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Comment from Alliance Community and Employment Services ,inc

Submitter Information

Email: Info@acesmiami.org
Organization: Alliance Community and Employment Services ,inc

General Comment

Here's a more personal version. It's about 3,900 characters, still under the limit.
Re: Docket No. SSA-2026-1090, Opportunity for Provider Feedback on SSA Reporting Requirements

My name is Sir Lixon Nelson. I run Alliance Community and Employment Services, Inc. (ACES), a small nonprofit Employment Network in Miami. Before I ever ran anything, I was the intake person at South Florida Workforce.

Then I became a case manager, then a job coach. I have sat across the desk from hundreds of people who were scared to give up their benefits and try to work.

I am a person with a disability myself, so I know that fear from the inside.
I want to say first that I stand with the NENA Board and the comments they submitted. They speak for us.
Now let me tell you what reporting looks like from where I sit.

When a Ticket holder gets hired, it is one of the best days of my job. Then the paperwork starts. Every month we are chasing pay stubs. Many of the people we serve work hourly jobs, change jobs, or work two jobs at once. Some employers never call us back. So my staff spends hours trying to prove earnings that SSA can often already see.

Every one of those hours is an hour we are not coaching someone, driving them to an interview, or checking in when they are about to quit. Please use the earnings data you already have, and accept more kinds of proof, so we are not stuck in the middle.

We work hard to get people to sign the SSA-8240. Sometimes that means sitting with a person and walking them through it line by line. When they sign it, it should mean something. It should cut down what we have to send in,

and it should speed up our payments.

Payments are where small ENs like mine feel it most. We get paid on outcomes, so we pay for the services first and wait, sometimes for months.

When a payment is held up over a small mistake or a missing page, I feel it in payroll. A nonprofit my size cannot carry that for long. Clear timelines and an easy way to fix errors would keep good providers in this program.

I have dyslexia. Long forms, confusing language, and portals that don't work with assistive technology slow me down, and I know I am not the only one. A lot of the people doing this work have disabilities too.

If the rules are easier to read, we will follow them right, and SSA will get better information.

And before any new reporting requirement goes live, please test it with a few ENs first, including small and minority-led organizations like ours. Let us tell you what works before it becomes the rule.
I believe in Ticket to Work because I have watched it change lives.

I have seen people go from a benefits check to a paycheck, and then to a career. At ACES, our dream is to help create one million employers with disabilities by 2030. We can't get there buried in paperwork. Let us spend our time on people.

Thank you for listening.

Sir Lixon Nelson
President/CEO

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