

WELCOME!

- We'll get started momentarily.
- Your microphone, video, and chat features are not needed and will remain deactivated.
- To view closed captioning, select the *Show Captions* icon in the meeting controls toolbar.
- Please submit questions at any time in the Q&A feature.
- If you still have questions at the end of this session, please contact Health Center Program Support.





Bureau of Primary Health Care Program Updates

October 22, 2026

Vision: Healthy Communities, Healthy People



Health Center Program Updates

AGENDA

- ☐ Welcome and Agenda
- ☐ Breast Cancer Awareness Month
- ☐ National Technical Assistance Programs
- ☐ Operational Site Visits Pilot and Badges
- ☐ Funding Updates
- ☐ Bureau Updates
- ☐ Mark Your Calendar
- ☐ Q&A



Breast Cancer Awareness Month

Early Detection and Screening

Routine Mammograms save lives

Risk and Genetic Literacy

Knowledge guides tailored screening

Accessible Health Care

Screening for every patient



Sources: American Cancer Society, U.S. Preventive Services Task Force

FY 2026

National Technical Assistance Programs

David Bates

Office of Quality Improvement
Bureau of Primary Health Care



What is an NTAP?

- HRSA-supported National Technical Assistance Programs (NTAPs) provide technical assistance to existing and potential health centers nationwide.
- NTAPs develop, deliver, coordinate, and evaluate technical assistance to support health centers to:
 - Deliver comprehensive, high-quality primary health care.
 - Improve chronic disease management, nutrition, and preventive services.
 - Improve operational effectiveness, efficiency, and quality.
 - Address emergent public health needs and priorities.
 - Meet and exceed compliance with the Health Center Program funding requirements.



Who are the NTAPs?

Clinical and Preventive Excellence NTAP



Cikatelli Associates (CAI)

Operational Excellence NTAP



National PCA Hub

National TA and Coordination NTAP



National Association of
Community Health Centers

NTAP Questions

Eligibility	Who can use the technical assistance?
Cost	How much does it cost?
Resources	What training and resources are available?
Finding TA	How do I find available technical assistance?
Getting involved	How else can I participate?



The National Hub for Community Health Center Excellence

*An initiative of
the National PCA Hub*

Who we are

HRSA-funded NTAP
dedicated to
**strengthening
health center
operations.**

What we offer

Cost-free, expert-led
technical assistance,
peer exchange and
learning, tools and
resources, and
targeted expertise.

What we want to be

**A trusted partner
for health centers**
nationwide,
offering timely
support, guidance,
and connection.

Together, we are the Hub. The operational excellence Hub NTAP and the National PCA Hub jointly leverage the experience and breadth of state and regional PCAs to provide critical TA on the national level. Our goal is to offer coordinated support that helps health centers implement and sustain operational improvement.



How the Hub Delivers Technical Assistance

THREE TYPES OF TECHNICAL ASSISTANCE

NATIONAL AUDIENCE ACTIVITIES

Expert-driven webinars or resources – or both – available to every health center, and accessible across the health center program. **These are low barrier to entry, just register and join!**

COMMUNITIES OF PRACTICE

Multi-month learning communities of health center peers, 6+ sessions each focused on moving operations forward together. These require a **quick application**, to be sure we have enough appropriate participants to make the community meaningful.

OUTCOMES-FOCUSED COHORTS

Intensive, multi-year engagements with health centers that have room to improve on selected metrics.

Outcomes-focused cohorts are also their own objective.

ACROSS THIRTEEN HRSA-DEFINED OBJECTIVES

1	Access to comprehensive primary care	6	Outcomes-focused cohorts to improve operational performance	11	Workflow optimization
2	Chronic care management and preventive services	7	Health information technology (HIT) and data management	12	Train-the-trainer for PCAs and HCCNs
3	Workforce recruitment, retention, and development	8	Pharmacy management and optimization	13	Preparedness for emergencies and environmental hazards
4	Financial and resource management	9	Capital planning, growth, and operational development		TA activities for all health centers.
5	Emerging issues: Healthcare Transformation	10	Health center expansion of services		TA activities for PCAs, HCCNs, or select group of health centers.



Example: Community of Practice

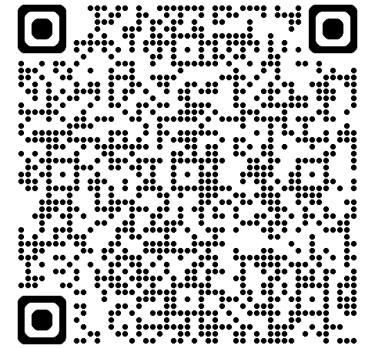
Aligning Financial Strategy with Operational Performance and Value-Based Innovation

Connect financial strategy to operational results.

Learn with executive and finance peers to strengthen payer contracting, revenue performance, and readiness for value-based innovation. Participants will:

- **Build financial resilience** through scenario planning, strategic prioritization, and adaptation to changing funding, reimbursement, policy, and market conditions.
- **Improve operational performance and sustainability** by applying benchmarks, assessment findings, and proven practices from high-performing health centers.
- **Evaluate and implement emerging financial strategies** related to pharmacy, value-based care, and evolving payment models.
- **Strengthen revenue cycle management** through effective workflows, workforce practices, reimbursement strategies, performance monitoring, and internal controls.

Communities of Practice require a brief application simply to ensure that participants are health centers and that we have enough participants to have meaningful sharing and learning.



Scan the code
to apply!



Stay Connected

01 Explore

Visit the Hub's NTAP page for current opportunities and resources:
NationalPCAHub.org/NTAP

02 Subscribe

Sign up for Hub NTAP communications so new activities reach you.

03 Participate

Join webinars, communities of practice, and use the tools that are shared.

04 Tell us what you need!

Share operational questions, emerging challenges, and ideas! Reach us at
[Hello@nationalPCAHub.org](mailto>Hello@nationalPCAHub.org)





CLINICAL AND PREVENTIVE EXCELLENCE

National Technical Assistance Program



WHO WE ARE

- CAI brings nearly 50 years of experience partnering with health centers to strengthen clinical services and improve patient outcomes.
- Using innovative and evidence-based training, communities of practice, dissemination of practical implementation tools and resources
- CAI brings the national infrastructure, capacity building expertise, and partner network required to successfully serve in this role as an NTAP provider
- We look forward to partnering with you to optimize and strengthen health services and care models that result in improved outcomes for the people you serve

TECHNICAL ASSISTANCE DELIVERY MODELS

Four coordinated TA formats to match health center capacity and need

1 RESOURCES

Toolkits, implementation guides, and digital resources
Web-based and available to every health center to
improve awareness, knowledge, and support
implementation of evidence-based care

2 NATIONAL WEBINARS

Live sessions featuring health centers that deliver practical,
data-supported guidance and promising practices that
achieve measurable improvements
Recorded and archived for on-demand viewing

3 OUTCOMES-FOCUSED COHORTS

Longitudinal support for health centers in or below the
3rd quartile in select clinical performance measures
6 cohorts of 40 health centers, 3-year journeys

4 COMMUNITIES OF PRACTICE (CoP)

Structured peer learning focused on a shared area for
improvement
8 virtual CoPs of 12 health centers, 6 sessions each, team-based
focus area for improvement with individualized facilitation support

PROVIDES BROAD REACH, FOCUSED PEER LEARNING, AND IN-DEPTH CONSULTATION AND FACILITATION

SIX OUTCOMES-FOCUSED COHORTS



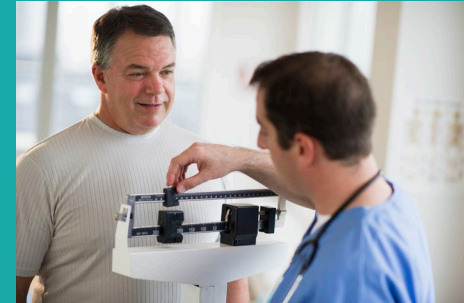
COHORT 1 and 2

CONTROLLED
HYPERTENSION



COHORT 3 and 4

WEIGHT ASSESSMENT
& COUNSELING



6

COHORTS



COHORT 5

CANCER SCREENING



COHORT 6

DEPRESSION SCREENING
AND FOLLOW-UP



240

HEALTH
CENTERS

Cohort Cycle: 6 months planning and recruiting cohort member; 3 years engaging with health centers; 6 months evaluating cohort impact

COLLABORATIONS AND PARTNERSHIPS



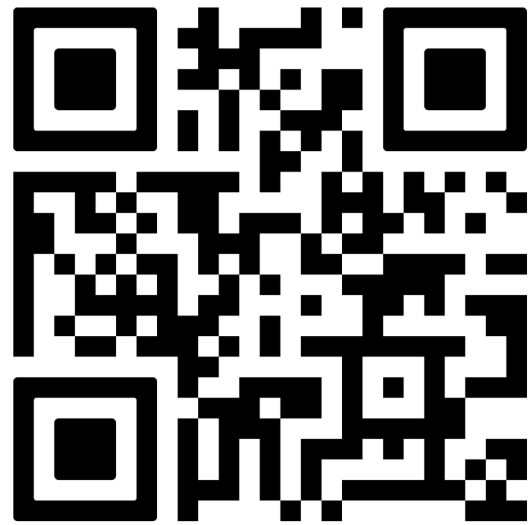
NYC REACH



**Primary Care
Associations**

**Health Center
Controlled Networks**

Stay Connected



Scan me! →



NACHC's National TA & Coordination Center

October 22, 2026



NACHC's National TA & Coordination Center

Leading coordination AND providing focused offerings for Health Centers

Who we serve



Health Centers
& Look-Alikes



C-Suite and
Emerging Leaders



Governing
Boards



HRSA TA providers (NTAPs,
PCAs, HCCNs)

How we deliver TA



TA Coordination

Aligning HRSA-funded TA partners

- Across NTAPs, PCAs, and HCCNs
- TA Collaboration & Peer Sharing
- Health Center Resource Clearinghouse
- National TA Needs Assessment



Communities of Practice

Cohort-based peer learning

- CEO, CFO, and CMO exchanges
- Board Chair-CEO partnership
- Health IT and financial strategy
- Strategic planning and OSV prep



Asynchronous Learning

eLearning and on-demand resources

- Clearinghouse Learning Bundles
- Program Compliance eLearning courses
- Board Resources
- OSV and Scope of Project Quick Guides

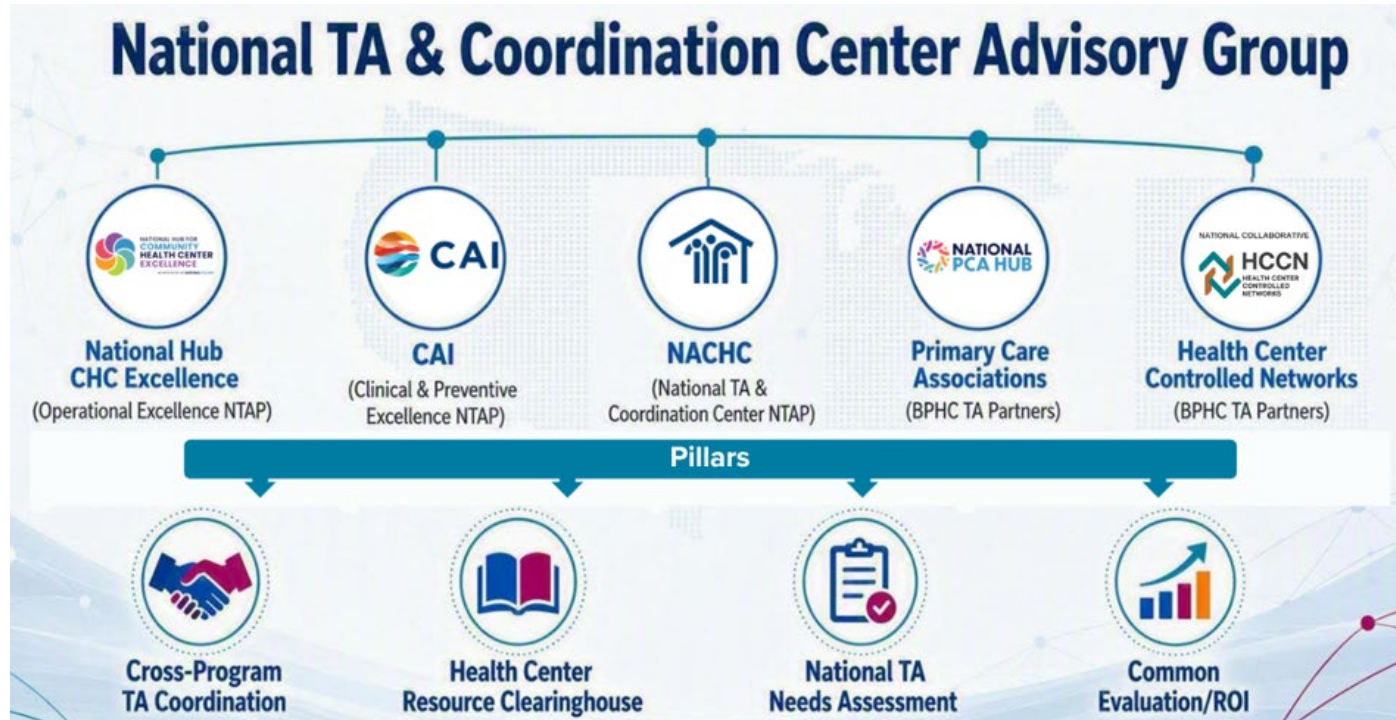


Learning Series

Webinars and live virtual sessions

- Rural and school-based partnerships
- Food for health partnerships
- Public Health webinar series
- Emergency preparedness office hours

Coordination Among HRSA-Supported TA Programs



- **Matrixed coordination**

PCAs, HCCNs, & NTAPs share strategies, collaborate on content, and support peer exchange.

- **National TA & Coordination Center Advisory Group:**

NTAPs, PCA Hub, and HCCN National Collaborative align TA efforts; sub-groups inform the Needs Assessment, Clearinghouse, and collective impact.

Impact: Coordinated TA strategies reduce duplication and help health centers easily find the support they need.



HEALTH CENTER RESOURCE CLEARINGHOUSE

Four Paths to Find What You Need, When You Need It



1 Explore TA Resources Browse resources by topic

Clinical Issues

Community Health

Finance

Governance

HIT/Data

Operations

Oral Health

Promising Practices

Quality

Telehealth

Value-Based Health Care

Workforce



2 View the Latest

Spotlight on the newest partner resources, e.g., telehealth factsheets, eLearning modules, and toolkits



3 Learning Briefs

Structured deep dives, one topic at a time: Workforce (available now); Financial Sustainability and Leadership (coming soon)



4 Live TA Events

Calendar of upcoming National Training and Technical Assistance Partner (NTTAP) events

About the Clearinghouse

Operated by the National TA & Coordination Center charged by HRSA's Bureau of Primary Health Care — an online repository meeting the information needs of the health center workforce, leaders, and governing boards.



Intuitive structure

Evidence-based organization for easy access to vetted content



Quality standards

Curated, current, high-quality materials — no weeding required



Right info, right time

Focused resources matched to need, knowledge, and skill level

Connect: [Join the newsletter](#)



| Submit a resource or event (HRSA-funded TTA providers) | www.healthcenterinfo.org

Operational Site Visits

LCDR Ava Taylor and Zachary Bolzan

Office of Health Center Program Monitoring

Bureau of Primary Health Care



Operational Site Visits (OSV)

Operational Site Visits provide an objective assessment and verification of compliance with the statutory, regulatory, legislative, and policy requirements of the health center award recipients and LALs.

OSV Outcomes	FY 2025	FY 2026*
OSVs Conducted	467	138
Non-Compliant Findings	2,617	508
Non-Compliant Findings Resolved (%)	2,218 (85%)	351 (69%)

478 OSVs planned for FY 2027

FY 2026 Most Frequent Non-Compliant OSV Findings

- Required and Additional Health Services
- Board Authority
- Board Composition
- Clinical Staffing
- Sliding Fee Discount Program
- Contracts and Subawards

**FY2026 Data as of 10/14/2026 (has not been finalized yet)*



OSV Badges



- Recognizes health centers that demonstrate full compliance with Health Center Program requirements following the OSV
- Eligibility: No conditions placed on the health center award after the OSV
- OSV Badges were issued in EHB for eligible OSVs conducted in CY 2024, CY2025 - August 2026.
- 713 Health centers received CY2024 and CY2025, and 2026 OSV Badges.

OSV Pilot Goals: Health Center Impact

Reduce Health Center Burden

- Minimize staff time required for on-site visits
- Maintain consistent documentation requirements across OSV models.
- Streamline pre-OSV documentation requirements.

OSV Pilot Implementation: Status Update

Purpose: To evaluate two new OSV models to inform future health center monitoring approaches.

Pilot visits completed July – Sept 2026

Pilot model	Health centers
One-day OSV	5
Two-day OSV	5

Key Enhancements

- Geographic pairing strategy
- Pre-OSV document submission and review

Evaluation and Next Steps

- Assess implementation and efficiencies.
- Evaluate consistency of compliance determinations.
- Identify lessons for future OSV monitoring practices.



OSV Pilot Findings and Recommendations

Reduced Burden and Comparable Findings Pre-Compliance Resolution Opportunity (CRO)

Reduce burden while maintaining comparable compliance findings across OSV models

- 1-Day OSV Average: 7 findings per OSV
- 2-Day OSV Average: 6.6 findings per OSV
- Current OHCPM Average: 7.1 findings per OSV

BPHC PLAN: Implement 1-Day and 2-Day OSV models across OHCPM for FY2027



Preparing for Your Operational Site Visit



Review the Site Visit Protocol and OSV preparation materials.



Confirm key staff availability for interviews and discussions.



Organize required documents and have them ready for submission and/or on-site review.



Identify questions or areas needing clarification before the visit.

Questions? Contact your **Project Officer** for assistance with preparation or the OSV process.



Funding Updates

Current Opportunity

FY 2027 Service Area Competition

- \$125 million for approximately 357 awards ("April starts")

Forecasted Opportunities

FY 2027 Regional Nutrition Hubs

- \$5 million for approximately 5 awards

FY 2027 State and Regional Primary Care Association (PCA) Cooperative Agreements

- \$76 million for approximately 52 awards

FY 2027 Service Area Competition Update

Current Competition Date	What to Know
January 1 or February 1, 2027	Extension through June 30, 2027 .
March 1, 2027	Extension through July 31, 2027 .
April 1, 2027	EHB deadline is November 18, 2026 .
August 1, 2027	More information to come.

HRSA will provide additional instructions for the extensions.



Updates from BPHC's Chief Medical Officer



Health Centers and Nutrition

Role of Health Centers

Health centers provide comprehensive, patient-centered care that can help people establish healthy eating patterns and prevent or manage chronic health conditions.

Supporting Nutrition through Primary Care

Nutrition services can help to prevent, manage, and treat diseases and conditions through nutritional and food-based interventions. Good nutrition is important to overall health and well-being.

HHS Health Center

Healthy Lifestyle Commitment

Scan to learn more about the voluntary commitment and see the participating health centers.



Mark Your Calendar

BPHC Program Updates

- Thursday, December 10, 2 – 3 p.m. ET



Questions?



Thank You!

Bureau of Primary Health Care (BPHC)

Health Resources and Services Administration (HRSA)



[Health Center Program Support](#)



877-464-4772, 8 a.m. – 8 p.m. ET, Monday – Friday (except federal holidays)

bphc.hrsa.gov



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