



## Self-Directed Services Contacts & Resources

Phone: 1.866.252.6871 | Fax: 1.888.272.2236

Website: [thearcccr.org/self-directed-services/](http://thearcccr.org/self-directed-services/)

Need Help? Open a Customer Service Ticket: [thearcselfdirected.zendesk.com](http://thearcselfdirected.zendesk.com)

### Mailboxes for Submittal & Processing

EMAIL ADDRESS	FUNCTION
<a href="mailto:FMSParticipants@thearcccr.org">FMSParticipants@thearcccr.org</a>	All participant-related documentation including plans, budget sheets, 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
<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: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="http://thearcselfdirected.zendesk.com">thearcselfdirected.zendesk.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/tools-technology/">https://www.thearcccr.org/tools-technology/</a>	Check out our Tools & Technology page for training videos, quickstart guides, and even user manuals for wonderful insight on FMS Engine, our software for Participant Employers and their teams!
<a href="https://www.thearcccr.org/what-is-self-direction/">https://www.thearcccr.org/what-is-self-direction/</a>	Information about Self-Direction and Self-Determination
<a href="https://www.thearcccr.org/fms-enrollment/">https://www.thearcccr.org/fms-enrollment/</a>	Information about the enrollment process and the role of the FMCS
<a href="http://thearcccr.org/self-directed-services">Self-Directed Services - The Arc Central Chesapeake Region (thearcccr.org)</a>	The Arc sends frequent general FMS notices to participants and their planning teams. <b>Be sure to sign up for our communications!</b>



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### 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://health.maryland.gov/dda/Pages/Financial-Management-and-Counseling-Services.aspx">https://health.maryland.gov/dda/Pages/Financial-Management-and-Counseling-Services.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Financial Management and Counseling Services</b>
<a href="https://health.maryland.gov/dda/Pages/Financial-Management-and-Counseling-Services.aspx">https://health.maryland.gov/dda/Pages/Financial-Management-and-Counseling-Services.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>Financial Management and Counseling Services - Agencies</b>
<a href="https://health.maryland.gov/dda/Pages/contact.aspx">https://health.maryland.gov/dda/Pages/contact.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://health.maryland.gov/dda/Pages/Resources/Archives/COVID-19.aspx">https://health.maryland.gov/dda/Pages/Resources/Archives/COVID-19.aspx</a>	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for <b>COVID19 and Appendix K Information</b>
<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.*