

# ACROSS Modification

As of 2/11/2025, Pamela Franks (former **Account Rep #2**) is no longer employed or affiliated with MDE or the WWSO Board Staff. Consequently, additional action may be needed if inquiries and correspondence are sent to her old email and phone.

Effective immediately, the following points of contact for the **Account Rep #2** have changed because of recent changes to the WWSO Board staff. Please follow the modifications, which are notated by the ★ in the “*Who do I contact*” section below.

## MODIFICATION:

### Who do I contact?

For all inquiries moving forward, please determine origin of check payment from application.

If check originated from:

#### Group 1

- MES
- Private Business
- Personal Check (*i.e., individual check, cashier's check, money orders, etc.*)

Contact **Victoria Arbaugh**

#### Group 2

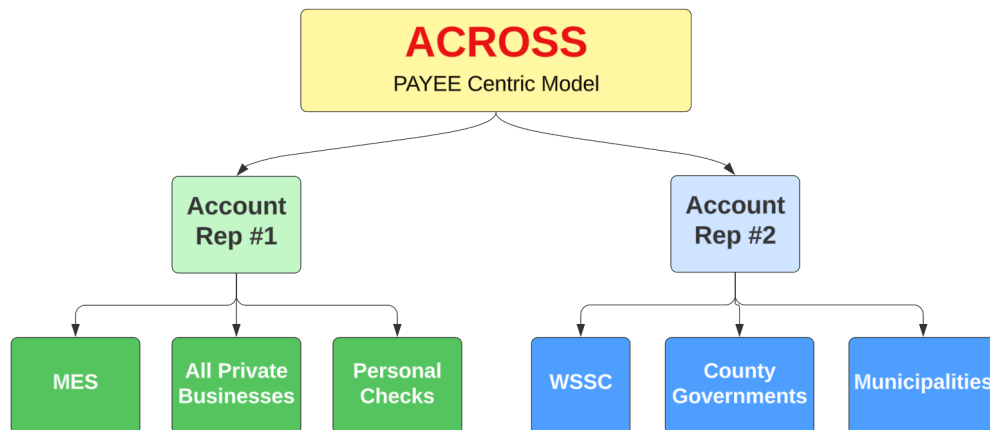
- WSSC
- County Governments
- Municipalities
  - (*i.e., Cities & Towns*)



#### NEW CONTACT:

- 1.) Alex Ruben (*OITs & Conversions*)
- 2.) Martin Fuhr (*Renewals*)

## Account Representative - One Stop Shop



## What is ACROSS?

**ACROSS** is an acronym for a simple concept...**one single point of contact**, who can assist with **ALL licensing activities**.

Originator of check payment for licensing & exam applications will determine Account Representative.

## Still have questions?

*Please contact our Board of WWSO Staff directly:*

### **Victoria Arbaugh**

#### **Account Rep #1**

- (410) 537-3898
- victoria.arbaugh@maryland.gov

### **Alex Rubin**

#### **Co-Account Rep #2** ★

- (410) 537-3581
- alexandra.rubin@maryland.gov

### **Martin Fuhr**

#### **Secretary – Board of WWSO**

#### **Co-Account Rep #2** ★

- (410) 537-3588
- martin.fuhr@maryland.gov

### **General Information**

#### **Board of WWSO**

- (410) 537-3167
- wwso.board@maryland.gov

*Our intent is to provide the WWSO community with an update on all the latest improvements that affect licensing activities...More details to come!!*