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Subject: presentation and talking points
To: Glenda George <glendah@lexingtonky.gov>; Arthur Lucas <alucas@lexingtonky.gov>; Nicole Rodriguez <nrodriguez@lexingtonky.gov>
Sent: September 9, 2025 8:48 AM (UTC-04:00)
Attached: Access & Engagement Officer Position Presentation FINAL - notes.pptx

Hi Glenda, Nicole and Arthur,
This is where I landed with my talking points. If questions lean towards HR I plan to tag you in to help answer them (I am no HR expert).

Yesterday, at the Commissioners Meeting, asked about the differentiation between HR training and this role. I tried to beef up my talking points to help address that but I can't speak in depth about HR's current training. A question may come up as to whether we are surveying people after our existing training offerings, which I think we might be but wanted to confirm.

Thanks,

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1775-2025



LEXINGTON

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

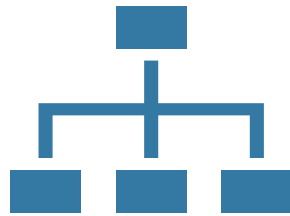




Opportunities and Benefits



Reinforce the
Value of
Culture Work



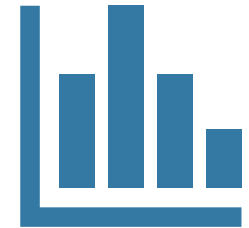
Organizational
Strategy



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?

