

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

143

Health Centers that Responded

11/54 (20%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 8 (73%)	Mid-size: 1 (9%)	Small: 2 (18%)
Health Center Location	Urban: 9 (82%)	Rural: 2 (18%)	
Respondent Role	Executive Leadership: 13 (9%)		
	Frontline/Operations: 130 (91%)	Clinical: 67 (52%)	Non-Clinical: 63 (48%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=58)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	79%	68%
Develop and implement activities/initiatives to help patients access insurance	70%	57%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=4)

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=60)

Specific T/TA Need	State	National
Use data to guide and improve clinical quality, operations, and health center finances	68%	70%
Collect and use enabling services data to improve patient outcomes and health equity	65%	62%

POPULATION HEALTH AND SDOH (N=54)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	78%	73%
Build programs and partnerships to address SDOH to improve health inequities	71%	68%

WORKFORCE (N=48)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	75%	76%
Develop organizational strategies to reduce staff burnout	63%	68%

FINANCIAL SUSTAINABILITY (N=39)

Specific T/TA Need	State	National
Medicaid Prospective Payment System (PPS) reimbursement	54%	47%
Integrate dentistry, vision, and behavioral health in value-based payment reform	49%	51%

EMERGENCY PREPAREDNESS (N=40)

Specific T/TA Need	State	National
Plan for staffing during an emergency	65%	71%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	63%	65%

PATIENT EXPERIENCE (N=47)

Specific T/TA Need	State	National
Understanding patient engagement in mental health services	60%	59%
Assess and use patient data on experience and satisfaction	60%	59%

TECHNOLOGY (N=47)

Specific T/TA Need	State	National
Ensure patient privacy and confidentiality	62%	53%
Protect your health center's data from hackers	62%	66%

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