



Becoming Fello FAQs Self-Directed Services

General Information

Q. Why are we separating from The Arc Maryland/The Arc US?

A. By separating, we can continue to grow and create real change in new ways aligned to who we are and what our communities need us to be. Frequently, people assume that all Arcs operate the same way, even though every Arc is completely different. This means people frequently misunderstand what we do because they assume we operate like other Arcs they know. Similarly, part of why “Central Chesapeake Region” no longer makes sense for us is because, through Self-Directed Services, we already serve people across the entire state of Maryland.

Q. Were there any specific issues that led to this decision?

A. No, there were no specific issues or disagreements with The Arc US or The Arc Maryland. We will continue to support and advocate alongside them on behalf of and with people with disabilities!

Q. Are we changing any of the services we provide?

A. No, we aren’t changing the services we provide.

Q. Will this change impact Fello’s funding/budget? Are you being acquired? Are you still a nonprofit?

A. Our funding and budget will not be impacted by this change. No, we are not being acquired. Yes, we are still a local Maryland-based nonprofit serving our communities!

Q. When does this change officially take place?

A. As of May 21, 2025, our name is legally and officially Fello.

Q: Is this a permanent decision?

A: Yes.

Q: Does the Developmental Disabilities Administration (DDA) know about this change?

A: Yes, we have been working with DDA leaders to ensure continuity of services and a seamless transition. In their systems, this is only a simple name change. Nothing else is changing with the DDA because of this.

Q: Why did you choose Fello as your new name?

A: Fello was chosen as part of an exploration of what it means to be “fellow community members,” “fellow citizens,” “and “fellow neighbors.”

“A fellow neighbor shares in the care of the community, creating spaces of trust and connection. A fellow citizen embraces responsibility and collaboration, working toward a shared vision of progress. A fellow ally stands beside you with purpose and resolve, championing equity and respect. At Fello, we believe in the power of connection, individuality, and collective strength. Because when we live and work together with purpose and resolve, nothing is impossible. Together, we are Fello. Together, we belong.”

Services, Budgets & Pay

Q: Will this separation and rebranding change the services Fello provides?

A: No, we aren't changing the services we provide.

Q: Does my budget need to be modified to say Fello now?

A: Eventually, your budget sheet should have the name Fello on it. When your budget naturally comes up for its next round of review, approval, and/or modification, the name change can be made then. Your budget is still valid even if it has The Arc on it.

Q: I'm in the middle of a budget review/modification process now. Should the name be changed to Fello on the budget sheet now?

A: Yes, if possible.

Q: Will this change impact my employees or vendors in terms of pay rates, pay schedule, or anything related to employee/vendor compensation, benefits, or supports?

A: No, there will be no discontinuation of payments or supports because of this change.

Q: Will the name change delay payment to my employees or vendors?

A: No, there will be no delay because of this change.

Q: Will paychecks and direct deposit payments say they're coming from Fello now?

A: Yes, you will start to see paychecks and deposits coming from Fello.

Q: Is the Payroll calendar changing?

A: No. No submission deadlines or paydays are changing. There is a new Fello-branded version of the calendar, but the dates and content are the same.

Q: Is the Accounts Payable calendar changing?

A: No. No submission deadlines or reimbursement schedules are changing. There is a new Fello-branded version of the calendar, but the dates and content are the same.

Website

Q: What is the new website?

A: Our new website is www.fello.org and our Self-Directed Services page is www.fello.org/selfdirectedservices/

Q: Has the layout of the website changed?

A: Our website has a very similar format, it just has our new name and colors. We did not change much content because our services have not changed. We hope you enjoy the new colors and photos!

Q: Will I need to update my bookmarks for website pages I've saved?

A: Yes, you probably should. If you go to an old Arc webpage for thearcCCR.org, it will still forward to the new fello.org website, but it would be good to double check all your bookmarks now and update them.

Q: Where can I find forms and resources?

A: You can find new Fello-branded copies of our forms and resources on our website:

fello.org/services/selfdirectedservices/formsandresources

Forms & Resources

Q: Are any forms and resources changing?

A: Yes, all of them have been rebranded with our new logo, etc., but the content is the same.

Q: Should I start using the new Fello forms and resources?

A: Yes, you can begin downloading and using the new forms today!

Q: Can I still use Arc forms?

A: Only until June 30, 2025. After that date, we will no longer accept any forms with Arc branding. That means that as of July 1, 2025, all forms submitted to us must be Fello-branded. This includes forms such as the New Hire Packet documents, Vendor Payment Request Forms, Mileage Reimbursement Request Forms, Wage Exception Forms, Family as Staff Forms, etc. All of these forms are available on the new Forms and Resources page of our website: fello.org/services/selfdirectedservices/formsandresources

Q: I have new hires in the middle of the hiring process, and their New Hire Packet is all Arc-branded forms. Is that okay, or do they need to switch everything to Fello-branded forms now?

A: We will still accept Arc-branded forms until June 30, 2025. As long as the new hires turn in their completed forms by June 30, 2025, they will not have to change the forms they're using.

Q: Are Arc forms I've submitted in the past still valid, or do I need to submit Fello forms?

A: The forms you've submitted in the past are all still valid and do not need to be resubmitted on Fello forms unless they expire or you need to update them.

Q: What will happen if I submit an Arc-branded form on or after July 1, 2025?

A: Your form will not be processed and you must resubmit the information on a Fello-branded form.

Q: Why is June 30, 2025 the deadline?

A: As part of our separation from The Arc network, we have agreed to completely discontinue using that brand and name by June 30, 2025. Thank you for your cooperation as we make this transition.

Email Inboxes for Submissions

Q: Will the emails addresses we submit forms to be changing?

A: Yes, all of our emails have been updated as of today. Our old Arc email addresses will forward to our new Fello ones, so if you accidentally email an Arc email address, we will still receive it. However, we highly recommend that you begin using our new Fello email addresses now.

Old Arc Email Address	New Fello Email Address
FMSparticipants@thearcccr.org	SDSParticipants@fello.org
FMSTrainingDocumentation@thearcccr.org	SDSTrainingDocumentation@fello.org
FMSEmployeeRelations@thearcccr.org	SDSEmployeeRelations@fello.org
FMSEmployeeUpdates@thearcccr.org	SDSEmployeeUpdates@fello.org
FMSVendor@thearcccr.org	SDSVendor@fello.org
FMSMileage@thearcccr.org	SDSMileage@fello.org

FMSHRSTAccessRequests@thearcccr.org	SDSHRSTAccessRequests@fello.org
FMSAnnualExempt@thearcccr.org	SDSAnnualExempt@fello.org
FMSNewHirePackets@thearcccr.org	SDSNewHirePackets@fello.org
FMSVendorCompliance@thearcccr.org	SDSVendorCompliance@fello.org

Q: Why do the emails start with SDS now instead of FMS?

A: We have referred to our services as Self-Directed Services (SDS) instead of Fiscal Management Services (FMS) for several years now since we became a Fiscal Management & Counseling Services (FMCS) provider per our contract, so FMS was technically outdated. Now was a good time to make this minor update!

Zendesk

Q: Will we still use Zendesk for customer service tickets and questions?

A: Yes. However, we will have a new link that has “fello” in the URL instead of “thearcccr.” The new Zendesk link is <https://felloselfdirection.zendesk.com>

Q: Can I still submit tickets through the old Arc version of Zendesk?

A: Yes, but only until June 30, 2025. As of July 1, 2025, all future customer service tickets must be submitted and answered through the Fello version of the Zendesk link. So update your bookmarks!

Q: Will my old tickets from the past be lost?

A: No, your old tickets will not be lost. It is the same site with different branding and a different URL.

Q: Will the new Fello Zendesk work the same as the Arc one?

A: Yes, it is the same site with different branding and a different URL. The functionality is the same.

Q: Do I have to update my bookmark for Zendesk?

A: Because there is a new URL for the Fello version of Zendesk, you should bookmark that new website URL: <https://felloselfdirection.zendesk.com>

Evvie App & FME Engine

Q: Will access to the Evvie App be changing? Will it look different?

A: We will be changing our organization name in the Evvie App in the future. Stay tuned for more information about when and how that will happen. Other than the name change on the very first screen when users log in, the app will look the same. No one will have to download anything new.

Q: Will access to the Evvie Portal and Participant Dashboard through FMSOne/FMS Engine be changing? Will it look different?

A: We will be changing the URL for accessing FMS One/FMS Engine in the future to have “fello” in it instead of “thearcccr.” Stay tuned for more information about when and how that will happen.

Other Questions

Q: For my 2025 taxes, will I receive one W2 or two W2s with two different names?

A: You will receive one W2 with Fello’s name on it for the whole year.

Q: Will anything be changing with accessing or using Paycom?

A: Our name in the system is changing, but nothing else is changing.

Q: Will anything be changing with accessing or using BILL?

A: Our name in the system is changing, but nothing else is changing.

Q: How will my vendors find out about this name change?

A: You, the Participant Employer, will be responsible for alerting your vendors to this change. You will want to inform them that they will start receiving payments from Fello instead of The Arc.

I have more questions! Where can I get answers?

Visit our website (www.fello.org), attend our webinar on Thursday, May 22 at 12:00pm

(<https://us06web.zoom.us/j/81462001947>), reach out to our Stakeholder Relations team at 1.866.252.6871, or place a customer service ticket at <https://felloselfdirection.zendesk.com>