

BACKGROUND ON ASSESSMENT

Health Centers were assessed for their training and technical assistance (TTA) needs in Fall 2024. The results inform increased coordination, development, and delivery of assistance to health centers while raising awareness of pressing needs. The National Association of Community Health Centers (NACHC) administered the assessment and is one of 22 National Training and Technical Assistance Partners (NTTAPs) funded by HRSA's Bureau of Primary Health Care. NTTAPs provide subject matter expertise and delivery of free or low-cost training and professional development to health centers, including in collaboration with Primary Care Associations. Topics include the TTA domains in this report. To learn more or contact an NTTAP see <https://bit.ly/3UtmU4V> or visit bphc.hrsa.gov. For analysis methods and measure definitions, please see the full report.

STATE RESPONSE RATE

Number of Individual Responses

21

Health Centers that Responded

16/40 (40%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 4 (25%)	Mid-size: 6 (38%)	Small: 6 (38%)
Health Center Location	Urban: 7 (44%)	Rural: 9 (56%)	
Respondent Role	Executive Leadership: 15 (71%)		
	Frontline/Operations: 6 (29%)	Clinical: 0 (0%)	Non-Clinical: 6 (100%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=15)

Specific T/TA Need	State	National
Evaluate outreach programs	67%	59%
Implement or expand case management services	60%	66%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=6)

Specific T/TA Need	State	National
Board culture and dynamics	100%	26%
Lead effective Board meetings	100%	28%
Manage Board committees	100%	21%
Develop educational materials for Board members in a language besides English	100%	15%
Design and implement needs assessment	100%	32%

QUALITY, PATIENT CARE, AND SAFETY (N=18)

Specific T/TA Need	State	National
Learn about emerging clinical topics and best practices for working with certain groups of patients (e.g., patients who smoke or those with congenital syphilis, hepatitis C, Alzheimer's and related dementias, maternal and children's health, adolescent health, justice-involved, cancer care, etc.)	72%	73%
Developing clinical competencies to treat older adults	67%	51%

POPULATION HEALTH AND SDOH (N=17)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	71%	73%
Build programs and partnerships to address SDOH to improve health inequities	71%	68%

WORKFORCE (N=20)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	80%	76%
Develop organizational strategies to reduce staff burnout	75%	68%

FINANCIAL SUSTAINABILITY (N=17)

Specific T/TA Need	State	National
Revenue Cycle Management	53%	49%
Integrate dentistry, vision, and behavioral health in value-based payment reform	53%	51%
Organizational readiness to engage in value-based payment environments	53%	42%

EMERGENCY PREPAREDNESS (N=10)

Specific T/TA Need	State	National
Develop an emergency event Tabletop Exercise	86%	53%
Develop a training and exercise plan	80%	59%

PATIENT EXPERIENCE (N=16)

Specific T/TA Need	State	National
Understanding patient engagement in chronic disease management	64%	63%
Develop culturally-responsive staff who use patient-centered approaches to health care	50%	53%
Use motivational interviewing to collect patient data	50%	50%
Address medical mistrust	50%	43%
Develop patient education materials targeted to the needs of marginalized populations, including older adults	50%	55%

TECHNOLOGY (N=18)

Specific T/TA Need	State	National
Respond to an organizational cyber attack	72%	58%
Optimize your health center's EHR	67%	60%

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