



The Arc

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/

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

FMS Key Personnel

CONTACT	TITLE	ROLE	EMAIL	PHONE
Karen Bradbury	Director of Outreach	Initial point of contact - oversees the processing of all new participant enrollments, provides general program guidance, troubleshoots service implementation	kbradbury@thearcCCR.org	443.808.1916 C:443.924.4477
Leigh McHargue	Director of Employer Resources	Oversees new hire packet processing and issues clearances; oversees training compliance, verification of employment, and workers' compensation claims	lmchargue@thearcCCR.org	410.384.4406
Ryan Winchell	Stakeholder Relations Manager	Oversees electronic timekeeping and issues e-time credentials, ensures customer service and stakeholder data management	rwinchell@thearcCCR.org	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	dwisyanski@thearcCCR.org	410.384.4498
Marie Walker	Assistant Manager of Financial Reporting		mwalker@thearcCCR.org	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	kleblanc@thearcCCR.org	443.808.1923
Lynn Ervin	Acting Assistant Payroll Manager		lervin@thearcCCR.org	410.793.1584
Kalena Mollon	Accounts Payable Manager	Oversees AP (vendor payment and mileage) processing; addresses escalated inquiries to resolution	kmollon@thearcCCR.org	410.384.4136
Beverly Holland	FMS Controller	Oversees processing of Payroll, Accounts Payable and Financial Reporting	bholland@thearcCCR.org	410.384.4131
Tracy Davis	Vice President 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 routing/tracking of stakeholder inquiries; expedites 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, budget modifications, award letters, Family as Staff forms, Participant 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 payment reports; Timekeeping Selection Forms



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FMSNewHirePackets@thearcCCR.org	All new hire paperwork, correspondence, and questions
FMSTrainingDocumentation@thearcCCR.org	All training certificates and updates including First Aid and CPR cards, Support Broker training certificates, etc.
FMSEmployeeRelations@thearcCCR.org	Termination forms, verifications of employment requests, unemployment inquiries, and workers' compensation claims
FMSEmployeeUpdates@thearcCCR.org	Employee change forms (demographic, service code or rate changes) and changes to direct deposit or tax withholdings
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
FMSHRSTAccessRequests@thearcCCR.org	HRST access requests for any self-directed participant served by The Arc

Arc 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_f_or_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



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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.*