North Carolina’s HUBS Approach to Work: Help Us Be Successful
Changing How We Work

- Team101
- Huddles
- HUBS
The HUBS Idea

- Lightbulb moment
- Multi-directional energy & action
- Collaborative approach to work
- Hub: an effective center of an activity, region, or network
Framework

- **Steering Committee**
- **Work groups defined:**
  - In-person Voting
  - Voter Registration
  - Voting Systems
  - Canvass
  - Campaign Finance
  - Intake/Support
  - Outreach
  - Absentee Voting
  - Human Resources
  - Candidacy
  - Team 101
  - Geocode
  - Coop/Disaster Recovery
- **Groups Created**
  - Leaders
  - Draft for members
  - Advisory
Getting to Work

- **Objective:** Collaborative group, whose assigned contributors will plan, develop, and manage the ongoing implementation and execution of an identified election subject or program.
- Meet routinely
- Establish task calendar
- Define core components/action items
  - Examples: website content, forms, wellness checks, manuals/guides, software enhancements
- Define procedures and best practices
- Communicate – Teams channel, other HUBS, affected entities
- Continuation of knowledge
- Broad perspective and input
Team 101 Projects

Manuals
- Board Member
- Director

Election Resource Center
- Policies and Procedures
- Forms
- Numbered Memos
Team 101 Achievements

Mini HUBS
- Two or Three members

Team 101 Channel
- Agendas
- Meeting Notes
- Documents

Procedural Checklists
- Election Day
- Hand Eye Recount
- Multipartisan Assistance Team
“Our HUBS group helped design absentee forms, audited the election set-up, created candidate filing packets and a candidate filing guide. All of this was done in plenty of time for the counties to prepare for the filing period. I was very proud to be a part of the process that brought the state and counties together to provide timely documents and assistance.”

Dell Parker, Scotland County Elections Director

“Roundtable has been working alongside SLTT agencies to better understand how election workers communicate and collaborate across jurisdictions. NCSBE’s HUBS program presents the most innovative and replicable model we’ve observed across the nation. Their blend of bottom’s-up ownership and top-down support empowers election workers that are closest to action—on all processes—to collect, codify, and share best practices in real time.”

Austin Boral, Co-Founder and Executive Director
Roundtable (Harvard Innovation Labs)
What We’ve Learned

- Philosophical/ideological change
- Coaching
- Pivot: Structure, Technology
- Communicate, communicate, communicate
- Don’t just say team, be one
Questions and Contact Information

Karen Brinson Bell, Executive Director
North Carolina State Board of Elections
(919) 814-0747
karen.bell@ncsbe.gov

Carmen Glenn, Sr. Quality & Training Specialist
Mecklenburg County Board of Elections
Phone (980) 314-0616
Email carmen.glenn@mecklenburgcountync.gov