2024 National Health Center Training and Technical Assistance
NEEDS ASSESSMENT

NEW YORK STATE PROFILE
2024

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	77
Health Centers that Responded	20/71 (28%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 10 (50%)	Mid-size: 6 (30%)	Small: 4 (20%)
Health Center Location	Urban: 15 (75%)	Rural: 5 (25%)	
Respondent Role	Executive Leadership: 32 (42%)		
	Frontline/Operations: 45 (58%)	Clinical: 11 (24%) Non-Clinical: 34 (76%)	

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=38)

Specific T/TA Need	State	National
Implement or expand case management services	76%	66%
Develop and implement activities/initiatives to help patients access social care services and community resources	76%	68%
Coordinate with housing agencies to help with housing placement	66%	55%
Assess and connect patients to family support services	66%	59%

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=43)

Specific T/TA Need	State	National
Use data to guide and improve clinical quality, operations, and health center finances	72%	70%
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.)	70%	73%

POPULATION HEALTH AND SDOH (N=46)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing food insecurity	87%	68%
Assess and address the needs of patients who are experiencing housing insecurity	84%	73%

WORKFORCE (N=54)

Specific T/TA Need	State	National
Support professional development for young professionals and early to mid-career staff	70%	68%
Build effective processes for recruiting clinical staff	70%	76%

FINANCIAL SUSTAINABILITY (N=33)

Specific T/TA Need	State	National
Improve coding for more accurate financial modeling	66%	52%
Implement best practices and strategies to prepare for transformation and payment reform	61%	59%

EMERGENCY PREPAREDNESS (N=31)

Specific T/TA Need	State	National
Conduct an all-hazards facility-based risk assessment	81%	67%
Interruptions in communications, including cyber attacks	74%	71%

PATIENT EXPERIENCE (N=38)

Specific T/TA Need	State	National
Understanding patient engagement in chronic disease management	68%	63%
Develop culturally-responsive staff who use patient-centered approaches to health care	63%	53%
Understanding patient engagement in mental health services	63%	59%

TECHNOLOGY (N=36)

Specific T/TA Need	State	National
Protect your health center's data from hackers	56%	66%
Increase data literacy / Increase data literacy for healthcare staff	50%	56%
Increase patient and provider use of patient portals	50%	46%