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	12
Health Centers that Responded	8/31 (26%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 1 (13%)	Mid-size: 4 (50%)	Small: 3 (38%)
Health Center Location	Urban: 4 (50%)	Rural: 4 (50%)	
Respondent Role	Executive Leadership: 6 (50%)		
	Frontline/Operations: 6 (50%)	Clinical: 0 (0%) Non-Clinical: 6 (100%)	

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=10)

Specific T/TA Need	State	National
Train staff to work with interpreters	90%	41%
Develop and implement activities/initiatives to help patients access social care services and community resources	80%	68%

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=8)

Specific T/TA Need	State	National
Developing clinical competencies to treat people who may be experiencing intimate partner violence, sexual violence, or exploitation	88%	44%
Developing clinical competencies to treat older adults	75%	51%
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	75%	62%
Collect and use granular disaggregated patient demographic data	75%	43%
Deliver culturally-responsive mental health screening, treatment, and support services	75%	45%

POPULATION HEALTH AND SDOH (N=9)

Specific T/TA Need	State	National
Design programs and interventions to address SDOH	89%	63%
Develop and sustain community partnerships, community engagement, and referral systems to address patients' SDOH	78%	63%
Learn techniques to assess and address community-level barriers to health equity	78%	66%
Develop and implement screening strategies that are sensitive to differences in culture and language	78%	60%
Use granular (more specific) demographic data to learn about trends and needs in marginalized populations	78%	51%

WORKFORCE (N=10)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	90%	76%
Develop a comprehensive staff retention and recruitment plan	80%	64%
Improve job satisfaction	80%	64%

FINANCIAL SUSTAINABILITY (N=7)

Specific T/TA Need	State	National
Revenue Cycle Management	71%	49%
Financial resilience planning	71%	41%
Apply an equity lens to budget development and management	71%	29%
Assess ongoing needs to maintain current infrastructure, including readiness for capital expansion	71%	45%
Risk stratification encompassing SDOH	71%	42%

EMERGENCY PREPAREDNESS (N=3)

The response rate for this T/TA topic was fewer than 5 individuals; therefore, no aggregate state-level data is provided. For more information on the national results for this topic, please refer to the full report.

PATIENT EXPERIENCE (N=8)

Specific T/TA Need	State	National
Understanding patient engagement in mental health services	75%	59%
Assess and use patient data on experience and satisfaction	63%	59%
Understanding patient engagement in telehealth	63%	58%
Understanding patient engagement in oral health care	63%	48%

TECHNOLOGY (N=7)

Specific T/TA Need	State	National
Increase data literacy / Increase data literacy for healthcare staff	86%	56%
Improve interoperability	86%	40%