



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) Blanket Purchase Agreement inquiries and contract changes, RFQs, general inquiries, Suitability, Ticket Portal, EN training, Workforce inquiries	ENService@ssa.gov
Ticket Portal enrollment	TicketPortal@ssa.gov
EN Payments	ENPaymentsHelpDesk@yourtickettowork.com
Timely Progress Review (TPR)	TPRHelpdesk@yourtickettowork.com
Individual Work Plans (IWP), ticket assignments, service provider website issues	ENSystemsHelp@yourtickettowork.com
Partnership Plus, potential ENs, recruitment	ENOperations@yourtickettowork.com

Employment Networks (EN): All inquiries should be sent to ENService@ssa.gov. Below are the names of the Social Security EN Service Specialists and the states they cover.

EN Service Specialist	States covered
Shayne Dively Shayne.Dively@ssa.gov	Delaware, Florida, Iowa, Michigan, New Jersey, New York, Oklahoma, Oregon, Puerto Rico, Rhode Island, Tennessee, Vermont
Delphine Franklin Delphine.e.Franklin@ssa.gov	Alabama, Alaska, Colorado, Hawaii, Idaho, Kansas, Louisiana, Minnesota, Nebraska, Nevada, North Carolina, Pennsylvania, South Carolina, Texas, West Virginia
Candra McLaughlin Candra.McLaughlin@ssa.gov	Arizona, California, Connecticut, District of Columbia, Indiana, Mississippi, Montana, New Mexico, Utah, Washington, Wisconsin, Wyoming
Irma Morris Irma.Morris@ssa.gov	Arkansas, Georgia, Illinois, Kentucky, Maine, Maryland, Massachusetts, Missouri, New Hampshire, North Dakota, Ohio, South Dakota, Virginia

Please escalate all unsatisfactory responses or unanswered inquiries to ENService@ssa.gov.