



Ticket to Work Contact Clarifications and Explanations



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

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

ENST Specialist	States
Bettina Briggs-Hoyle Bettina.Briggs-Hoyle@ssa.gov (410) 966-9475	Alabama, Arkansas, Georgia, Illinois, Kentucky, Louisiana, Maryland, Missouri, Ohio, Virginia
Candra McLaughlin Candra.McLaughlin@ssa.gov (410) 966-1281	Alaska, Arizona, California, District of Columbia, Minnesota, Nebraska, New Mexico, North Carolina, South Carolina, Utah, Washington, West Virginia, Wisconsin
Janice Edwards Janice.Edwards@ssa.gov (410) 965-9187	Colorado, Connecticut, Delaware, Idaho, Indiana, Maine, Michigan, Mississippi, Nevada, New Hampshire, New Jersey
Natalie Sendldorfer Natalie.Sendldorfer@ssa.gov (410) 966-5696	Hawaii, Kansas, Montana, North Dakota, Oklahoma, Oregon, South Dakota, Tennessee, Texas, Vermont, Wyoming
Shayne Dively Shayne.Dively@ssa.gov (410) 966-1304	Florida, Iowa, Massachusetts, New York, Pennsylvania, Puerto Rico, Rhode Island