

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

13

Health Centers that Responded

5/14 (36%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 3 (60%)	Mid-size: 1 (20%)	Small: 1 (20%)
Health Center Location	Urban: 4 (80%)	Rural: 1 (20%)	
Respondent Role	Executive Leadership: 6 (46%)		
	Frontline/Operations: 7 (54%)	Clinical: 0 (0%)	Non-Clinical: 7 (100%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=9)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	78%	68%
Provide services that are sensitive to different cultures and in the patient's preferred language	78%	56%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=1)

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=10)

Specific T/TA Need	State	National
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	60%	62%
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.)	50%	73%
Developing clinical competencies to treat refugees	50%	27%
Integrate behavioral health and oral care	50%	39%
Deliver culturally-responsive mental health screening, treatment, and support services	50%	45%
Include trauma-informed practices and healing-centered engagement in oral health care	50%	36%

POPULATION HEALTH AND SDOH (N=10)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing food insecurity	71%	68%
Assess and address the needs of patients who are experiencing housing insecurity	71%	73%

WORKFORCE (N=10)

Specific T/TA Need	State	National
Develop or improve change management skills	90%	62%
Develop community-minded leadership and strategic partnerships that benefit the health center workforce, patients, and community	80%	54%
Provide career development for health center staff	80%	66%
Develop a comprehensive staff retention and recruitment plan	80%	64%
Develop organizational strategies to reduce staff burnout	80%	68%

FINANCIAL SUSTAINABILITY (N=10)

Specific T/TA Need	State	National
340B program management	86%	47%
Integrate dentistry, vision, and behavioral health in value-based payment reform	80%	51%

EMERGENCY PREPAREDNESS (N=8)

Specific T/TA Need	State	National
Interruptions in communications, including cyber attacks	88%	71%
Develop an emergency event Tabletop Exercise	80%	53%

PATIENT EXPERIENCE (N=11)

Specific T/TA Need	State	National
Assess and use patient data on experience and satisfaction	82%	59%
Develop tools for equity-centered patient experience and assessment	64%	59%

TECHNOLOGY (N=7)

Specific T/TA Need	State	National
Protect your health center's data from hackers	86%	66%
Increase data literacy / Increase data literacy for patients	71%	42%
Optimize your health center's EHR	71%	60%

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government.

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