



Central Chesapeake Region

# Fiscal Management Services (FMS)

## Contacts & Resources

FMS Phone: 1.866.252.6871 | FMS Fax: 1.888.272.2236

FMS Website: [thearcCCR.org/fms/](http://thearcCCR.org/fms/)

Open a Customer Service Ticket: [thearcCCR.supportsystem.com/](http://thearcCCR.supportsystem.com/)

### FMS Key Personnel

CONTACT	TITLE	ROLE	EMAIL	PHONE
Karen Bradbury	Manager of Outreach & Enrollment	Initial point of contact - oversees and processes all new participant enrollments, provides general program guidance, troubleshoots service implementation	<a href="mailto:kbradbury@thearcCCR.org">kbradbury@thearcCCR.org</a>	443.808.1916 C:443.924.4477
Leigh McHargue	Employee-Employer Relations Manager	Oversees new hire packet processing and issues clearances; oversees training compliance, verification of employment, and workers' compensation claims	<a href="mailto:lmchargue@thearcCCR.org">lmchargue@thearcCCR.org</a>	410.384.4406
Ryan Winchell	Data & Reporting Analyst	Oversees electronic timekeeping and issues e-time credentials, ensures customer service and stakeholder data management	<a href="mailto:rwinchell@thearcCCR.org">rwinchell@thearcCCR.org</a>	443.808.1915
Dawn Wisyanski	Financial Reporting Manager	Oversees tracking and processing of participant budgets and modifications; statement dissemination; budget monitoring and reporting; addresses escalated inquiries to resolution	<a href="mailto:dwisyanski@thearcCCR.org">dwisyanski@thearcCCR.org</a>	410.384.4498
Marie Fornah-Delo	Assistant Manager of Financial Reporting		<a href="mailto:mfornah-delo@thearcCCR.org">mfornah-delo@thearcCCR.org</a>	410.384.4858
Keshia LeBlanc	Payroll Manager	Oversees payroll processing, special tax exemptions, employee change forms, and any payroll updates; addresses escalated inquiries to resolution	<a href="mailto:kleblanc@thearcCCR.org">kleblanc@thearcCCR.org</a>	443.808.1923
Sherry Offord	Assistant Payroll Manager		<a href="mailto:sofford@thearcCCR.org">sofford@thearcCCR.org</a>	410.384.4560
Kalena Mollon	Accounts Payable Manager	Oversees AP (vendor payment and mileage) processing; addresses escalated inquiries to resolution	<a href="mailto:kmollon@thearcCCR.org">kmollon@thearcCCR.org</a>	410.384.4136
Beverly Holland	FMS Controller	Oversees processing of Payroll, Accounts Payable and Financial Reporting	<a href="mailto:bholland@thearcCCR.org">bholland@thearcCCR.org</a>	410.384.4131
Tracy Davis	Vice President of Self-Directed Initiatives	Oversees program quality and integrity, compliance, effectiveness, and stakeholder communications	<a href="mailto:tdavis@thearcCCR.org">tdavis@thearcCCR.org</a>	443.808.1921
Peggy Swift	Customer Service Specialist	Facilitates routing/tracking of stakeholder inquiries; expedites customer service resolution	<a href="mailto:pswift@thearcCCR.org">pswift@thearcCCR.org</a>	443.808.1924

### Mailboxes for Submittal & Processing

EMAIL ADDRESS	FUNCTION
<a href="mailto:FMSParticipants@thearcCCR.org">FMSParticipants@thearcCCR.org</a>	All participant-related documentation including plans, budgets, budget modifications, award letters, Family as Staff forms, Participant Agreements, and enrollment forms/inquiries <b>**ALL REQUESTS TO INITIATE SERVICES**</b>
<a href="mailto:FMSTimesheets@thearcCCR.org">FMSTimesheets@thearcCCR.org</a>	Timesheets and Support Broker payroll documentation
<a href="mailto:FMSPayroll@thearcCCR.org">FMSPayroll@thearcCCR.org</a>	Payroll inquiries, missed payment reports; Timekeeping Selection Forms



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<a href="mailto:FMSNewHirePackets@thearcCCR.org">FMSNewHirePackets@thearcCCR.org</a>	All new hire paperwork, correspondence, and questions
<a href="mailto:FMSTrainingDocumentation@thearcCCR.org">FMSTrainingDocumentation@thearcCCR.org</a>	All training certificates and updates including First Aid and CPR cards, Support Broker training certificates, etc.
<a href="mailto:FMSEmployeeRelations@thearcCCR.org">FMSEmployeeRelations@thearcCCR.org</a>	Termination forms, verifications of employment requests, unemployment inquiries, and workers' compensation claims
<a href="mailto:FMSEmployeeUpdates@thearcCCR.org">FMSEmployeeUpdates@thearcCCR.org</a>	Employee change forms (demographic, service code or rate changes) and changes to direct deposit or tax withholdings
<a href="mailto:PaycomHelp@thearcCCR.org">PaycomHelp@thearcCCR.org</a>	Electronic time submittal questions or requests for system assistance
<a href="mailto:FMSStatements@thearcCCR.org">FMSStatements@thearcCCR.org</a>	Statement questions/issues and planning team email updates
<a href="mailto:FMSVendor@thearcCCR.org">FMSVendor@thearcCCR.org</a>	All vendor payment requests and supporting documentation
<a href="mailto:FMSMileage@thearcCCR.org">FMSMileage@thearcCCR.org</a>	Mileage reimbursement requests
<a href="mailto:FMSHRSTAccessRequests@thearcCCR.org">FMSHRSTAccessRequests@thearcCCR.org</a>	HRST access requests for any self-directed participant served by The Arc

### Arc Self-Direction Web Links

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

### External Self-Direction Web Links\*

WEB LINK	FUNCTION
<a href="https://dda.health.maryland.gov/Pages/Self-Determination.aspx">https://dda.health.maryland.gov/Pages/Self-Determination.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Self-Determination and Self-Directed Services</b>
<a href="https://dda.health.maryland.gov/Pages/sdforms.aspx">https://dda.health.maryland.gov/Pages/sdforms.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Self-Directed Services Guidance, Forms, and Webinars</b>
<a href="https://dda.health.maryland.gov/Pages/FAQ_about_Self-Direction.aspx">https://dda.health.maryland.gov/Pages/FAQ_about_Self-Direction.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Self-Direction FAQs</b>
<a href="https://dda.health.maryland.gov/Pages/Regional%20Offices.aspx">https://dda.health.maryland.gov/Pages/Regional%20Offices.aspx</a> and <a href="https://dda.health.maryland.gov/Pages/Headquarters.aspx">https://dda.health.maryland.gov/Pages/Headquarters.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Regional Offices and DDA Headquarters Contact Information</b>
<a href="https://dda.health.maryland.gov/Pages/training.aspx">https://dda.health.maryland.gov/Pages/training.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Training Calendar &amp; Resources</b>
<a href="https://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.aspx">https://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>COVID19 and Appendix K Information</b>



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<a href="http://www.thearcmd.org/">http://www.thearcmd.org/</a>	<b>The Arc Maryland</b> is the largest statewide nonprofit organization dedicated to rights and quality of life of persons with I/DD and families
<a href="http://www.md-council.org/">http://www.md-council.org/</a>	<b>Maryland Developmental Disabilities Council</b> is an independent organization dedicated to advancing developmental disabilities inclusion
<a href="https://marylandsds.org/home/">https://marylandsds.org/home/</a>	<b>Self-Directed Advocacy Network of Maryland, Inc.</b> is a nonprofit focusing on individual's rights to self-determination
<a href="http://sharedsupportmd.org/">http://sharedsupportmd.org/</a>	<b>Shared Support Maryland, Inc.</b> 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.*