

### 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](https://bphc.hrsa.gov). For analysis methods and measure definitions, please see the full report.

### STATE RESPONSE RATE

**Number of Individual Responses**

47

**Health Centers that Responded**

21/58 (36%)

### HEALTH CENTER/RESPONDENT CHARACTERISTICS

<b>Health Center Size</b>	Large: 4 (19%)	Mid-size: 10 (48%)	Small: 7 (33%)
<b>Health Center Location</b>	Urban: 13 (62%)	Rural: 8 (38%)	
<b>Respondent Role</b>	Executive Leadership: 20 (43%)		
	Frontline/Operations: 27 (57%)	Clinical: 11 (41%)	Non-Clinical: 16 (59%)

### TOP T/TA NEEDS BY SPECIFIC TOPIC

#### ACCESS & AFFORDABILITY (N=26)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	65%	68%
Coordinate with housing agencies to help with housing placement	65%	55%
Help patients navigate housing services (including applications, Housing Choice Vouchers, Section 8, etc.)	65%	48%

#### GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=8)

Specific T/TA Need	State	National
Navigate value-based care options and healthcare transformation	63%	58%
Plan and strategize for health center growth	50%	65%

#### QUALITY, PATIENT CARE, AND SAFETY (N=29)

Specific T/TA Need	State	National
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.)	69%	73%
Use data to guide and improve clinical quality, operations, and health center finances	62%	70%

#### POPULATION HEALTH AND SDOH (N=28)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	71%	73%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	71%	73%

#### WORKFORCE (N=32)

Specific T/TA Need	State	National
Develop organizational strategies to reduce staff burnout	81%	68%
Build effective processes for recruiting clinical staff	81%	76%

#### FINANCIAL SUSTAINABILITY (N=28)

Specific T/TA Need	State	National
Implement best practices and strategies to prepare for transformation and payment reform	57%	59%
Improve coding for more accurate financial modeling	57%	52%

**EMERGENCY PREPAREDNESS (N=12)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Improve accreditation and regulatory standards understanding for HRSA/BPHC emergency preparedness expectations	67%	63%
Interruptions in communications, including cyber attacks	67%	71%
Communicate with staff and emergency management	67%	66%
Communicate with patients about the emergency	67%	63%
Strengthen partnerships with local and state public health departments	67%	60%

**PATIENT EXPERIENCE (N=28)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Understanding patient engagement in telehealth	61%	58%
Understanding patient engagement in mental health services	61%	59%

**TECHNOLOGY (N=23)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Optimize your health center's EHR	61%	60%
Transition to UDS+	57%	51%

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