. Pelly worked as a social worker and program manager focused on children with disabilities and the serious mentally-ill, respectively.

Brittany holds a Master of Public Administration from Western Kentucky University where she graduated with honors and was awarded "Best Graduate Student Paper." In her free time, Brittany participates in fundraising and event coordination for many non-profits. She also volunteers at a local dog rescue where she hopes to save all the puppies!

Brittany considers herself a specialist in areas of:

- Contract management
- Third-party vendor management
- Program operations and functions
- Fiscal program activities: budgetary assistance and recommendations, projections and forecasts and financial objectives
- Request for Proposals, Requests for Quotations – preparation, requisition monitoring, awards
- Authorities related to collection practices, FARE and DSO
- Legacy and Enhanced FARE
- FARE Compliance Assistant Program (CAP) and local court's programs
- Data analytics
- Policy and Procedure development and implementation
- Business specification documentation
- Court collection and enforcement projects- Research and Reporting
- Visual Presentations - PowerPoint

Chris Cioffi has worked for Court Services in the Consolidated Collections Unit since 2018. Prior to joining Court Services, Chris was a managing partner in a technology consulting company where he was responsible for running the day to day operation of the company including client consulting, project management, developing and monitoring service level agreements. Chris spent over 20 years with American Express, a Fortune 100 Financial Services corporation, where he held executive level positions in Technologies and Finance. Chris's primary areas of expertise included managing large, system development, system availability, business analysis, testing, and developing technology strategies for his division. Chris has an AA degree in Finance from Scottsdale Community College, BS degree in Management from Arizona State University and holds an MBA from the University of Phoenix. Chris also holds an advanced certification in Global Procurement from the W.P. Carey School of Business/ASU. Chris enjoys hiking and exercise and is an avid fan of the local Phoenix sports teams. Chris has been a season ticket holder for the Arizona Cardinals since 1988.

- Knowledge about FARE and FARE-related projects like Offsite Cash Payments (PayNearMe).
- Business requirements development
- User Acceptance testing methodology
- Project management
- Intermediate skill levels in Word, Excel, PowerPoint

Steve Hausser has worked primarily as a programmer/analyst throughout his career after graduating with a B.A. in CIS from DeVry Institute. After starting his career with Phelps Dodge Corp. in 1985 where he worked 9+ years, Steve went to work for DES where he worked on bringing the ATLAS Child Support system live for the state of AZ. After working there for 5 years he went to work for the states of South Carolina and Texas on their child support computer systems. In 2003 Steve came back to AZ where he worked again for DES before joining in 2005 the AOC in the Court Services Division as a Senior Business Analyst with the Consolidated Collections Unit FARE Team. He has worked at the AOC for close to fifteen years, all with the CCU Unit and has risen to his current position of Senior Automations Analyst.

Knowledgeable on:

- FARE interface between AJACS/CCR/Conduent
- MVD/TTEAP
- AJACS LJ/GJ
- Non-ACAP interfaces/systems
- FARE BPR's
- Audio/voice talent – like Barry White, with dulcet tones made for radio 😊

Adrian Soltero has been in the Arizona Judicial System for 17 years, all of the years on the operational side of the counter, not as a defendant. 15 years of his career has been dedicated to working for the Consolidated Collection Unit, specifically the FARE (Fines/Fees and Restitution Enforcement) Program. Adrian has been to every county in Arizona as he was responsible for implementing the FARE Program in over 80 Limited Jurisdiction Courts and nine General Jurisdiction Courts. It is unknown how many tire rotations and alignments were completed from his travels.

Adrian is currently the Program Operation Analyst and responsible for the design, implementation and monitoring of the FARE Program financial and case processing reports. He performs complex data and financial analysis as it relates to business procedures, court case management systems and operational programs. Not to deviate from his roots, Adrian is always eager and excited to train court personnel across the state.

Originally from the city of Los Angeles, Adrian is a die-hard Raiders, Dodgers and Lakers fan. Adrian spent four years living in Jalisco, Mexico in his parent's hometown where he learned how to read, write and speak Spanish fluently.

- Know many tips and tricks in Excel
- Business Objects
- FARE Reconciliation
- Court history (shared databases, consolidations, co-locations)
- AZTEC super user
- Regular user of AJACS – I need to learn more
- Know best places to stay at and eat when traveling

Laura Ritenour has worked for courts for 20 years. She served as an Administrative Analyst for 7 years for Lane County Circuit Court (Eugene, Oregon), training court staff in computer applications and coordinating special projects. She then moved to Phoenix in 2008, where she began working at Scottsdale City Court. She was their Technology Coordinator for 4 years and then an Operational Supervisor for 4 years, leading the Public Service and Courtroom Operations teams. Since March 2016, Laura has worked as a Business Analyst for the Consolidated Collections Unit at the Arizona Administrative Office of the Court (AOC). Since June 2020, Laura has also served as staff to the Commission on Minorities in the Judiciary (COM).

Laura completed the Institute of Court Management Certified Court Manager (CCM) program in April 2014 and holds a B.A. in Biology from University of California at Santa Barbara. Laura loves to travel and served as a Peace Corps volunteer in Papua New Guinea (South Pacific) in 1997-1998.

- Basic user in LJ and GJ AJACS usage
- Intermediate User in Word, Excel, Power Point, Camtasia, Visio, Publisher
- Trainer on leadership, purposes and responsibilities of courts, and collections/FARE CAP
- COJET applications
- Your FARE Share Conference
- AOC internet/intranet page keeper
- ACJA code changes and committee presentations
- Fines Reduction Program (FRP)
- Commission on Minorities in the Judiciary

Sharon Sagarnaga is the Financial Operations Support Specialist with the Consolidated Collections Unit (CCU). She has been with the Arizona Supreme Court, Court Services Division for ten years. She is responsible for generating and formatting various financial reports for management and statewide courts. Sharon is considered the liaison between the Court Services Division units to report State Remittance court revenue activity. Her role is especially important in reviewing financial and data trends and discrepancies within limited and general jurisdiction courts.

Born in Phoenix, Sharon has worked for the State of Arizona for over 29 years for various State Agencies. Prior to her position with the CCU, Sharon worked with the Arizona Department of Health Services (Vital Records) for four years and then spent a year with the Arizona State Board of Technical Registration. She has also worked with the Department of Revenue. For twelve years she provided support at the Motor Vehicles Department (MVD) before moving to the Court of Appeals, Division One for four years.

Raquel Lazcano is a Court Operations Specialist and has been with the Arizona Supreme Court for 10 years. In her role working with the Consolidated Collection Unit, she provides critical business, technical and financial support to ensure the success of the Fines, Fees and Restitution Enforcement (FARE) Program. On a daily basis, she interacts with the public to answer case and program questions and provides operational assistance to court staff. She is instrumental in developing business procedure documentation and training presentations addressing multiple services and program

implementations. She is skilled in facilitating trainings covering a wide variety of FARE related topics relevant to all levels of court staff. She completed the Arizona Court Supervisor's Program (ACS) in the leadership program at the AOC.

Before joining the Arizona Supreme Court, Raquel worked at Arizona Department of Juvenile Corrections. She served as a Youth Correctional Officer II where she was responsible for maintaining security, discipline, and supervision, in a therapeutic role, on daily basis for youth adjudicated by the court system.

In her free time, she enjoys being a Mom to her two bambinos, listening to Podcast and swinging kettle bells. If Raquel could choose to have lunch with any famous person, it would be Arnold Schwarzenegger.

- Training experience in Enhanced FARE/CAP, FARE in AJACS, OLCP, Bankruptcy, Chargebacks, DSO/TIP, TransUnion, Transaction Express & TransLink
- Intermediate User in LJ and GJ AJACS
- Knowledgeable with various reports- Daily, AOC Compare, AJACS Compare, Data Warehouse as well as reports within eTims

Beau Diveley has worked for the Arizona courts for over 12 years. He spent 6 years with Dreamy Draw Justice Court where he served as a Judicial Clerk and bailiff. In 2014, Beau was hired as the Debt Setoff Operations Specialist at the AOC and was promoted to a FARE Court Operations Specialist in 2017. He earned a B.S. in Criminology and Criminal Justice from Arizona State University in 2007 and recently completed the Arizona Court Supervisor's Program (ACS).

Beau is an Arizona native who enjoys spending time with his wife and two kids. He also loves music and spent the last 15 years playing bass/vocals for a touring metal band.

- Training experience in Enhanced FARE/CAP, FARE in AJACS, OLCP, Bankruptcy, Chargebacks, DSO/TIP, TransUnion, Transaction Express & TransLink
- Intermediate User in LJ and GJ AJACS
- Knowledgeable with various reports- Daily, AOC Compare, AJACS Compare, Data Warehouse as well as reports within eTims
- Business Objects
- FARE Reconciliation
- Intermediate User in Adobe Pro, Word, Excel and Power Point

Michael Tucker is a Court Operation Specialist, and has been with the Fines, Fees, and Restitution Enforcement (FARE) Program for three years. Before FARE, Michael completed two internships with the AOC Technical Support, and then was hired as a Senior Support Center Analyst in the AOC Support Center for three years. Michael graduated from Arizona State University with his Bachelor's of Applied Science, with a concentration of Networking and Distributed Processing. He joined the Arizona Courts Association in 2018, and is currently enrolled in the Arizona Court Supervisor course.

- Provides business, technical, and financial assistance to support the FARE Program.
- Intermediate User in Office365, Adobe, and Windows

- Training Experience in relative FARE Trainings
- Intermediate User in LJ/GJ AJACS
- Intermediate User in Business Objects
- Data Integrity Analytics

Dawn Stewart has been working for the AOC since 1997. She started as a Senior Administrative Assistant providing support in many capacities including court and financial operational reviews, MAS compliance reporting, committee staffing and supporting the Debt Setoff (DSO) Program. She was promoted to the Debt Setoff Financial Operations Specialist position in 2001 and has become the DSO historian. If there is ever a question or concern about the Debt Setoff Program, Dawn is likely to know the answer.

Dawn is considered a liaison between the Arizona Department of Revenue, Arizona Lottery and the Arizona Department of Economic Security. She continues to advocate for the DSO program and for agencies who participate in the DSO Program. In the last few years, she has played an integral role in the most current enhancements including the \$9 DSO/TIP Program Fee, the state's General Accounting Office (GAO) Automated Clearing House (ACH) electronic payment initiative, Auto-TIP conversions, assisting court consolidations as well as implementing DSO for new participants. She is also responsible for keeping the DSO internet and intranet web pages updated, she assists with the FARE program upon request and when needed will assist with the DSO and/or Nationwide Public Record Search (NPRS) WebEx trainings.

Dawn plans to retire from the AOC in about two years, but before she does, she continues to work on her last goal which is to have DOR payments electronically imported into the TIP database and automatically apply intercepted monies to eliminate data entry and to get DSO payments to participants quicker.

- Word, Excel, Microsoft Expressions, Adobe Professional, PowerPoint, TIP, QuickBooks, Microsoft Teams, Zoom and RemedyForce
- DSO Program – Financials and Operations
- TIP Application – Operations, Testing and Enhancements
- NPRS Program / TransUnion
- Specialty liaison: Arizona Department of Revenue, Arizona Lottery, Arizona Department of Economic Security and General Accounting Office
- AOC internet/intranet Page Keeper
- FARE Remedy Backup

Before **Jessica Nannen** began working for the Administrative Office of the Courts, she worked for the Office of the Jury Commissioner at the Superior Court in Maricopa County. Jessica moved to Arizona in 2014 from Lincoln Nebraska. There she worked as a restaurant training manager for a fast food restaurant franchise throughout South Dakota, Nebraska, and Kansas for just under 6 years. She was responsible for training all newly hired management staff for the franchise and created a month-long

training course that included hands on tasks as well as reading material. While Jessica worked her full-time job, she also attended college as a full-time student earning her Associate Degree in Criminal Justice in 2010, and then her Bachelor's Degree in Criminal Justice at Doane College in Lincoln, Nebraska in 2013. Jessica used to visit Arizona frequently and decided to move to Mesa, Arizona. She began her employment with the Superior Court in Maricopa County in the Office of the Jury Commissioner as a Judicial Clerk in downtown Phoenix. A few of her responsibilities included juror payroll for surrounding court locations throughout Maricopa county, gathering and preparing jurors for selection at the Southeast Superior Court in Mesa, Arizona, and she was also responsible for quarterly Order to Show Cause Hearings for approximately two years along with other clerical duties. Jessica was promoted to the position of Judicial Clerk for Master Calendar Criminal Administration before she accepted her current position with the Arizona Supreme Court, Administrative Office of the Courts in July of 2017. Jessica is now the Debt Setoff Operations Specialist IV for the Consolidated Collections Unit in the Court Services Division. She is one of two specialists who work the Debt Setoff Program and will be responsible for all Debt Setoff/TIP and Nationwide Public Record Search (NPRS) programs training.

Knowledge in:

- Debt Set Off (DSO) Program
- Tax Intercept Program (TIP) software
- Nationwide Public Records Search (NPRS) Program
- TransUnion (software)
- Interactive Voice Response (IVR) line
- RemedyForce tickets for DSO
- Customer service for DSO participants
- Arizona Lottery (AZL) interceptions
- Microsoft PowerPoint and Excel