



FIDUCIARY BOARD

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

September 11, 2025
10:00 am

Approved Regular Meeting Minutes

Zoom/Video Recording

[Click Here Part 1](#)

[Click Here Part 2](#)

MEMBERS ATTENDANCE:

Present:

Hon. Jennifer Perkins-Chair
Elaine Acosta Sweet-Vice
Chair
Vinay M. Singh
Tiffany A. Poarch

Telephonically Present:

Teresa Lancaster
Jeanette S. Bloss
Sharon Yates
Zora Manjencich left @ 12:15

Absent:

OTHER ATTENDEES:

AOC Staff:

Abby Raddatz
Diane DeDea
Wil Castro
Emanuel Aronbayev
Jared Trebesch
Arnita Oliver
Neysia Howard
Pasquale Fontana
Crystal Jones
Raul Ortiz, Jr.

Call to Public:

Robin O'Connell during
agenda Item 2-B, 2-C, and 2-
D.
Heather Bull during agenda
Item 2-F.
Melissa Renda during agenda
Item 2-F.
Aimee Midkiff and Gary
Kleckner during agenda Item
2-G.
Kelly Crane during agenda
Item 2-J.
Alex Harris during agenda
Item 2-K.

CALL TO ORDER

Called to Order By:
Time:

Hon. Jennifer Perkins, Chair
10:01

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 July 10, 2025.

Video Time: 00:03:14

Individual Addressing the Board:

Hon. Jennifer Perkins-Chair

Discussion: None

Motion: Accept the regular session recording and written minutes of the meeting held on July 10, 2025.

Motion Proposals: First Zora Manjencich
Second Vinay M. Singh

Motion Results: Pass

2) PENDING COMPLAINTS

2-A: Update regarding pending complaints

Video Time: 00:03:43

Individual Addressing the Board:

Jared Trebesch

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

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

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.

Video Time: 00:04:28

Individual Addressing the Board:

Crystal Jones

Discussion: None

Motion: Move to enter executive session for advice of counsel under ACJA §1-202I(5)(b & c).

Motion Proposals: First Hon. Jennifer Perkins-Chair
Second Elaine Acosta Sweet

Motion Results: Pass

ENTERED THE EXECUTIVE SESSION AT 10:12 AM

EXITED EXECUTIVE SESSION AND ENTERED PUBLIC SESSION AT 10:43 AM

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Aspen Grove Fiduciary Services, LLC and Robin O’Connell have not committed the alleged act(s) of misconduct involving Allegations 1 and 4, as detailed in the Investigation Summary in Complaint Numbers 25-0025 and 25-0026.

It is further recommended that the Board dismiss Allegations 1 and 4, with prejudice.

It is further recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Aspen Grove Fiduciary Services, LLC and Robin O’Connell have committed the alleged act(s) of misconduct involving Allegations 2, 3, 5 and 6, as detailed in the Investigation Summary in Complaint Numbers 25-0025 and 25-0026.

It is further recommended that the Board enter a finding ground for formal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) §7-201(H)(6) for acts of misconduct as cited in the Investigation Summary in Complaint Numbers 24-0025 and 24-0026.

It is further recommended that the Board revoke the fiduciary business license of Aspen Grove Fiduciary Services LLC and revoke the individual fiduciary license of Robin O’Connell.

It is further recommended that the Board impose a civil penalty of \$500.00 to Robin O’Connell, pursuant to A.R.S. §14-5651(D).

Motion: Accept staff’s recommendation.

Motion Proposals: First Teresa Lancaster
Second Vinay M. Singh

Motion Results: Pass

Note: Robin O’Connell addressed the Board.

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.*

Video Time: 00:50:02

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 Aspen Grove Fiduciary Services, LLC and Robin O’Connell have committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 25-0019 and 25-0020.

It is further recommended that the Board enter a finding ground for formal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) §7-201(H)(6) for acts of misconduct as cited in the Investigation Summary in Complaint Numbers 25-0019 and 25-0020.

It is further recommended that the Board revoke the fiduciary business license of Aspen Grove Fiduciary Services, LLC and revoke the individual fiduciary license of Robin O’Connell.

Motion: Accept staff’s recommendation.

Motion Proposals: First Vinay M. Singh
Second Tiffany A. Poarch

Motion Results: Pass

Note: Robin O’Connell addressed the Board.

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.*

Video Time: 00:53:48

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 Aspen Grove Fiduciary Services, LLC and Robin O’Connell have committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 24-0054 and 24-0055.

It is further recommended that the Board enter a finding ground for formal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) §7-201(H)(6) for acts of misconduct as cited in the Investigation Summary in Complaint Numbers 24-0054 and 24-0055.

It is further recommended that the Board revoke the fiduciary business license of Aspen Grove Fiduciary Services, LLC and revoke the individual fiduciary license of Robin O’Connell.

Motion: Accept staff’s recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Zora Manjencich

Motion Results: Pass

Note: Robin O’Connell addressed the Board

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

Video Time: 01:01:44

Individual Addressing the Board: Pasquale Fontana

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Linda Kohl has committed the alleged act(s) of misconduct as to Allegations 1, 2, and 3, as detailed in the Investigation Summary in Complaint Number 23-0034.

It is further recommended that the Board enter a finding ground for formal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) § 7-201(H)(6) for act(s) of misconduct as cited in the Investigation Summary in Complaint Number 23-0034.

It is further recommended that the Board issue a Censure to Linda Kohl and complete (3) additional CEU to include (1) for ethics to be completed by the next renewal period.

Motion: Accept staff’s recommendation.

Motion Proposals: First Jeanette S. Bloss
Second Vinay M. Singh

Motion Results: Pass

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.

Video Time: 01:06:26

Individual Addressing the Board:

Pasquale Fontana

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that The Families Advocate, Heather Bull and Stephanie Smith have not committed the alleged act(s) of misconduct as to Allegations 2 and 3, as detailed in the Investigation Summary in Complaint Numbers 24-0008, 24-0009 and 24-0010.

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

It is further recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that The Families Advocate, Heather Bull and Stephanie Smith have committed the alleged act(s) of misconduct as to Allegation 1, as detailed in the Investigation Summary in Complaint Numbers 24-0008, 24-0009 and 24-0010.

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

It is further recommended that the Board direct the Division to issue a Letter of Concern to The Families Advocate (24-0008), Heather Bull (24-0009) and Stephanie Smith (24-0010).

Motion: Accept staff’s recommendation to Allegations 2 and 3 and reject Allegations 1 and dismiss all with prejudice.

Motion Proposals: First Jeanette S. Bloss
Second Teresa Lancaster

Motion Results: Pass

Note: Heather Bull addressed the Board
Melissa Renda addressed the Board

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

Video Time: 01:29:41:

Individual Addressing the Board:

Pasquale Fontana

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Northern Arizona Fiduciaries, Inc., and Carla Jones have not committed the alleged act(s) of misconduct as detailed in the Investigation Summary in Complaint Numbers 24-0013 and 24-0014.

It is further recommended that the Board dismiss Complaint Numbers 24-0013 and 24-0014, with prejudice.

Motion: Accept staff's recommendation

Motion Proposals: First Elaine Acosta Sweet
Second Teresa Lancaster

Motion Results: Pass

Note: Aimee Midkiff and Gary Kleckner addressed the Board.

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

Video Time: 01:38:02

Individual Addressing the Board: Pasquale Fontana

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding Custom Care & Financial Solutions, LLC, and Philip DeVico have not committed the alleged act(s) of misconduct as detailed in the Investigation Summary, Determination, Probable Cause Review, and Recommendation Report in complaint numbers 24-0015 and 24-0016.

It is further recommended that the Board dismiss complaint numbers 24-0015 and 24-0016, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay M. Singh

Motion Results: Pass

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.*

Video Time: 01:40:11

Individual Addressing the Board: Pasquale Fontana

Discussion: It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that Vivien Spencer, Crystal Painter, Heidi Ernst and Maricopa County Public Fiduciary have not committed the alleged act(s) of misconduct as to Allegation 1, as detailed in the Investigation Summary in Complaint Numbers 24-0020, 24-0021 and 24-0022 and 24-0023.

It is further recommended that the Board dismiss Complaint Numbers 24-00200, 24-0021, 24-0022 and 24-0023, with prejudice.

Motion: Accept staff's recommendation.

Motion Proposals: First Teresa Lancaster
Second Tiffany A. Poarch

Motion Results: Pass

Recusals: Vinay Singh

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

Video Time: 01:42:24

Individual Addressing the Board: Crystal Jones

Discussion: This item was deferred to today's meeting and directed Crane to appear, to provide an update on the status of the remaining cases.

Motion: To proceed with a final order of censure to reconsider the imposition of an audit and impose no audit on Fiduciary Solutions.

Motion Proposals: First Jeanette S. Bloss
Second Vinay M. Singh

Motion Results: Pass

Note: Kelly Crane addressed the Board

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

Video Time: 01:52:55

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 Alex Harris has committed the alleged act(s)

of misconduct as detailed in the Investigation Summary in Complaint Number 25-0008.

It is further recommended that the Board enter a finding ground for formal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) § 7-201(H)(6) for act(s) of misconduct cited in the Investigation Summary in Complaint Number 25-0008.

It is further recommended that the Board issue a Censure to Alex Harris.

Motion: Accept staff’s recommendation.

Motion Proposals: First Jeanette S. Bloss
Second Sharon Yates

Motion Results: Pass

Note: Alex Harris addressed the Board

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

Video Time: 01:58:45

Individual Addressing the Board: Pasquale Fontana

Discussion: It is recommended that the Board affirm the Division Director’s dismissal, with prejudice, of complaint numbers 25-0042 and 25-0043, as detailed in the Initial Screening Report.

Motion: Accept staff’s recommendation.

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

Motion Results: Pass

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

Video Time: 02:04:17

Individual Addressing the Board: Pasquale Fontana

Discussion: It is recommended that the Board affirm the Division Director’s dismissal, without prejudice, of complaint numbers 25-0042 and 25-0043, as detailed in the Initial Screening Report.

Motion: Accept staff's recommendation with prejudice.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay M. Singh

Motion Results: Pass

3) PENDING COMPLIANCE AUDITS

3-A: Update regarding pending compliance audits.

Video Time: 02:09:40

Individual Addressing the Board: Jared Trebesch

Discussion: As of September 3, 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 applications for initial individual and/or business licensure:

- 1. Kathryn Marchwick**
- 2. Voyage Fiduciary, LLC**

Video Time: 02:10:19

Individual Addressing the Board: Emanuel Aronbayev

Discussion: It is recommended the Board grant initial fiduciary licensure to:

1. Kathryn Marchwick
2. Voyage Fiduciary, LLC

Motion: Accept staff's recommendation

Motion Proposals: First Elaine Acosta Sweet
Second Vinay M. Singh

Motion Results: Pass

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

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:

1. Harrison Alvarez
2. Marlene Appel
4. Justin Cluck
5. Mohave County Public Fiduciary
6. Pima County Public Fiduciary Office
7. Donovan Curley
9. Assurance Fiduciary and Financial Services, PLLC

- 10. Brittney Forsman
- 15. Cathleen Gray
- 16. Nina Hadzic
- 17. Linda Hamilton
- 19. Sarah Holcomb
- 23. Stefanie Mathewson
- 25. Rhonda Mayo
- 27. Valerie Mills

- 32. Professional Community Services LLC
- 33. Carrie Rednour
- 34. Catherine Robbins
- 35. Nicole Schwartz
- 36. Ranae Settle
- 37. Andree Sidwell
- 40. Adelina Tanner

Motion: Accept staff's recommendation.

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

Motion Results: Pass

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:

- 3. Susana Chavez
- 8. Rocio Farrell
- 11. Margaret Getchell
- 12. Thersa Gilsenan
- 13. Jessica Gonzalez
- 14. Amy Goodwin
- 18. Glenn Hall
- 21. Taisha Maclin
- 22. Davida Martinez
- 24. Jocelyn May
- 26. Toni McBain
- 28. Jennifer Monnier
- 29. Rachel Murguia
- 30. Crystal Painter
- 31. Shawnie Patterson
- 38. Ari Simones
- 39. Ki Son
- 41. Carla Truman
- 42. Amanda Ubiebor

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
 Second Teresa Lancaster

Motion Results: Pass

Recusals: Vinay M. Singh

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends approval for renewal of standard licensure be granted to Carla Gonzalez with standard non-disclosure language for the 2024-2026 renewal cycle.

43. Carla Gonzalez

Motion: Accept staff's recommendation.

Motion Proposals: First Jeanette S. Bloss
Second Teresa Lancaster

Motion Results: Pass

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends approval for renewal of standard licensure be granted to Cindy Gonzalez for the 2024-2026 renewal cycle.

44. Cindy Gonzalez

Motion: Accept staff's recommendation

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

Motion Results: Pass

Recusals: Vinay M. Singh

Individual Addressing the Board: Emanuel Aronbayev

Discussion: The Division recommends approval for renewal of business licensure be granted to Estate Management Services, LLC for both the 2022-2024 and 2024-2026 periods. Along with its' designated principal Daniel Bull for the 2024-2026 period.

45. Estate Management Services, LLC
46. Daniel Bull

Motion: Accept staff's recommendation.

Motion Proposals: First Jeanette S. Bloss
Second Teresa Lancaster

Motion Results: Pass

Individual Addressing the Board:

Discussion: The Division recommends approval for renewal of standard licensure be granted to Jeff Ozuna with non-disclosure language for the 2024-2026 renewal cycle.

47. Jeff Ozuna

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Vinay M. Singh

Motion Results: Pass

Individual Addressing the Board: Emanuel Aronabayev

Discussion: The Division recommends approval for renewal of standard licensure be granted to Laura Sharek for the 2024-2026 renewal cycle.

48. Laura Sharek

Motion: Accept staff's recommendation.

Motion Proposals: First Sharon Yates
Second Teresa Lancaster

Motion Results: Pass

Individual Addressing the Board: Emanuel Aronabayev

Discussion: The Division has not found any negative history in the course of their investigation and recommends approval for renewal of business licensure be granted to Navajo County Public Fiduciary along with its' former designated principal Pamela Phillips for both the 2022-2024 and 2024-2026 periods.

The Division would like to inform the Board that the new designated principal as of July 1, 2025, is Eileen Rogers. Roger's individual renewal application was brought before this Board on July 10, 2025, with no issues noted and approved for renewal for the 2024-2026 renewal cycle.

49. Navajo County Public Fiduciary
50. Pamela Phillips

Motion: Accept staff's recommendation.

Motion Proposals: First Elaine Acosta Sweet
Second Teresa Lancaster

Motion Results: Pass

Individual Addressing the Board:

Emanuel Aronbayev

Discussion: The Division recommends approval for renewal of standard licensure be granted to Tanya Malos for the 2022-2024 and 2024-2026 renewal cycle.

51. Tanya Malos

Motion: Accept staff's recommendation

Motion Proposals: First Jeanette S. Bloss

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. Pamela Phillips

Video Time: 02:23:56

Individual Addressing the Board:

Emanuel Aronbayev

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

Motion: Accept the voluntarily surrender of licensure for Pamela Phillips.

Motion Proposals: First Tiffany A. Poarch

Second Teresa Lancaster

Motion Results: Pass

7) ADMINISTRATIVE ITEMS

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

Video Time: 02:26:49

Individual Addressing the Board:

Jared Trebesch

Discussion: None

Motion: Accept the Proposed meeting schedule for calendar year of 2026.

Motion Proposals: First Vinay M. Singh
Second Elaine Acosta Sweet

Motion Results: Pass

7-B: Division Updates

Video Time: 02:28:00

Individual Addressing the Board: Jared Trebesch/Abby Raddatz

Discussion: The Division would like to update the Board members and the public regarding the status of the Board member reappointments. This Board when fully staffed, has (11) members, at this time the Board has 8 members due to the terms of (3) members expiring on June 30, 2025.

Of those (8) members, (7) members who are up for reappointment have wished to seek reappointment and will be under consideration through the administrative process. Should these individuals be selected for reappointment, this would leave the Board with (8) members and (3) vacancies. There are currently vacancies for the following positions: Fiduciary in Private Practice Member, Public Member, and a Chief Justice Designee member. The division has received several applications for these Board memberships, and the division welcomes further applications for consideration for these openings.

More information can be found on our website www.azcourts.gov/CLD/Fiduciary-Licensing-Program.

It was requested that the members bring their own devices going forward to reduce staff time spent on device updates. Also, if you need us to help you out with one of ours, we will accommodate.

CALL TO PUBLIC

Individual Addressing the Board: None

ADJOURNMENT

Motion: The Chair adjourned the meeting at 1:13 p.m.

Initials: AO