



Fiscal Management Services (FMS) Contacts & Resources

FMS Phone: 1.866.252.6871 | FMS Fax: 1.888.272.2236

FMS Website: thearcccr.org/fms/

Open a Customer Service Ticket: thearcccr.supportsystem.com/

FMS Managers and Process Leads

CONTACT	TITLE	ROLE	EMAIL	PHONE
Karen Bradbury	Manager of Outreach & Enrollment	Oversees and processes all new participant enrollments, provides general program guidance, troubleshoots service implementation	kbradbury@thearcccr.org	443.808.1916 C:443.924.4477
Meg Hayes	Financial Reporting Manager	Manages tracking and processing of participant budgets and modifications; statement dissemination; budget monitoring	mhayes@thearcccr.org	443.808.1919
Keshia LeBlanc	Payroll Manager	Addresses escalated inquiries, manages payroll processing, special tax exemptions, verifications of employment and unemployment claims	kleblanc@thearcccr.org	443.808.1923
Sherry Offord	Assistant Payroll Manager		sofford@thearcccr.org	410.384.4560
Kalena Mollon	Accounts Payable Manager	Manages AP (vendor payment and mileage) review, inquiries, and processing	kmollon@thearcccr.org	410.384.4136
Narkai Kamara-Tate	FMS Controller	Oversees processing of Payroll, AP and Financial Reporting	nkamara-tate@thearcccr.org	410.384.4131
Tracy Davis	Senior Director of Self-Directed Initiatives	Oversees program quality and integrity, compliance, effectiveness, and stakeholder communications	tdavis@thearcccr.org	443.808.1921
Peggy Swift	Customer Service Specialist	Facilitates effective and efficient customer service resolution	pswift@thearcccr.org	443.808.1924

Mailboxes for Submittal & Processing

EMAIL ADDRESS	FUNCTION
FMSParticipants@thearcccr.org	All participant-related documentation including plans, budgets, award letters, DDA COVID Form #5, SB agreements and enrollment forms/inquiries **ALL REQUESTS TO INITIATE SERVICES**
FMSTimesheets@thearcccr.org	Timesheets and Support Broker payroll documentation
FMSPayroll@thearcccr.org	Payroll inquiries, missed payments; employment verifications; Timekeeping Selection Forms
FMSNewHirePackets@thearcccr.org	All new hire paperwork, training certifications and background checks correspondence
FMSEmployeeUpdates@thearcccr.org	Employee change forms and termination forms
PaycomHelp@thearcccr.org	Electronic time submittal questions or requests for system assistance
FMSStatements@thearcccr.org	Statement questions/issues and planning team email updates
FMSVendor@thearcccr.org	All vendor payment requests and supporting documentation
FMSMileage@thearcccr.org	Mileage reimbursement requests



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Important Internal Self-Direction Web Links

WEB LINK	FUNCTION
https://thearcCCR.supportsystem.com/	The Arc utilizes a customer service ticket system to address issues quickly and efficiently. Need help? Open a customer service ticket!
https://www.thearcCCR.org/fms/#sign_up_for_fms_updates!	The Arc sends frequent general FMS notices to participants and their planning teams. Be sure to sign up for our communications!

External Self-Direction Web Links*

WEB LINK	FUNCTION
https://dda.health.maryland.gov/Pages/Self-Determination.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Self-Determination and Self-Directed Services
https://dda.health.maryland.gov/Pages/sdforms.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Self-Directed Services Guidance, Forms, and Webinars
https://dda.health.maryland.gov/Pages/FAQ_about_Self-Direction.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Self-Direction FAQs
https://dda.health.maryland.gov/Pages/Regional%20Offices.aspx and https://dda.health.maryland.gov/Pages/Headquarters.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Regional Offices and DDA Headquarters Contact Information
https://dda.health.maryland.gov/Pages/training.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Training Calendar & Resources
https://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for COVID19 and Appendix K Information
http://www.thearcmd.org/	The Arc Maryland is the largest statewide nonprofit organization dedicated to rights and quality of life of persons with I/DD and families
http://www.md-council.org/	Maryland Developmental Disabilities Council is an independent organization dedicated to advancing developmental disabilities inclusion
https://marylandsds.org/home/	Self-Directed Advocacy Network of Maryland, Inc. is a nonprofit focusing on individual's rights to self-determination
http://sharedsupportmd.org/	Shared Support Maryland, Inc. is a nonprofit providing self-direction related training opportunities and services

**This document is intended to distribute resources and information that may be of interest to Self-Directed Services stakeholders. Please disregard shared external web links if the content is not relevant.*