Social Service Assistant

Inland Empire/Desert Region (Riverside and San Bernardino counties)

This workforce demand report uses state and federal job projection data developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.

Summary

- Community college human services programs provide the knowledge, skills, and abilities that lead to one community college-level occupation, social and human service assistants.

- This occupation is projected to have 680 annual job openings through 2024, increasing employment by 15%.

- The 50th percentile hourly earnings for social and human service assistants is $18.56 per hour, below the regional $21.78 per hour self-sustainable wage standard for a single adult with one child.

- Regional community colleges offering human services programs have issued 85 awards annually over the last three academic years.

- The Centers of Excellence recommends developing a social service assistant program to meet the regional demand for social and human service assistants.

Introduction

California Community College human services (TOP 2104.00) programs prepare students for employment through training related to the theory and practice in providing human and social services to individuals and communities. These programs include preparation for work in public and private human services organizations (Taxonomy of Programs, 2012). The knowledge, skills, and abilities trained by human service programs lead to the social and human service assistants occupation.

Social and Human Service Assistants (21-1093)

Assist other social and human service providers in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

Sample job titles: Addictions Counselor Assistant, Advocate, Clinical Assistant, Residential Care Assistant, Social Services Aide, Social Services Assistant, Social Work Assistant, Social Work Associate, Social Worker Assistant

Entry-Level Educational Requirement: High school diploma or equivalent

Training Requirement: Less than one month on-the-job training

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 34%

Job Counts and Projections

In 2019, there were 4,724 social and human service assistant jobs in the Inland Empire/Desert Region. This occupation is projected to have 680 annual job openings to fill new or backfill jobs that workers are permanently vacating (includes occupational transfers and retirements). Social and human service assistants are expected to increase by 15% through 2024. Exhibit 1 displays the job counts, five-year projected job growth, job openings, and the share of incumbent workers age 55 years and greater.

Exhibit 1: Five-year projections, 2019-2024

2019 Jobs	2024 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
4,724	5,452	15%	4,079	680	24%

Source: Emsi 2021.2

Exhibit 2 shows the number of job ads posted during the last 12 months and the regional and statewide average time fill. Over the last 12 months, there were 206 social and human service assistant job advertisements posted in the Inland Empire/Desert Region. On average, regional employers fill online job advertisements for social and human service assistants within 32 days. This is seven days shorter than the statewide time to fill, indicating that regional employers likely face fewer challenges filling open positions than other employers in California.

Exhibit 2: Job ads and time to fill

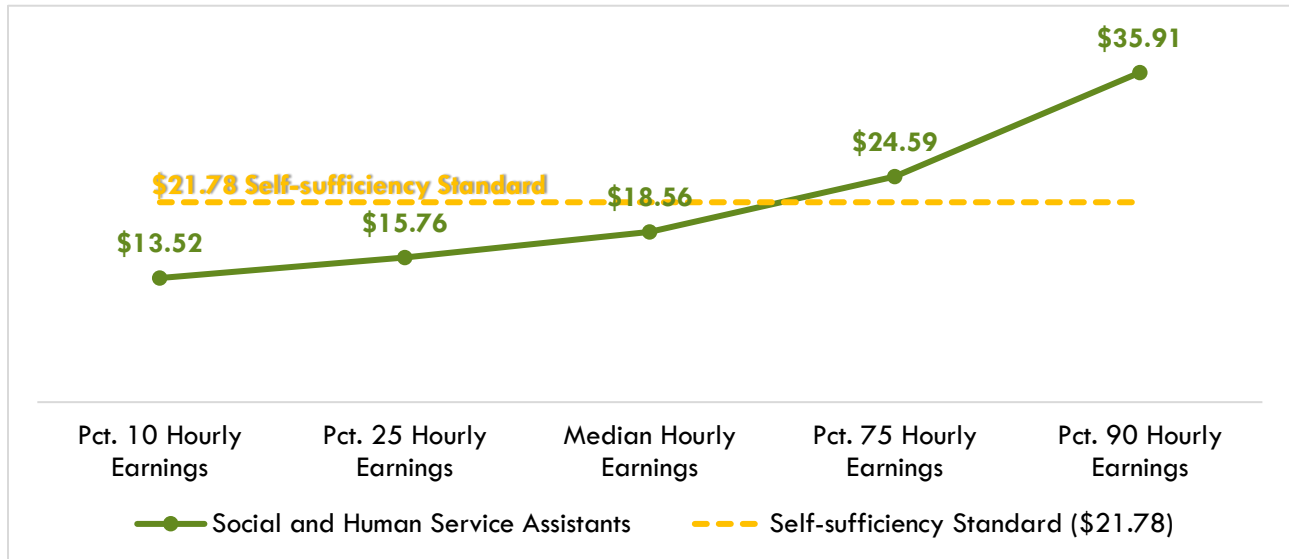| Occupation	Job Ads	Regional Average Time to Fill (Days)	Statewide Average Time to Fill (Days)
Social and Human Service Assistants	206	32	39

Source: Burning Glass – Labor Insights

Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide self-sustainable income. The University of Washington estimates that a self-sufficient hourly rate for a single adult with one school-age child is $21.78 per hour or $45,992 annually in Riverside County; $21.24 per hour or $44,867 annually in San Bernardino County (Pearce, 2020). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

The hourly earnings for social and human service assistants do not surpass the self-sustainability rate until the 75th percentile, indicating that only the top 25% of workers in the field earn a self-sustainable wage. Exhibit 3 displays the hourly earnings for social and human service assistants.

Exhibit 3: Hourly earnings by percentile

| | Pct. 10 Hourly Earnings | Pct. 25 Hourly Earnings | Median Hourly Earnings | Pct. 75 Hourly Earnings | Pct. 90 Hourly Earnings |

Values shown: $13.52, $15.76, $18.56, $24.59, $35.91
$21.78 Self-sufficiency Standard

— Social and Human Service Assistants
‒ ‒ ‒ Self-sufficiency Standard ($21.78)

Source: Emsi 2021.2

According to the California Labor Market Information Division's occupational guides, benefits for social and human services assistants typically include health, dental, and life insurance, as well as vacation, sick leave, holiday pay, and retirement plans (Detailed Occupational Guides, 2021).

Advertised Salary from Online Job Ads

Exhibit 4 displays online job ad salary data for social and human services assistants over the last 12 months. Online job ad salary information reveals that employers are willing to pay social and human service assistants $40,000 annually, below the $45,992 annual ($21.78 hourly) self-sufficiency standard for the region. Consider the salary information with caution since only 39% (81 out of 206) online job postings for these occupations provided salary information. The salary figures are prorated to reflect full-time, annual wage status.

Exhibit 4: Advertised salary information

Occupations	Real-Time Salary Information					Average Annual Salary
	Number of job postings	Less than $35,000	$35,000 to $49,999	$50,000 to $74,999	More than $75,000	
Social and Human Service Assistants	81	35%	48%	17%	-	$40,000

Source: Burning Glass – Labor Insights

Employers, Skills, Education, and Work Experience

Exhibit 5 displays the employers posting the most job ads during the last 12 months. Displaying employer names provides some insight into where students may find employment after completing a program.

Exhibit 5: Employers posting the most job ads for social and human services assistants

Occupation	Top Employers	
Social and Human Service Assistants *(n=206)*	• Kindred Healthcare Incorporated • Universal Health Services, Inc. • Riverside County • Anthem Blue Cross • The Mentor Network	• The GEO Group • RI International • Loma Linda University Health • Kisco Senior Living • Hospital Corporation of American

Source: Burning Glass – Labor Insights

Exhibit 6 lists a sample of specialized and employability skills employers seek when looking for workers to fill social and human service assistant positions. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as "soft skills." The skills requested in job postings may be utilized to guide curriculum development.

Exhibit 6: Sample of in-demand skills from employer job ads

Occupation	Specialized skills	Employability skills
Social and Human Service Assistants *(n=181)*	• Case Management • Scheduling • Discharge Planning • Cardiopulmonary Resuscitation (CPR)	• Communication Skills • Teamwork/Collaboration • Bilingual (English/Spanish) • Organizational Skills

Source: Burning Glass – Labor Insights

According to the Bureau of Labor Statistics, approximately 34% of incumbent workers in this field hold a community college-level of educational attainment; "some college, no degree" and an "associate degree." Online job advertisements indicate that the majority (64%) employers seeking social and human service assistants sought candidates with a high school diploma or equivalent. Exhibit 7 displays the typical entry-level education, educational attainment, and minimum advertised education requirements for social and human service assistants.

Exhibit 7: Typical entry-level education, educational attainment, and minimum advertised education requirements

Occupation	Typical Entry-Level Education Requirement	CC-Level Educational Attainment*	Real-Time Minimum Advertised Education Requirement			
			Number of Job Ads	High school or vocational training	Associate degree	Bachelor's degree or higher
Social and Human Service Assistants	High school diploma or equivalent	34%	*145*	64%	3%	33%

Source: Emsi 2021.2, Burning Glass – Labor Insights
*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework

Exhibit 8 displays the work experience typically required before employment and the real-time work experience requirements from employer job ads for social and human service assistants. Job advertisements indicate that the majority of employers sought candidates with zero to two years of work experience.

Exhibit 8: Work experience required and real-time work experience requirements

Occupation	Work Experience Typically Required	Real-Time Work Experience			
		Number of job postings	0 – 2 years	3 – 5 years	6+ years
Social and Human Service Assistants	None	*130*	79%	20%	1%

Source: Emsi 2021.2, Burning Glass – Labor Insights

Social Justice System Studies Online Advertisements

This section of the report contains a keyword search of online job advertisements for social and human service assistants to determine the real-time demand for these workers providing advocacy services for specific population groups or in specific settings. Moreno Valley College's Social Justice Systems Studies program provides insight into the potential populations that may receive assistance from social and human service assistants, which includes human trafficking survivors and perpetrators, youth in gangs, youth on probation, adults on parole, clients within residential treatment programs and correctional facilities (Moreno Valley College, 2021, p. 133).

In the Inland Empire/Desert Region, approximately 28% of the 206 total advertisements for social and human services assistants stated a need for candidates to work with the youth population. Please note that this keyword search is limited by the information included in employer advertisements, and employers may not have included population-specific information in job advertisements. Exhibit 9 displays the results of a social justice system studies-based keyword search for social and human services assistants.

Exhibit 9: Social justice system studies keyword search

Keyword	Job Ads
Youth/Children	58
Adults	21
Correctional facilities/Corrections	4
Human trafficking	2
Youth in gangs	2
Adults on parole	1
Youth on probation	1
Residential treatment programs	1

Source: Burning Glass – Labor Insights

Student Completions for Programs

Exhibit 10 displays completion data for California Community College human services (TOP 2104.00) programs between 2017 and 2020. Over the last three academic years, regional community colleges issued 85 awards annually in human services programs. The student completion and outcome methodology are available on page 9. The following are the local program titles for regional human services programs:

- Moreno Valley: Behavioral Therapist, Careers in Social Work, Child Welfare, Drug and Alcohol Studies, Family Studies, Human Services, Military Social Work, Multicultural Counseling, Social Justice System Studies, Social Work Administration Studies, Social Work, & Counseling Practices
- Riverside: N/A
- San Bernardino: Case Specialist, Case Management in the Public Sector, Human Services

Exhibit 10: 2017-20, Annual average community college awards for the human services programs in the Inland Empire/Desert Region

TOP 2104.00 – Human Services	Associate Degree	Certificate requiring 30 to <60 semester units	Certificate requiring 18 to <30 semester units	Certificate requiring 16 to <30 semester units	Certificate requiring < 6-semester units	Total CC Annual Average Awards, Academic Years 2017-20
Moreno Valley	10	-	10	7	9	37
Riverside	0	-	1	-	0	2
San Bernardino	33	13	-	-	-	46
Total	**44**	**13**	**11**	**7**	**10**	**85**

Source: MIS Data Mart

California program outcome data may provide a useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 11. The outcome methodology is available in the appendix section of this report.

Exhibit 11: 2104.00 – Human services strong workforce program outcomes

Strong Workforce Program Metrics: 2104.00 – Human services Academic Year 2017-18, unless noted otherwise	Inland Empire/Desert Region	California
Unduplicated count of enrolled students (2018-19)	724	8,770
Completed 9+ career education units in one year (2018-19)	29%	26%
Perkins Economically disadvantaged students (2018-19)	94%	91%
Students who earned a degree, certificate, or attained apprenticeship (2018-19)	55	663
Transferred to a four-year institution (transfers)	33	603
Job closely related to the field of study (2016-17)	54%	67%
Median annual earnings (all exiters)	$29,350	$26,572
Median change in earnings (all exiters)	10%	26%
Attained a living wage (completers and skills-builders)	63%	46%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Recommendation for Social Service Assistant Programs

Social and human service assistants are expected to have 680 annual job openings and increase employment by 15% over the next five years. The hourly earnings for this occupation do not surpass the $21.78 per hour self-sustainable wage standard until the 75th percentile.

Community college human services (2104.00) programs have issued 85 awards annually over the last three academic years. The median annual earnings for human services program completers in the region is $29,350.

The Centers of Excellence recommends developing a social service assistant program due to the high demand for this occupation and the relatively low supply of human services program completers. Colleges considering this program should partner with applicable employers to document their need for more workers in this field and ensure that students earn a self-sustainable wage after program completion.

Contact
Michael Goss & Paul Vaccher
Centers of Excellence, Inland Empire/Desert Region
michael.goss@chaffey.edu
June 2021

References

Burning Glass Technologies. (2021). *Labor Insights/Jobs.* Retrieved from https://www.burning-glass.com/

California Community Colleges Chancellor's Office. LaunchBoard. (2021). *California Community Colleges LaunchBoard.* Retrieved from https://www.calpassplus.org/Launchboard/Home.aspx

California Community Colleges Chancellor's Office. LaunchBoard. (2021a). *Strong Workforce Program Metrics Data Element Dictionary.* Pg. 3. Retrieved from https://www.calpassplus.org/MediaLibrary/calpassplus/launchboard/Documents/SWP-DED.PDF

California Community Colleges Chancellor's Office. (2021). *Chancellor's Office Curriculum Inventory (COCI), version 3.0.* Retrieved from https://coci2.ccctechcenter.org/programs

California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. (2021). *Data Mart.* Retrieved from https://datamart.cccco.edu/datamart.aspx

California Community Colleges Chancellor's Office, Curriculum and Instructional Unit, Academic Affairs Division. (2012). *Taxonomy of Programs, 6th Edition, Corrected Version.* Retrieved from https://www.cccco.edu/-/media/CCCCO-Website/About-Us/Divisions/Digital-Innovation-and-Infrastructure/Research/Files/TOPmanual6200909corrected12513.ashx?la=en&hash=94C709CA83C03808 28415579395A5F536736C7C1

Carnevale, A. P., Jayasundera, T., & Repnikov, D. (n.d.). Understanding Online Job Ads Data. Retrieved from https://cew.georgetown.edu/wp-content/uploads/2014/11/OCLM.Tech_.Web_.pdf

Economic Modeling Specialists International (Emsi). (2021). *Datarun 2021.2.* Retrieved from https://www.economicmodeling.com/

Labor Market Information Division. Employment Development Department of California. (2021). *Detailed Occupational Guides.* Retrieved from https://www.labormarketinfo.edd.ca.gov/OccGuides/Search.aspx

Moreno Valley College. (2021). 2021-2022 Catalog. (p. 133). Retrieved from https://mvc.edu/files/Catalogs/Catalog-2021-22.pdf

National Center for O*NET Development. (2021). *O*NET OnLine.* Retrieved from https://www.onetonline.org/

Pearce, D. University of Washington. (2020). *Self Sufficiency Standard – California.* Retrieved from http://www.selfsufficiencystandard.org/california

Appendix: Methodology

Exhibit 10 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2017 and 2020, from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variation that might be present in a single year.

Community college student outcome information is from LaunchBoard and based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor's Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from records provided by California's Employment Development Department's Unemployment Insurance database. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard's Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2021a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2021a).

Job advertisement data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job advertisements often do not reveal employers' hiring intentions; it is unknown if employers plan to hire one or multiple workers from a single online job ad or collect resumes for future hiring needs. A closed job ad may not be the result of a hired worker.

Table 1. 2019 to 2024 job growth, wages, entry-level education, training, and work experience required for social and human services assistants

Occupation (SOC)	2019 Jobs	5-Year Change (New Jobs)	5-Year % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10th to 90th percentile)	Median Hourly Wage (50th percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
Social and Human Service Assistants (21-1093)	4,724	728	15%	680	$13.52 to $35.91	$18.56	$44,400	High school diploma or equivalent & 1 month	None

Source: Emsi 2021.2