



# 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, over 30 million people get their health care at one of over 1,400 health centers operating more than 14,000 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. Health centers reduce access barriers such as cost, insurance status, limited English proficiency and geographic distance while advancing, cultural and linguistic competence.

## NACHC's TTA Foundational Principles:



**Ensure Relevant Content**



**Enhance Instructional Design and Delivery**



**Build and Leverage Partnerships**

## In the 2021-2022 training year, NACHC's TTA programs touched:

**10,400 health center staff, trained in  
organizational excellence**

**3,900 individuals, trained in  
executive, clinical, and board leadership**

**12,500 health center staff, trained in  
health center operations**






# NACHC offers TTA to all health centers, 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:*

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

Over **31,600 total participants** accessed NACHC's TTA program between **2021-2022**:

-  **104 Virtual Events**
-  an average **75% increase** in participant registration
-  **12 Learning Collaboratives** serving **367 Organizations**
-  **288 Published Resources** (**21** are multi-lingual); **77 NEW Resources published**
-  **232 COVID resources** (**168** about vaccine confidence and administration)



NACHC's TTA Team strives to empower adult learners with strategies and best practices to address challenges facing today's health centers. Find out more about national training workshops and online learning at our website...

[www.nachc.org/trainings-and-conferences](http://www.nachc.org/trainings-and-conferences)

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 2,050 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 2021, over 36,000 users visited [healthcenterinfo.org](http://healthcenterinfo.org)**
- **NACHC eLearning resources** continue to provide quality instruction and improved instructional delivery. This year saw the publication of both "**How to Become a Health-Center Look-Alike**" and "**Health Center Program 101**," which are comprehensive overviews designed for a wide audience. These complement micro-learning sessions focused on governance and leadership, including the new "**Workplace Well-Being**" series.
- **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://bit.ly/HC-NeedsAssessment>

*Top resources include:*

- [Health Center Board Roles](#)
- [Pharmacy Operations Troubleshooting Guide Topic: Mitigating Manufacturer Actions](#)
- [Applying Workplace Emotional Intelligence Tools](#)
- [Legal Lessons Learned from the Pandemic from Health Center Boards](#)