



FIDUCIARY BOARD

Arizona State Courts Building
1501 West Washington Street, Phoenix, Arizona 85007
Conference Room 109

July 10, 2025
10:00 a.m.

Approved Regular Meeting Minutes

Zoom/Video Recording [Click Here](#)

MEMBERS ATTENDANCE:

Present:

Hon. Jennifer Perkins-Chair
Elaine Acosta Sweet-Vice
Chair

Telephonically Present:

Teresa Lancaster
Sharon Yates
Zora Manjencich
Jeanette S. Bloss
Vinay M. Singh
Tiffany A. Poarch

Absent:

Hon. Brian Hauser
Diana M. Corry

OTHER ATTENDEES:

AOC Staff:

Abby Raddatz
Pasquale Fontana
Crystal Jones
Shaun Baland
Rachel Rowland
Wil Castro
Jared Trebesch
Emanuel Aronbayev
Arnita Oliver

Call to the Public:

Leslie Guiltner during agenda
Item 2-E
Kelley Crane during agenda
Item 2-G
Robin O'Connell during
agenda Item 2-L.
Mark Hoffman
Paula Strait

CALL TO ORDER

Called to Order By:

Hon. Jennifer Perkins, Chair

Time:

10:00 a.m.

1) REVIEW AND APPROVAL OF MINUTES

1-A: Review, discussion, and possible action regarding adopting the regular session recording and written minutes of the meeting held on May 8, 2025.

Video Time: 00:03:26

Individual Addressing the Board:

Hon. Jennifer Perkins, Chair

Discussion: None

Motion: Accept the regular session recording and written minutes of the meeting held on May 8, 2025.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay Singh

Motion Results: Pass

2) PENDING COMPLAINTS

2-A: Update regarding pending complaints

Video Time: 00:03:56

Individual Addressing the Board:

Jared Trebesch

Discussion: As of July 2, 2025, there are *56 open complaints.

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

2-B: Review, discussion, and possible action regarding Complaint Nos. 23-0010. involving license holder, Compass Fiduciary Group, LLC.

Video Time: 00:04:29

Individual Addressing the Board:

Crystal Jones

Discussion: It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding Compass Fiduciary Group, LLC has not committed the alleged act(s) of misconduct as to allegations 1, 2, and 3 as detailed in the Investigation Summary in complaint number 23-0010.

It is further recommended the Board dismiss Allegations 1, 2, and 3, with prejudice.

It is further recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding Compass Fiduciary Group, LLC, has committed the alleged act(s) of misconduct as to allegation 4 as detailed in the Investigation Summary in complaint number 23-0010.

It is further recommended the Board enter a finding that grounds for informal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) § 7-201(H)(6) for act(s) of misconduct as detailed in the Investigation Summary.

It is further recommended the Board direct the Division to issue a Letter of Concern to Compass Fiduciary Group, LLC.

Motion: Accept staff’s recommendation.

Motion Proposals: First Jeanette S. Bloss
Second Elaine Acosta Sweet

Motion Results: Pass

2-C: *Review, discussion, and possible action regarding Complaint Nos. 23-0022 and 23-0023 involving license holders, Custom Care & Financial Solutions, LLC, and Philip DeVico.*

Video Time: 00:07:00

Individual Addressing the Board:

Shaun Baland

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Philip DeVico and Custom Care & Financial Solutions, LLC, have not committed the alleged act(s) of misconduct in Allegations 1b), 1c), and 1d) as detailed in the Investigation Summary in complaint numbers 23-0022 (Custom Care & Financial Solutions, LLC) and 23-0023 (Philip DeVico).

It is further recommended that the Board dismiss Allegations 1b), 1c), and 1d) with prejudice.

It is further recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Philip DeVico and Custom Care & Financial Solutions, LLC, have committed the alleged act(s) of misconduct in Allegations 1a), as detailed in the Investigation Summary in complaint numbers 23-0022 (Custom Care & Financial Solutions, LLC) and 23-0023 (Philip DeVico).

It is further recommended that the Board enter a finding that grounds for informal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) § 7-201(H)(6) for act(s) of misconduct involving the violations cited in the Investigation Summary.

It is further recommended that the Board direct the Division to issue a Letter of Concern to Custom Care & Financial Solutions, LLC and Philip DeVico.

Motion: Accept staff’s recommendation.

Motion Proposals: First Vinay Singh
Second Teresa Lancaster

Motion Results: Pass

2-D: *Review, discussion, and possible action regarding Complaint Nos. 23-0030 and 23-0031 involving license holders, Camelback Fiduciary, LLC and John Tully.*

Video Time: 00:11:33

Individual Addressing the Board: Rachael Rowland

Discussion: It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding that Camelback Fiduciary, LLC and John Tully have not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 23-0030 and 23-0031.

It is further recommended the Board dismiss Complaints Numbers 23-0030 and 23-0031, with prejudice.

Motion: Accept staff’s recommendation.

Motion Proposals: First Teresa Lancaster
Second Tiffany A. Poarch

Motion Results: Pass

2-E: *Review, discussion, and possible action regarding Complaint No. 24-0001 involving license holder, Camelback Fiduciary, LLC.*

Video Time: 00:13:22

Individual Addressing the Board:

Crystal Jones

Discussion: The Division recommends the Board accept the finding of the Probable Cause Evaluator and enter a finding that Camelback Fiduciary LLC has not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Number 24-0001.

The Division further recommends the Board dismiss Complaint Number 24-0001, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay Singh

Motion Results: Pass

Note: Leslie Guiltner addressed the board

2-F: *Review, discussion, and possible action regarding Complaint Nos. 24-0030 and 24-0031 and 24-0042 involving license holders, Fiduciary Solutions, LLC, Veronica Benech-Temesio and Trainee, Nicholas Niro.*

Video Time: 00:19:33

Individual Addressing the Board:

Crystal Jones

Discussion: It is recommended that the Board find Fiduciary Solutions, LLC and Veronica Benech-Temesio to be in default by not filing an Answer to the Notice of Formal Statement of Charges and Right to Hearing. The Division recommends that the Board, by Final Order, issue a Censure to Fiduciary Solutions LLC, and to Veronica Benech-Temesio and further order Veronica Benech-Temesio to complete three (3) hours of continuing education. Two (2) hours must include the duties of a fiduciary, and one (1) hour must include fiduciary ethics education by Final Order.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay Singh

Motion Results: Pass

2-G: *Review, discussion, and possible action regarding Complaint Nos. 24-0043 and 24-0044 involving license holders, Fiduciary Solutions, LLC, and Veronica Benech-Temesio.*

Video Time: 00:27:07

Individual Addressing the Board:

Crystal Jones

Discussion: The Board enter the Final Order and issue a Censure to Veronica Benech-Temesio.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay Singh

Motion Results: Pass

Note: Kelly Crane addressed the board.

Individual Addressing the Board:

Crystal Jones

Discussion: The Division respectfully requests that the Board reconsider its prior order concerning the compliance audit on Fiduciary Solutions, LLC and consider Kelly Crane's request to submit a Voluntary Surrender of the fiduciary license of Fiduciary Solutions, LLC.

Motion: The Board defers the final order to Fiduciary Solution until the September meeting to ensure all cases ae resolved.

Motion Proposals: First Sharon Yates
Second Elaine Acosta Sweet

Motion Results: Pass

2-H: *Review, discussion, and possible action regarding Complaint Nos. 24-0047, 24-0048, 24-0049 and 24-0050 involving license holders, Theresa Gilsenan, Maricopa County Public Fiduciary, Heidi Ernst, and Cindy Gonzalez.*

Video Time: 00:39:38

Individual Addressing the Board:

Rachael Rowland

Discussion: It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding that Theresa Gilsenan, Maricopa County Public Fiduciary, Heidi Ernst, and Cindy Gonzalez have not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 24-0047, 24-0048, 24-0049 and 24-0050.

It is further recommended that the Board dismiss Complaints Numbers 24-0047, 24-0048, 24-0049 and 24-0050, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Teresa Lancaster

Motion Results: Pass

Recusals: Vinah Singh

2-I: *Review, discussion, and possible action regarding complaint Nos. 25-0051 and 24-0052 involving license holders, East Valley Fiduciary Services, Inc., and Michael Bogle.*

Video Time: 00:42:04

Individual Addressing the Board: Crystal Jones

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that East Valley Fiduciary Services, Inc. and Michael Bogle have not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 24-0051 and 24-0052.

It is further recommended that the Board dismiss Complaint Numbers 24-0051 and 24-0052, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Jeanette S. Bloss
Second Tiffany A. Poarch

Motion Results: Pass

2-J: *Review, discussion and possible action regarding Complaint Nos. 25-0001 and-0002 involving Coconino County Public Fiduciary and Rashida Suminski.*

Video Time: 00:44:28:

Individual Addressing the Board: Pasquale Fontana

Discussion: It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding that Coconino County Public Fiduciary and Rashida Suminski have not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 25-0001 and 25-0002.

It is further recommended that the Board dismiss Complaint Numbers 25-0001 and 25-0002, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Zora Manjencich

Motion Results: Pass

Recusals: Sharon Yates

2-K: *Review, discussion and possible action regarding Complaint No. 25-0016 involving Jennifer Kramer.*

Video Time: 00:46:37

Individual Addressing the Board: Crystal Jones

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Jennifer Kramer has not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Number 25-0016.

It is further recommended that the Board dismiss Complaint Number 25-0016, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Tiffany A. Poarch
Second Sharon Yates

Motion Results: Pass

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

Video Time: 00:48:05

Individual Addressing the Board: Crystal Jones

Discussion: Robin O'Connell addressed the board with updates on the status of her cases. This investigation remains ongoing until the Division concludes its investigation.

3) PENDING COMPLIANCE AUDITS

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

Video Time: 00:57:57

Individual Addressing the Board: Jared Tresbesch

Discussion: As of July 2, 2025, there are 2 open compliance audits pending completion/final reports

4) INITIAL LICENSURE AND ELIGIBILITY

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

- 1. Robert Arroyo**
- 2. Beverly Blosser**
- 3. Ronald Zack Law, PLC**

Video Time: 00:58:40

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends the Board grant initial fiduciary licensure to Robert Arroyo.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay Singh

Motion Results: Pass

Video Time: 01:00:02

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends the Board grant initial fiduciary licensure to Beverlie Blosser.

Motion: Accept staff's recommendation.

Motion Proposals: First Vinay Singh
Second Elaine Acosta Sweet

Motion Results: Pass

Video Time: 01:01:08

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends the Board grant initial fiduciary business licensure to Ronald Zack Law, PLC.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Zora Manjencich

Motion Results: Pass

Recusals: Jeanette S. Bloss

5) RENEWAL LICENSURE AND APPLICATIONS

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

1. Alliance Fiduciary LLC
2. Anna Marie Martelli
3. Annette Jones
4. Barbara J Ficker
5. Becky R Brimhall
6. Belvet A Elsouhag
7. Camelback Fiduciary, LLC
8. Care Coordinators
9. Carole Collins
10. Casey Ross
11. Cecilia A Mejia
12. Certified Fiduciary Services, Inc.
13. Cherie R Olivas
14. Christopher M Stubler
15. Clark A Leuthold
16. Cochise County Public Fiduciary
17. Condit And Associates, LLC
18. Conservators Of Arizona, Inc.
19. Coy I Vernon
20. Craig H Wisnom
21. Dane J Dehler
22. Darren Joe
23. David Lynch
24. Dawn R Walters
25. Debora Luna
26. Denise R Baldwin
27. Donna Figueroa
28. Eileen D Rogers
29. Elizabeth H Crosby
30. Emily B Kile
31. Erika Bertoldo
32. Errica L Schoolmeester
33. Eva S Yeager
34. Fitzsimmons Fiduciary Services, LLC
35. Geriatric Assessment Management & Solutions, LLC
36. Grand Canyon Senior Care, LLC
37. Gregory D Loughridge
38. Gregory P Dovico
39. Hannah Cundiff
40. Heather Lindow
41. Integrated Fiduciary Services, Inc.
42. Ivaylo Valentinov Ivanov
43. Jacquelyne Mingle
44. Janette Dominguez
45. Jennifer Leitch
46. Jennifer Martinez
47. Jennifer Goldman
48. John P Tully
49. Joshua Cuffe
50. Judy Lackey
51. Julianne Brogna
52. Julie M Maier
53. Julie Willinger
54. Kallie Knight
55. Karen Kochhar
56. Kelly Adamcik

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| 57. Kile Law Firm, Pc | 89. Rena M Steele |
| 58. Kurt A Tittelbach | 90. Rlh Fiduciary LLC |
| 59. La Fiduciary Services, LLC | 91. Robert Harner |
| 60. La Paz County Public
Fiduciary | 92. Robert M Ficker |
| 61. Laura J Short | 93. Robin S Michaelson |
| 62. Laurie Kuzdal | 94. Rochelle Hoekstra |
| 63. Lew Ann Perry | 95. Samuel L Anderson |
| 64. Lisa R Drutz | 96. Sandra A Paz |
| 65. Lori Lashley | 97. Santa Cruz Public Fiduciary |
| 66. Lori M Braddock | 98. Schraner Fiduciary Services,
LLC |
| 67. Marion H Shontz | 99. Shelley Plumer |
| 68. Mark T Ralles | 100. Stewardship Association |
| 69. Marshall Herron | 101. Stubler Fiduciary Services,
LLC |
| 70. Melissa Ahlers | 102. Susan J Henley |
| 71. Melissa T Liebe | 103. Tamarah L Fitzsimmons |
| 72. Michael J Klecka | 104. Tara N Lara |
| 73. Monarch Fiduciaries, LLC | 105. Teresa D Lancaster |
| 74. Nicolle M Escalante | 106. Theresa J Eells |
| 75. Norma Contreras | 107. Thomas H Peterson III |
| 76. Norman Thomas Roundy | 108. Veronica Benech-Temesio |
| 77. Pamela J Braun | 109. Virginia Jones |
| 78. Patricia L Weiss | 110. Vonda Schraner |
| 79. Paul W Melo | 111. Taylor Galas |
| 80. Peggy S Van Norman | 112. Camelback Fiduciary, LLC |
| 81. Phyllis J Cornell | 113. John Tully |
| 82. Premier Fiduciary Services,
LLC | 114. Becky Brimhall |
| 83. Rachel A Pearson | 115. Ivaylo Ivanov |
| 84. Rachel J Yokley | 116. Jennifer Leitch |
| 85. Raena Honan | 117. Sidney Brimhall |
| 86. Ralles Law Firm, P.C. | 118. Gila County Public Fiduciary |
| 87. Ravie N Cundiff | 119. Tiffany Poarch |
| 88. Rebecca Estorga | |

Video Time: 01:05:25

Individual Addressing the Board:

Emanuel Aronbayev

Discussion: It is recommended that renewal of standard licensure be granted to the following license holders for the 2024-2026 renewal cycle: Items 1-19, 22-110.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet

Motion Results: Second Zora Manjencich
Pass
Recusals: Tiffany A. Poarch #61

Video Time: 01:08:02

Individual Addressing the Board: Emanuel Aronbayev

Discussion: It is recommended that renewal of standard licensures be granted to the following license holders for the and 2024-2026 renewal cycle: Items 118 and 119.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Zora Manjencich

Motion Results: Pass
Recusals: Tiffany A. Poarch

Video Time: 01:12:09

Individual Addressing the Board: Emanuel Aronbayev

Discussion: It is recommended that renewal of standard licensures be granted to the following license holders for the 2022-2024 renewal cycle: Items 118 and 119.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Sharon Yates

Motion Results: Pass
Recusals: Tiffany A. Poarch

Video Time: 01:08:47

Individual Addressing the Board: Emanuel Aronbayev

Discussion: It is recommended that renewal of standard licensure be granted to the following license holders for the 2024-2026 renewal cycle: Items 20, 21 and 105.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Jeanette S. Bloss

Motion Results: Pass
Recusals: Teresa Lancaster

Video Time: 01:12:39

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends approval for renewal of standard licensure be granted to # 111.Taylor Galas for the 2024-2026 renewal cycle.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay Singh

Motion Results: Pass

Video Time: 01:14:43

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Divisions recommend approval of Items 112-117: Becky Brimhall, Sidney Brimhall, Ivaylo Ivanov and Jennifer Leitch's renewal applications for the 2024-2026 renewal cycle as well as approving the 2022-2024 and 2024-2026 renewal applications for both Camelback Fiduciary, LLC and John Tully.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Teresa Lancaster

Motion Results: Pass

6) LICENSURE AND ELIGIBILITY

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

1. Sandra Wyrick

Video Time: 01:17:40

Individual Addressing the Board: Amanuel Aronbayev

Discussion: It is recommended the Board accept the request of Sandra Wyrick to voluntarily surrender her individual fiduciary licensure.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Tiffany A. Poarch

Motion Results: Pass

Recusals: Vinay Singh

7) ADMINISTRATIVE ITEMS

7-A: Review, discussion, and possible action regarding updates to ACJA § 7-202.

Video Time: 01:19:43

Individual Addressing the Board: Mark McCall

Discussion: Mark McCall shared an update on the division's efforts to offer the Arizona Written Exam online with a \$25.00 service fee applied to online examinees.

7-B: Division Updates

Video Time: 01:21:24

Individual Addressing the Board: Abby Raddatz

Discussion: Abby provided updates on the division's operations, highlighting enhancements to complaint response letters and ongoing recruitment efforts for two open positions in the Complaints Unit. Additionally, three newly vacant positions have been posted on our website.

CALL TO PUBLIC

Individual Addressing the Board: None

- Mark Hoffman
 - Paula Strait
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ADJOURNMENT

Motion: The Chair adjourned the meeting at 11:25 am

Initials:

AO