



## Fiscal Management Services (FMS)

### Contacts & Resources

931 Spa Road | Annapolis, MD 21401

FMS Phone: 1.866.252.6871 | FMS Fax: 1.888.272.2236

[thearcccr.org/fms](http://thearcccr.org/fms)

### Leadership Team Contact Information

CONTACT	TITLE	ROLE	EMAIL	PHONE
Tracy Davis	Director of FMS	Oversees enrollment, program quality, compliance and stakeholder communications	<a href="mailto:tdavis@thearcccr.org">tdavis@thearcccr.org</a>	443.808.1921
Narkai Kamara-Tate	FMS Controller	Oversees processing of Payroll, AP and Financial Reporting	<a href="mailto:nkamara-tate@thearcccr.org">nkamara-tate@thearcccr.org</a>	410.384.4131
Kalena Mollon	Accounts Payable Manager	Manages AP (vendor payment and mileage) review, inquiries, and processing	<a href="mailto:kmollon@thearcccr.org">kmollon@thearcccr.org</a>	410.384.4136
Meg Hayes	Financial Reporting Manager	Manages tracking and processing of participant budgets and modifications; statement dissemination; budget monitoring	<a href="mailto:mhayes@thearcccr.org">mhayes@thearcccr.org</a>	443.808.1919
Jherica Burgess	Payroll Manager	Addresses escalated inquiries, special tax exemptions, employee injury reporting and garnishments; Manages payroll processing	<a href="mailto:jburgess@thearcccr.org">jburgess@thearcccr.org</a>	443.808.1925
Keshia LeBlanc	Assistant Payroll Manager	Manages payroll processing, payroll inquiries, verifications of employment and unemployment claims	<a href="mailto:kleblanc@thearcccr.org">kleblanc@thearcccr.org</a>	443.808.1923
Taylor Johnson	Employee Relations Specialist	Reviews and processes new hire packets, ensures new hire compliance, addresses onboarding inquiries	<a href="mailto:tjohnson@thearcccr.org">tjohnson@thearcccr.org</a>	410.777.5093
Karen Bradbury	Intake & Engagement Specialist	Facilitates and processes all new participant enrollments, provides Support Broker training and general program info	<a href="mailto:kbradbury@thearcccr.org">kbradbury@thearcccr.org</a>	443.808.1916 C:443.924.4477

### Mailboxes for Processing

EMAIL ADDRESS	FUNCTION
<a href="mailto:FMSParticipants@thearcccr.org">FMSParticipants@thearcccr.org</a>	All Participant-related documentation including plans, budgets, award letters, SB agreements and enrollment forms/inquiries <b>**ALL REQUESTS TO INITIATE SERVICES**</b>
<a href="mailto:FMSTimesheets@thearcccr.org">FMSTimesheets@thearcccr.org</a>	Timesheets and SB payroll documentation
<a href="mailto:FMSPayroll@thearcccr.org">FMSPayroll@thearcccr.org</a>	Payroll inquiries, missed payments; employment verifications; Timekeeping Selection Forms
<a href="mailto:FMSNewHirePackets@thearcccr.org">FMSNewHirePackets@thearcccr.org</a>	All new hire paperwork, training certifications and background checks correspondence
<a href="mailto:FMSEmployeeUpdates@thearcccr.org">FMSEmployeeUpdates@thearcccr.org</a>	Employee change forms and termination forms
<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:FMSVendorA-L@thearcccr.org">FMSVendorA-L@thearcccr.org</a>	Vendor payment requests for Participants with last names A-L



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<a href="mailto:FMSVendorM-Z@thearcccr.org">FMSVendorM-Z@thearcccr.org</a>	Vendor payment requests for Participants with last names M-Z
<a href="mailto:FMSMileage@thearcccr.org">FMSMileage@thearcccr.org</a>	Mileage reimbursement requests

### Important Self-Direction Web Links

WEB LINK	FUNCTION
<a href="https://thearcccr.supportsystem.com/">https://thearcccr.supportsystem.com/</a>	The Arc CCR utilizes a customer service ticket system to address issues quickly and efficiently. <b>Need help? Open a customer service ticket!</b>
<a href="https://thearcccr.org/fms/#sign_up_for_fms_updates!">https://thearcccr.org/fms/#sign_up_for_fms_updates!</a>	The Arc CCR sends out regular notices to participants and their planning teams. <b>Be sure to sign up for our communications!</b>
<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 Forms</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/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="http://www.md-council.org/">http://www.md-council.org/</a>	Maryland Developmental Disabilities Council