



## BACKGROUND ON ASSESSMENT

Health Centers were assessed for their training and technical assistance (TTA) needs in Fall 2021. 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 on behalf of the Health Resources and Services Administration (HRSA) and their 21 [National Training and Technical Assistance Partners \(NTTAPs\)](#).

## RESPONDENTS BY TYPE

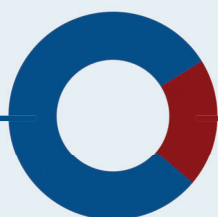
**40**  
HEALTH  
CENTER STAFF  
RESPONDED

**9 (75%)**  
health centers responded

Total Federally  
Qualified Health  
Centers and  
Look-Alikes

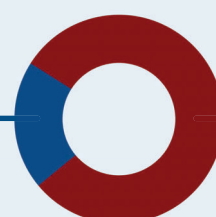
**12**

**77.8%**  
Large  
Health  
Centers



**22.2%**  
Small  
Health  
Centers

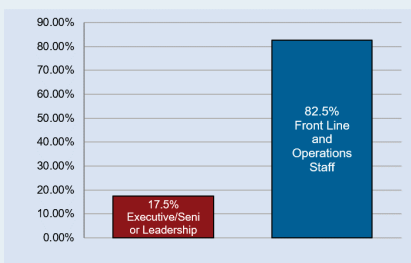
**22.2%**  
Urban  
Location



**77.8%**  
Rural  
Location

Small health centers defined as serving 10,000 or fewer patients.

Rural and urban classification derived from the 2020 UDS dataset, which is self-reported by the health centers.



**21.2%**

Nearly a quarter of the front line and operations staff worked in management or administration.

**18.2%**

Less than a quarter of the front line and operations staff were clinicians and clinical support staff.

## TOP TTA NEEDS BY SPECIFIC TOPIC



Access and Affordability

TTA Topic	Specific TTA Needs
Outreach and Enabling Services	Evaluating outreach programs
	Implementing outreach programs/partnerships to address health disparities
	Developing outreach services to address chronic diseases or conditions



Patient Experience

TTA Topic	Specific TTA Needs
no subdomain	Assessing and supporting patient engagement in telehealth
no subdomain	Collecting and optimizing use of patient experience/satisfaction data



Quality, Patient Care, and Safety

TTA Topic	Specific TTA Needs
Data Collection and Use	Using social determinants of health data to enhance patient outcomes and health equity
General Patient Care and Safety	Expanding telehealth care provision to improve continuity of care
	Best practices for patient and provider safety during public health emergencies
Behavioral Health (Mental Health and Substance Use Disorder) Services	Follow-up after behavioral health referrals