



## Ticket to Work Contact Clarifications and Explanations



Issue	Email Address
State Vocational Rehabilitation agencies Cost Reimbursement, case opening or closure, other issues	<a href="mailto:VR.Helpdesk@ssa.gov">VR.Helpdesk@ssa.gov</a>
Employment Network (EN) Ticket Program Agreement inquiries and agreement changes, RFAs, general inquiries, Suitability, Ticket Portal, EN training, Workforce inquiries	<a href="mailto:ENService@ssa.gov">ENService@ssa.gov</a>
Ticket Portal enrollment	<a href="mailto:TicketPortal@ssa.gov">TicketPortal@ssa.gov</a>
EN Payments	<a href="mailto:ENPaymentsHelpDesk@yourtickettowork.ssa.gov">ENPaymentsHelpDesk@yourtickettowork.ssa.gov</a>
Timely Progress Review (TPR)	<a href="mailto:TPRHelpdesk@yourtickettowork.ssa.gov">TPRHelpdesk@yourtickettowork.ssa.gov</a>
Individual Work Plans (IWPs), ticket assignments/un-assignments, EN Certification of Services (EN COS)	<a href="mailto:ProgramIntegrity@yourtickettowork.ssa.gov">ProgramIntegrity@yourtickettowork.ssa.gov</a>
Service provider website, Ticket Portal, mySSA account issues	<a href="mailto:ENSystemsHelp@yourtickettowork.ssa.gov">ENSystemsHelp@yourtickettowork.ssa.gov</a>
Partnership Plus, potential ENs, recruitment	<a href="mailto:ENOperations@yourtickettowork.ssa.gov">ENOperations@yourtickettowork.ssa.gov</a>
Ticket Program Agreement (TPA)	<a href="mailto:TPAhelp@ssa.gov">TPAhelp@ssa.gov</a>

**Employment Networks (ENs):** All inquiries should be directed to the ENST Specialist and [ENService@ssa.gov](mailto:ENService@ssa.gov).

ENST Specialist	States
Candra McLaughlin <a href="mailto:Candra.McLaughlin@ssa.gov">Candra.McLaughlin@ssa.gov</a> (410) 966-1281	Arizona, California, Connecticut, District of Columbia, Indiana, Maine, Minnesota, Mississippi, Montana, Nebraska, New Mexico, Utah, Washington, Wisconsin
Bettina Briggs-Hoyle <a href="mailto:Bettina.Briggs-Hoyle@ssa.gov">Bettina.Briggs-Hoyle@ssa.gov</a> (410) 966-9475	Arkansas, Georgia, Illinois, Maryland, Missouri, Ohio, Texas, Virginia, Wyoming
Shayne Dively <a href="mailto:Shayne.Dively@ssa.gov">Shayne.Dively@ssa.gov</a> (410) 966-1304	Delaware, Florida, Iowa, Michigan, New Hampshire, New Jersey, New York, North Dakota, Oklahoma, Oregon, Pennsylvania, Puerto Rico, Rhode Island, South Dakota, Tennessee
Stephanie Roesner <a href="mailto:Stephanie.Roesner@ssa.gov">Stephanie.Roesner@ssa.gov</a> (443) 873-0677	Alabama, Alaska, Colorado, Hawaii, Idaho, Kansas, Kentucky, Louisiana, Massachusetts, Nevada, North Carolina, South Carolina, Vermont, West Virginia