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	47
Health Centers that Responded	8/9 (89%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 1 (13%)	Mid-size: 1 (13%)	Small: 6 (75%)
Health Center Location	Urban: 0 (0%)	Rural: 8 (100%)	
Respondent Role	Executive Leadership: 5 (11%)		
	Frontline/Operations: 42 (89%)	Clinical: 25 (60%) Non-Clinical: 17 (40%)	

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=38)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	100%	68%
Provide services that are sensitive to different cultures and in the patient's preferred language	89%	56%
Develop outreach programs that use community health workers or promotoras(es), to address community needs	89%	58%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=5)

Specific T/TA Need	State	National
Capital planning and partnership development	100%	61%
Expand capacity around mental health and substance use disorder needs	100%	39%

QUALITY, PATIENT CARE, AND SAFETY (N=42)

Specific T/TA Need	State	National
Use data to guide and improve clinical quality, operations, and health center finances	90%	70%
Collect and use enabling services data to improve patient outcomes and health equity	88%	62%

POPULATION HEALTH AND SDOH (N=34)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	93%	73%
Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations	91%	68%
Develop and implement screening strategies that are sensitive to differences in culture and language	91%	60%

WORKFORCE (N=40)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	95%	76%
Develop a comprehensive staff retention and recruitment plan	85%	64%

FINANCIAL SUSTAINABILITY (N=37)

Specific T/TA Need	State	National
Federal grant management	70%	40%
Assess ongoing needs to maintain current infrastructure, including readiness for capital expansion	70%	45%
Secure funding and financing for health center capital development	70%	44%

EMERGENCY PREPAREDNESS (N=38)

Specific T/TA Need	State	National
Plan for staffing during an emergency	97%	71%
Conduct an all-hazards facility-based risk assessment	89%	67%
Improve accreditation and regulatory standards understanding for HRSA/BPHC emergency preparedness expectations	89%	63%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	89%	65%
Interruptions in communications, including cyber attacks	89%	71%
Communicate with staff and emergency management	89%	66%

PATIENT EXPERIENCE (N=37)

Specific T/TA Need	State	National
Understanding patient engagement in chronic disease management	94%	63%
Develop patient education materials targeted to the needs of marginalized populations, including children and youth (ages 6 – 17)	90%	49%

TECHNOLOGY (N=41)

Specific T/TA Need	State	National
Ensure patient privacy and confidentiality	95%	53%
Protect your health center's data from hackers	95%	66%