Have you participated in PCA HCCN Professional Development Series before?

- Yes: 7
- No: 12
I am familiar with the components of a comprehensive workforce R & R plan.

I feel comfortable providing technical assistance on creating a comprehensive workforce R & R plans.
Think back on your most frequent TTA requests over the year, which category do they fall in?

- Data-informed work plans: 3%
- Equitable & Effective Compensation Structure: 17%
- Positive Culture Focused on Engagement: 9%
- Tested Recruitment & Retention Strategies: 20%
- Health Professions Training Program: 14%
- Chief Workforce Officer: 0%
- High-Functioning Managers: 6%
- Policies that Support Diversity & Cultural Respect: 26%
- Other: 6%
What TTA requests/needs have come up most over the course of the year? Type your name/org and the top one or two workforce TTA requests/needs

- HR related to Covid
- Jenna Thomsen - Nebraska Front Desk Training, Cybersecurity Audits, Working from Home Procedures
- Andrea Martin, CHAMPS Workforce impacted by COVID (e.g., kids not in school, sick family members, etc.)
- Yvette Merritt-Louisiana PCA-Customer Service-Cultural Competency
- Provider Liscensure, Employment Laws (COVID 19)
- Ama/PA Assoc. for Community Health Centers moral injury compassion fatigue
- Shannon Connell- CCHN, recruitment of behavioral health providers, supporting staff taking time off related to covid
- Erica Lester, MNACHC: working from home
- Ashley-IL PCA Work from home policies Employee procedures for screening, positive employees
What TTA requests/needs have come up most over the course of the year? Type your name/org and the top one or two workforce TTA requests/needs

Recruitment and retention, Emily Ferry, MPCA

Katie Kenny - recruitment and HR with Covid

ARBOR FAMILY HEALTH - COVID

Shanika Thompson, CrescentCare - Cultural Humility

Jose Flores, NOELA Community Health Center - Cultural Competency

Beau- SFCCC - Increasing Behavioral Health Workforce Career Ladders to increase diversity into higher clinical roles

Ashley, CHAMPS (RVIII) - Workforce impacted by COVID-19 - Diversity Equity, and Inclusion - COVID policies
In what area do you feel like you are most successful in providing TTA? Type your name, org, and one example

- Ashley - IL PCA: Recruitment best practices/pipeline building
- Shannon, CCHN: supporting cultural improvements, recruitment strategies for providers
- Ama, PA Assoc. for Community Health Centers: employment laws surrounding COVID
- Brandi, Louisiana Primary Care Association: We just rolled out an Azara TA webinar series based on their level of expertise (intro, intermediate, advanced)
- Katie Kenny - Iowa PCA: template for workforce plans, recruitment, HR.
- Andrea/CHAMPS: salary/benefits surveys, other WF metrics (e.g., turnover, tenure, etc., etc.), supervisor/manager training
- Shanika Thompson - Crescent Care Customer Service (Transgender Care): onboarding for new staff, cultural competency, customer service, R&R
- Yvette at LPCA: facilitation for new staff, cultural competency, customer service, R&R
- Jenna Thomsen, Nebraska: Roundtable discussions and simplifying complex policies and procedures
In what area do you feel like you are most successful in providing TTA? Type your name, org, and one example

Erica Lester, MNACHC: HR support

Ashley, CHAMPS: Staff too busy due to COVID
What has been your biggest challenge in addressing the workforce TTA needs in your state/region? Type your name, org, and one example

- Staff capacity to provide what is needed
- Erica Lester, MNACHC: communication during COVID has made everything difficult (only emails, Slack, phone calls)
- Ashley - IL PCARTAT engagement-low priority due to COVID
- Ama PCA - leadership buy in to residency programs and hosting interns
- Jenna Thomsen, Nebraska - aligning priorities and FQHCs seeing the PCA as a workforce expert/partner
- Shanika Thompson - With COVID, seeking ways to engage workforce through remote learning.
- Yvette at LPCA - the biggest challenge for us has been engaging CHCs in the current climate with COVID, social unrest, the election, survey fatigue, and the increased amount of hurricanes that we've had to respond to this year.
- Madeline Anderson CPCA (new to this work but health centers are expressing low capacity to engage in workforce initiatives)
- Emma, IL PCA - health centers long term planning/looking ahead to future workforce needs
What has been your biggest challenge in addressing the workforce TTA needs in your state/region? Type your name, org, and one example

- Katie Iowa PCA - engagement of CHC staff with the new HRSA deliverables
- Brandi, Louisiana Primary Care Association. Keeping individuals engaged and available during the TA opportunities so many competing priorities and zoom fatigue.
- Shannon, CCHN - Navigating state and federal policy changes, providing support for BH recruitment

- Competing priorities due to covid and lack of workforce interest