



# NATIONAL ASSOCIATION OF Community Health Centers®

Envisioning a world where every health center thrives and strengthens its community

Since the health center program began, the **National Association of Community Health Centers** (NACHC) has served as a trusted resource, delivering training and technical assistance (TTA) to health centers in partnership with Primary Care Associations (PCAs), Health Center Controlled Networks (HCCNs), national TTA partners and federal agencies. NACHC proudly serves as a convener, advisor, and coordinator of the U.S. Health Resources and Services Administration (HRSA) National TTA Partners (NTTAPs) serving the Health Center Program.

Each year in the United States, nearly 29 million people get their health care at one of the 1,400 health centers operating 13,000 service delivery sites.

The Health Center Program began over half a century ago. Today, health centers thrive as patient-led organizations, with the mission to increase access to crucial primary care services, improve health outcomes, and enhance patient and staff experience while advancing health equity and reducing barriers such as cost, insurance status, geographic distance, language, and culture.

## NACHC's TTA Foundational Principles:



**Ensure Relevant Content**



**Enhance Instructional Design and Delivery**



**Build and Leverage Partnerships**

## In the 2020 – 2021 training year, NACHC TTA programs touched:

20,600 health center staff, trained in  
**organizational excellence**

6,320 individuals, trained in  
**executive, clinical, and board leadership**

8,000 health center staff, trained in  
**health center operations**

*"As a new employee to a FQHC this workshop was extremely helpful and very informative. I will be able to use the knowledge gained in my position at my company."*

- **Participant, Introduction to Community Health Center Finance, April, 2021**

*"I thought the presenters were INCREDIBLE...they gave us tools to walk away with that can make a huge impact on our health centers."*

- **Participant, Practical Art of Health Center Operations (PAHCO), February 2021**

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

# NACHC offers TTA to all health centers (funded and look-alike), regardless of membership status, through a variety of delivery modalities.

## What is offered as Training and Technical Assistance (TTA)?

*In-person and virtual events, digital resources, and one-on-one assistance is offered in core content areas, including:*

- Leadership and Workforce Development
- Operational Excellence and Financial Management
- Board Governance
- Health Center Growth and Expansion



Over **46,100 total participants** from more than **1,200 unique FQHC's** accessed NACHC's TTA program between 2020 - 2021:



**148** Virtual Events



**13** Learning Collaboratives serving **477** Health Centers



**407** Published Resources (**25** are multi-lingual)



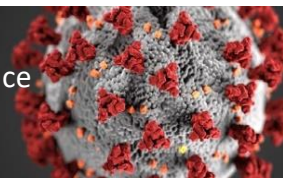
**232** COVID resources (**168** about vaccine confidence and administration)

## The NACHC National Resource Center for TTA provides an infrastructure for Health Center training and technical assistance

- **NACHC convenes a diverse advisory group** of National TTA Partners (NTTAPs), Primary Care Associations (PCAs), and Health Center Controlled Networks (HCCNs) to reduce duplication and enhance coordination across TTA providers, which maximizes value to health centers.
- **The National Health Center Resource Clearinghouse** is a one-stop-shop with **over 1,544 TTA resources** tailored for health centers, at no cost. Resources include archived webinars, self-paced eLearning modules, issue briefs, and operational toolkits provided by TTA partners who specialize in the health center operating environment and patient population. **Since July 2020, nearly 36,000 unique users visited [healthcenterinfo.org](https://www.healthcenterinfo.org)**
- **The National Health Center Needs Assessment** is a formal assessment of the training and professional development needs of all levels of health center staff. Learn more at <https://www.nachc.org/trainings-and-conferences/health-center-needs-assessment/>

### Bolstering Resilience:

COVID-19 Training and Technical Assistance Resources for Health Centers



NACHC supports health centers with pandemic response and recovery by delivering tailored information to support local operations. These resources are readily accessible at the [COVID-19 Priority Page](#), a dedicated COVID-19 section in the Health Resource Clearinghouse [www.healthcenterinfo.org](https://www.healthcenterinfo.org). Many resources are available in Spanish.

#### Key topics include:

- [Strategic Investments in Telehealth and Digital Tools for Health Centers: Maintaining Your Competitive Advantage Beyond the Pandemic](#)
- [Advancing Health Center and School Partnerships to Improve COVID-19 Vaccination Administration for Adolescents](#)
- [Community Health Centers Telehealth Promising Practices: Case Studies from the COVID-19 Pandemic](#)
- [Financial Oversight During COVID-19](#)
- [Tips for Board Chairs and Other Board Leaders During the COVID-19 Pandemic](#)