



CONTACT INFORMATION

The Social Security Administration and the Ticket Program Manager (TPM) provide a variety of resources for Employment Networks (EN), State Vocational Rehabilitation (VR) agencies, and Ticketholders seeking information about the Ticket to Work (Ticket) Program.

Service Provider Support Teams

TPM Team	Purpose	Contact
EN Service (ENS)	ENS handles general Ticket Program inquiries, transactions, and approvals for ENs in collaboration with SSA. This includes Security Awareness (SSA-222) forms, Ticket Program Agreement (TPA) Change Forms, Ticket Portal enrollment and resets, System for Award Management (SAM) accounts, suitability tracking, and various approvals (i.e. home office, cloud storage, etc.)	ENService@SSA.gov Include EN PID in subject line
EN Development and Training (ENDT)	ENDT is responsible for onboarding and activating new ENs, training new EN staff, providing supplemental training, recruiting new ENs, and promoting Partnership Plus collaboration between ENs and VR agencies.	ENOperations@SSA.gov Include EN PID in subject line
Program Integrity (PI)	PI oversees EN compliance with Individual Work Plans, services and supports provided to Ticketholders, and Ticket assignments. PI also manages the Annual Performance Outcomes Report (APOR) process and Government-to-Government Services Online (GSO) access.	TTWProgramIntegrity@ssa.gov Send PII using GSO or fax ONLY Fax: 703-893-4020 GSO: https://ssa.gov/gso/gsowelcome.htm : Select "SSA ORDP" from address list.



TPM Team	Purpose	Contact
Communications and Outreach	Communications and Outreach develops, implements, and manages an ongoing, nationwide outreach effort to Ticketholders to educate them on the benefits of participating in the Ticket Program. Service providers may contact this team with questions, feedback or leads regarding social media, WISE webinars, or Ticketholder success stories.	Success stories: Stories@choosework.ssa.gov Social media: TTWsocialmedia@ssa.gov WISE inquiries: TTWwebinars@ssa.gov
EN Payments Help Desk	The EN Payments team compensates ENs for the work milestones and outcomes achieved by Ticketholders. To assist ENs, the EN Payments Help Desk responds to EN inquiries via phone and email regarding EN payment status, reconsideration requests, payment denials, EN overpayments, ePay, and navigation of payments-related forms and resources.	1-866-949-3687, option 2 (Payments) ENPaymentsHelpdesk@ssa.gov Include EN PID in subject line Include SSA Reference Number (from Ticket Portal)
EN Systems Help Desk	The EN Systems Help Desk responds to inquiries via phone and email regarding the Ticket Portal including restoring access, screen navigation, and system issues.	1-866-949-3687, option 3 (Systems) ENSystemsHelp@ssa.gov Include EN PID in subject line Include detailed information about your issue Include SSA Reference Number (from Ticket Portal) and Portal Error Screenshot (remove all PII)
VR Help Desk	The VR Help Desk responds to inquiries via phone and email from State Vocational Rehabilitation (VR) Agencies regarding Cost Reimbursement payments, Ticket assignment, the service provider website, and the Ticket Portal.	1-866-949-3687, option 4 (VR agencies) VR.Helpdesk@ssa.gov
Timely Progress Review (TPR) Help Desk	The TPR Help Desk responds to inquiries from service providers about Timely Progress Reviews.	TPRHelpdesk@ssa.gov



Ticketholder Support

TPM Team	Purpose	Contact
Ticket to Work Helpline	The Ticket to Work Helpline responds to inquiries from individuals and Ticketholders wanting to learn more about the Ticket to Work Program and how to participate.	1-866-968-7842 or 1-866-833-2967 (TTY/TDD) Monday – Friday, 8 a.m. - 8 p.m. ET TicketToWork@ssa.gov

Social Security

Area	Purpose	Contact
Center for Suitability and Personnel Security (CSPS)	CSPS manages the suitability determination process for SSA and responds to inquiries from Ticket to Work service providers about pending applications. Service providers may contact CSPS regarding the status of pending suitability requests and assistance with eAPP.	Phone: 1-844-874-9940 Monday – Friday, 8 a.m. to 4:30 p.m. ET Service providers may find email addresses and procedures for contacting their specific CSPS Points of Contact (POC) in the Employment Network Security and Suitability Guide .
Fraud, Waste or Abuse	Contact the Social Security Administration if you wish to report suspected fraud, waste, or abuse.	Report Fraud Office of Inspector General



Mailing Address

Ticket to Work Program, P.O. Box 1433, Alexandria, VA 22313

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