

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

27

Health Centers that Responded

14/32 (44%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 2 (14%)	Mid-size: 7 (50%)	Small: 5 (36%)
Health Center Location	Urban: 8 (57%)	Rural: 6 (43%)	
Respondent Role	Executive Leadership: 12 (44%)		
	Frontline/Operations: 15 (56%)	Clinical: 6 (40%)	Non-Clinical: 9 (60%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=6)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	67%	68%
Train staff to work with interpreters	67%	41%
Assess and connect patients to family support services	67%	59%
Assess and connect patients to education resources	67%	50%
Coordinate with housing agencies to help with housing placement	67%	55%
Coordinate with housing and shelter agencies to increase wraparound services	67%	49%
Help patients navigate housing services (including applications, Housing Choice Vouchers, Section 8, etc.)	67%	48%
Develop a budget and identify funding sources for a Medical Legal Partnership	67%	35%
Evaluate outreach programs	67%	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=14)

Specific T/TA Need	State	National
Use data to guide and improve clinical quality, operations, and health center finances	79%	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.)	71%	73%
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	71%	62%
Use peer support specialists to address patients' behavioral health needs	71%	41%

POPULATION HEALTH AND SDOH (N=17)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	94%	73%
Assess and address the needs of patients who are experiencing food insecurity	82%	68%

WORKFORCE (N=19)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	79%	76%
Develop or improve change management skills	74%	62%
Improve job satisfaction	74%	64%

FINANCIAL SUSTAINABILITY (N=10)

Specific T/TA Need	State	National
Risk stratification encompassing SDOH	60%	42%
Medicaid Prospective Payment System (PPS) reimbursement	50%	47%
Medicare PPS reimbursement	50%	40%
340B program management	50%	47%

EMERGENCY PREPAREDNESS (N=9)

Specific T/TA Need	State	National
Share information on at-risk patients with first responders in an emergency	100%	44%
Interruptions in communications, including cyber attacks	89%	71%
Communicate with patients about the emergency	89%	63%
Develop an emergency event Tabletop Exercise	89%	53%

PATIENT EXPERIENCE (N=13)

Specific T/TA Need	State	National
Assess and use patient data on experience and satisfaction	77%	59%
Understanding patient engagement in substance use services	77%	49%

TECHNOLOGY (N=8)

Specific T/TA Need	State	National
Respond to an organizational cyber attack	88%	58%
Increase data literacy / Increase data literacy for healthcare staff	88%	56%

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