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**Subject:** Access & Engagement Office - presentation  
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**Sent:** August 28, 2025 5:43 PM (UTC-04:00)  
**Attached:** Access & Engagement Officer Position Presentation FINAL - notes.pptx, Job description 8-9-25.docx

All,  
Attached is the updated presentation that I plan to send to Council for the Sept. 9<sup>th</sup> WS as well as the job description.

I plan to emphasize how this proposal is from the workgroup.

Thank you,

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1775-2025



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# Access & Engagement Officer Position

*September 9, 2025*

*Urban County Council Work Session*





## Purpose

- Bridge Culture
- Coordinate ADA and Accessibility Compliance
- Strengthen Connections across LFUCG





## **Role at a Glance**

Reports directly to the CAO

Coordinates training and compliance across departments

Responds to internal (employee) and external (resident) access concerns

Aligns policy, behavior, and service delivery





## Essential Functions

- Coordinate trainings on civility, emotional intelligence, and compliance
- Serve as a neutral advisor and collaborate with departments on organizational values and accessibility standards
- Address ADA complaints from residents
- Support strategic workforce initiatives
- Monitor trends and recommend improvements





## Expanded Responsibilities

### Training:

Understands the needs of the organization and aligns facilitated, LFUCG-wide training

### ADA:

establishes central, forward-facing coordination to enhance compliance and resolve complaints throughout LFUCG

### Data-driven:

assesses and monitors workplace climate, trends and employee/public feedback

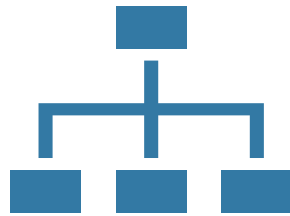




## Opportunities and Benefits



Reinforce the  
Value of  
Culture Work



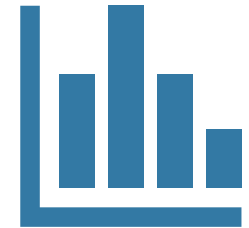
Organizational  
Strategy



Training &  
Engagement  
Delivery



Proactive  
compliance



Data-informed  
& Outcome  
Driven





## Why This Is Important

- **Culture & Connection**
  - ✂ Strengthens respectful communications and emotional intelligence across teams.
  - ✂ Helps ensure employees experience a fair, supportive, and consistent workplace culture.
- **ADA Compliance & Risk Reduction**
  - ✂ Provides training and guidance on ADA, accessibility, fair treatment practices, and workplace civility.
  - ✂ Coordinates access-related concerns and supports policy alignment across departments.
- **Employee Experience**
  - Works across departments to improve clarity, consistency, and engagement.
  - Builds trust through a value-based, behavior-focused approach.







# Questions?



## ✓ FINALIZED DRAFT - JOB DESCRIPTION

### Access & Engagement Officer

**Department:** Office of the Chief Administrative Officer (CAO)

**Reports To:** Chief Administrative Officer

### Position Summary

The Access & Engagement Officer provides independent leadership on lawful workplace practices, accessibility compliance (including ADA), and consistent employee experience across LFUCG. This is a **compliance-forward, behavior-based role** designed to foster a professional environment where all employees—and the public—can access services and thrive.

The role supports both **internal workforce culture** and **external service delivery**, ensuring that LFUCG responds to accessibility concerns with transparency, fairness, and legal integrity. Located in the CAO's Office, this position reinforces strategic oversight, neutrality, and organization-wide influence.

### Essential Functions

- **Coordinate and facilitate organization-wide training** (e.g., workshops, toolkits, leader briefings) on accessibility, civility, emotional intelligence, and lawful workplace behavior.
- **Serve as a neutral advisor and collaborate with Legal, HR, Facilities, and departmental leaders** to align practices and compliance with organizational values and accessibility standards.
- **Coordinate LFUCG's response to ADA-related complaints from residents**, including access concerns related to facilities or services. Ensure consistent, timely, and legally compliant resolutions across departments.
- **Assess workplace and service climate**, recommending improvements that support a culture where employees thrive and residents experience fair access.
- **Support strategic workforce initiatives**, including employee retention, change readiness, and improved communication.
- **Monitor workplace trends, legal updates, and employee/public feedback** to propose proactive policy and culture enhancements.
- **Ensure confidentiality and trust**, navigating sensitive issues with discretion and professionalism.
- **Related duties as assigned.**