

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

33

Health Centers that Responded

17/43 (40%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 4 (24%)	Mid-size: 5 (29%)	Small: 8 (47%)
Health Center Location	Urban: 9 (53%)	Rural: 8 (47%)	
Respondent Role	Executive Leadership: 13 (39%)		
	Frontline/Operations: 20 (61%)	Clinical: 5 (25%)	Non-Clinical: 15 (75%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=20)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	70%	68%
Assess and connect patients to family support services	70%	59%
Implement or expand case management services	70%	66%
Develop outreach programs that use community health workers or promotoras(es), to address community needs	70%	58%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=3)

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=20)

Specific T/TA Need	State	National
Collect and use enabling services data to improve patient outcomes and health equity	80%	62%
Develop, implement, and improve interdisciplinary teams	80%	58%

POPULATION HEALTH AND SDOH (N=23)

Specific T/TA Need	State	National
Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations	87%	68%
Assess and address the needs of patients who are experiencing food insecurity	87%	68%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	87%	73%

WORKFORCE (N=26)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	88%	76%
Develop or improve communication and presentation skills	81%	58%
Develop organizational strategies to reduce staff burnout	81%	68%

FINANCIAL SUSTAINABILITY (N=21)

Specific T/TA Need	State	National
Assess ongoing needs to maintain current infrastructure, including readiness for capital expansion	67%	45%
Implement best practices and strategies to prepare for transformation and payment reform	62%	59%

EMERGENCY PREPAREDNESS (N=15)

Specific T/TA Need	State	National
Conduct an all-hazards facility-based risk assessment	100%	67%
Plan for staffing during an emergency	100%	71%
Communicate with staff and emergency management	100%	66%

PATIENT EXPERIENCE (N=17)

Specific T/TA Need	State	National
Develop culturally-responsive staff who use patient-centered approaches to health care	76%	53%
Understanding patient engagement in chronic disease management	76%	63%

TECHNOLOGY (N=19)

Specific T/TA Need	State	National
Optimize your health center's EHR	74%	60%
Ensure patient privacy and confidentiality	68%	53%
Transition to UDS+	68%	51%

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