

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

68

Health Centers that Responded

13/21 (62%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 5 (38%)	Mid-size: 6 (46%)	Small: 2 (15%)
Health Center Location	Urban: 7 (54%)	Rural: 6 (46%)	
Respondent Role	Executive Leadership: 20 (29%)		
	Frontline/Operations: 48 (71%)	Clinical: 15 (31%)	Non-Clinical: 33 (69%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=43)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	81%	68%
Assess and connect patients to family support services	74%	59%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=2)

This section was only made available to health center CEO respondents. To assure confidentiality, no aggregate state-level data is provided. For more information on Governance needs, please see the NACHC 2023 Health Center Board Practices and Needs Assessment (www.healthcenterinfo.org/details/?id=5434).

QUALITY, PATIENT CARE, AND SAFETY (N=45)

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.)	89%	73%
Use data to guide and improve clinical quality, operations, and health center finances	84%	70%

POPULATION HEALTH AND SDOH (N=39)

Specific T/TA Need	State	National
Learn techniques to assess and address community-level barriers to health equity	77%	66%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	69%	73%

WORKFORCE (N=52)

Specific T/TA Need	State	National
Provide career development for health center staff	69%	66%
Improve job satisfaction	65%	64%

FINANCIAL SUSTAINABILITY (N=32)

Specific T/TA Need	State	National
Improve coding for more accurate financial modeling	66%	52%
Revenue Cycle Management	63%	49%
Allocate sustainable funding to implement or expand community health worker/promotoras(es) and outreach programs	63%	30%

EMERGENCY PREPAREDNESS (N=36)

Specific T/TA Need	State	National
Conduct an all-hazards facility-based risk assessment	75%	67%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	72%	65%

PATIENT EXPERIENCE (N=41)

Specific T/TA Need	State	National
Understanding patient engagement in chronic disease management	76%	63%
Understanding patient engagement in telehealth	73%	58%

TECHNOLOGY (N=38)

Specific T/TA Need	State	National
Respond to an organizational cyber attack	74%	58%
Protect your health center's data from hackers	71%	66%

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