**BACKGROUND ON ASSESSMENT**

Health Centers were assessed for their training and technical assistance (TTA) needs in Fall 2021. 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 on behalf of the Health Resources and Services Administration (HRSA) and their 21 National Training and Technical Assistance Partners (NTTAPs).

**RESPONDENTS BY TYPE**

- **Total Federally Qualified Health Centers and Look-Alikes**: 30
- **25 Health Center Staff Responded**
  - **Large Health Centers**: 54.5%
  - **Small Health Centers**: 45.5%

Small health centers defined as serving 10,000 or fewer patients.

**Urban Location**
- **63.6%**

Rural and urban classification derived from the 2020 UDS dataset, which is self-reported by the health centers.

**Rural Location**
- **36.4%**

80% of the front line and operations staff worked in management or administration.

None of the front line and operations staff were clinicians and clinical support staff.

**TOP TTA NEEDS BY SPECIFIC TOPIC**

1. **Quality, Patient Care, and Safety**
   - **TTA Topic**: General Patient Care and Safety
   - **Specific TTA Needs**: Best practices for patient and provider safety during public health emergencies

2. **Access and Affordability**
   - **TTA Topic**: Outreach and Enabling Services
   - **Specific TTA Needs**: Developing outreach services to address chronic diseases or conditions

3. **Patient Experience**
   - **TTA Topic**: no subdomain
   - **Specific TTA Needs**: Assessing and supporting patient engagement in telehealth

Collecting and optimizing use of patient experience/satisfaction data

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This project/publication is 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 $7,254,766 with 0 percentage 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.