

Program Endorsement Brief: 2104.00/Human Services

Community Social Services

Orange County Center of Excellence, June 2021

Summary Analysis

Program Endorsement:	Endorsed: All Criteria Met <input type="checkbox"/>	Endorsed: Some Criteria Met <input checked="" type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Living Wage: (Entry-Level, 25 th)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Education:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Emerging Occupation(s)			
Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>	

The Orange County Center of Excellence for Labor Market Research (COE) prepared this report to provide Los Angeles/Orange County regional labor market supply and demand data related to two middle-skill occupations: *social and human services assistants* (21-1093), and *community health workers* (21-1094). Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.¹ This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there appears to be a supply gap for middle-skill human services occupations in the region. While entry-level wages are lower than the living wage in both Los Angeles and Orange counties, nearly one-third of *social and human services assistants*, the occupation with the majority of annual openings in the region, have completed some college or an associate degree. **Therefore, due to some of the criteria being met, the COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, there is projected to be **3,595 jobs available annually** in the region due to new job growth and replacements, **which is more than the 1,792 awards conferred annually** by educational institutions in the region.

¹ The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor's degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

- **Living Wage Criteria** –Within Orange County, all of the annual job openings for these middle-skill human services occupations have entry-level wages below the county’s living wage (\$17.36/hour).²
- **Educational Criteria** –The Bureau of Labor Statistics (BLS) lists a **high school diploma** as **the typical entry-level education** for both of the middle-skill human services occupations in this report.
 - While the national-level educational attainment data indicates 24.5% of community health workers in the field have completed some college or an associate degree, **32.6% of social and human service assistants**, the occupation with the majority of annual openings in the region, have **completed some college or an associate degree as their highest level of education**.

Supply:

- There are **16 community colleges** in the LA/OC region that issue awards related to human services, conferring an average of **529 awards annually** between 2016 and 2019.
- Between 2014 and 2017, there was an average of **1,263 awards conferred annually** in related training programs by non-community college institutions throughout the region.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for these middle-skill human services occupations. In Los Angeles/Orange County, the number of jobs related to these occupations is projected to increase by 14% through 2024. There will be nearly 3,600 job openings per year through 2024 due to job growth and replacements.

This report includes employment projection data by Emsi which uses EDD information. Emsi’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy, during the projection period, will be at approximately full employment. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, it may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the impacts of COVID-19 into account.

² Living wage data was pulled from California Family Needs Calculator on 3/24/2021. For more information, visit the California Family Needs Calculator website: <https://insightcced.org/2018-family-needs-calculator/>.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties³

Geography	2019 Jobs	2024 Jobs	2019-2024 Change	2019-2024 % Change	Annual Openings
Los Angeles	19,392	22,008	2,615	13%	2,932
Orange	4,337	4,948	610	14%	663
Total	23,729	26,955	3,226	14%	3,595

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill human services occupations in Orange County as they relate to the county's living wage. Los Angeles County wages are included below in order to provide a complete analysis of the LA/OC region. Detailed wage information, by county, is included in Appendix A.

Orange County—All of the annual openings for middle-skill human services occupations have entry-level wages below the living wage for one adult (\$17.36 in Los Angeles County). Typical entry-level hourly wages are in a range between \$15.49 and \$16.49. Experienced workers can expect to earn wages between \$22.72 and \$25.51, which are higher than the living wage estimate. Orange County's average wages are below the average statewide wage of \$21.51 for these occupations.

Los Angeles County—All of the annual openings for middle-skill human services occupations have entry-level wages above the living wage for one adult (\$15.04 in Los Angeles County). Typical entry-level hourly wages are in a range between \$16.28 and \$17.23. Experienced workers can expect to earn wages between \$23.84 and \$26.59, which are higher than the living wage estimate. Los Angeles County's average wages are below the average statewide wage of \$21.51 for these occupations.

Job Postings

There were 1,489 online job postings related to middle-skill human services occupations listed in the past 12 months. The highest number of job postings were for outreach specialists, care coordinators, contact tracers, social services assistants, and case management coordinators. The top skills were: case management, customer service, social services, mental health, and data entry. The top three employers, by number of job postings, in the region were: Volunteers of America, Anthem Blue Cross, and Mental Health America of Los Angeles.

It is important to note that the job postings data included in this section reflects online job postings listed in the past 12 months and does not yet demonstrate the impact of COVID-19. While employers have generally posted fewer online job postings since the beginning of the pandemic, the long-term effects are currently unknown.

Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma as the typical entry-level education for these middle-skill human services occupations. While the national-level educational attainment data indicates 24.5% of community health workers in the field have completed some college or an

³ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

associate degree, 32.6% of *social and human service assistants*, the occupation with the majority of annual openings in the region, have completed some college or an associate degree as their highest level of education. Of the 74% of middle-skill human services job postings listing a minimum education requirement in Los Angeles/Orange County, 51% (563) requested a high school education, 41% (446) requested a bachelor's degree and 8% (89) requested an associate degree.

Educational Supply

Community College Supply—Exhibit 2 shows the three-year average number of awards conferred by community colleges in the related TOP codes: Community Health Care Worker (1261.00), Human Services (2104.00), Alcohol and Controlled Substances (2104.40), and Disability Services (2104.50). The colleges with the most completions in the region are: Long Beach, Mt. San Antonio, and Saddleback. Over the past 12 months, there were four other related program recommendation requests from regional community colleges.

Exhibit 2: Regional community college awards (certificates and degrees), 2016-2019

Exhibit 2: Regional Community College awards (commencement and degrees// 2016-2019)						
TOP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
1261.00	Community Health Care Worker	East LA	2	-	-	1
		LA Subtotal	2	-	-	1
Supply Subtotal/Average			2	-	-	1
2104.00	Human Services	Cerritos	11	15	9	12
		East LA	1	-	-	0
		LA City	24	7	9	13
		Long Beach	26	29	34	30
		LA Subtotal	62	51	52	55
		Coastline	34	18	19	24
		Cypress	35	24	29	29
		Orange Coast	4	3	-	2
		Saddleback	16	15	24	18
		Santa Ana	52	55	53	53
		OC Subtotal	141	115	125	127
Supply Subtotal/Average			203	166	177	182

TOP Code	Program	College	2016- 2017 Awards	2017- 2018 Awards	2018- 2019 Awards	3-Year Award Average
2104.40	Alcohol and Controlled Substances	East LA	40	37	41	39
		Glendale	18	11	19	16
		LA City	35	15	8	19
		LA Pierce	37	34	37	36
		LA Southwest	49	34	27	37
		Long Beach	38	58	32	43
		Mt San Antonio	72	65	79	72
		Rio Hondo	26	16	13	18
		West LA	9	6	14	10
		LA Subtotal	324	276	270	290
		Cypress	27	2	22	17
		Saddleback	31	30	45	35
		OC Subtotal	58	32	67	52
Supply Subtotal/Average			382	308	337	342
2104.50	Disability Services	North Orange Adult	-	-	13	4
		OC Subtotal	-	-	13	4
Supply Subtotal/Average			0	0	13	4
Supply Total/Average			587	474	527	529

Non-Community College Supply—It is important to consider the supply from other institutions in the region that provide training programs for human services occupations. Exhibit 3 shows the annual and three-year average number of awards conferred by these institutions in the related Classification of Instructional Programs (CIP) Codes: Human Services, General (44.0000), Social Work (44.0701), and Substance Abuse/Addiction Counseling (51.1501). Due to different data collection periods, the most recent three-year period of available data is from 2014 to 2017. Between 2014 and 2017, four-year colleges in the region conferred an average of 1,293 awards annually in related training programs.

Exhibit 3: Regional non-community college awards, 2014-2017

CIP Code	Program	College	2014-2015 Awards	2015-2016 Awards	2016-2017 Awards	3-Year Award Average
44.0000	Human Services, General	California State University-Dominguez Hills	94	108	133	112
		California State University-Fullerton	258	249	281	263
		Mount Saint Mary's University	10	6	2	6
		University of Phoenix-California	484	426	324	411
44.0701	Social Work	Azusa Pacific University	46	49	40	45
		Brandman University	36	54	58	49
		California State University-Long Beach	63	67	72	67
		California State University-Los Angeles	136	166	178	160
		Chapman University	5	9	2	5
		Mount Saint Mary's University	15	20	24	20
		Whittier College	19	20	15	18
51.1501	Substance Abuse/ Addiction Counseling	InterCoast Colleges-Anaheim	76	73	74	74
		InterCoast Colleges-Carson	20	16	13	16
		InterCoast Colleges-West Covina	19	17	13	16
Supply Total/Average			1,281	1,280	1,229	1,263

Appendix A: Occupational demand and wage data by county

Exhibit 4. Orange County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Social and Human Service Assistants (21-1093)	3,947	4,504	557	14%	605	\$15.49	\$18.50	\$22.72
Community Health Workers (21-1094)	390	444	54	14%	57	\$16.49	\$20.11	\$25.51
Total	4,337	4,948	610	14%	663			

Exhibit 5. Los Angeles County

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry- Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)
Social and Human Service Assistants (21-1093)	17,870	20,272	2,402	13%	2,709	\$16.28	\$19.42	\$23.84
Community Health Workers (21-1094)	1,522	1,735	213	14%	223	\$17.23	\$20.99	\$26.59
Total	19,392	22,008	2,615	13%	2,932			

Exhibit 6. Los Angeles and Orange Counties

Occupation (SOC)	2019 Jobs	2024 Jobs	5-Yr Change	5-Yr % Change	Annual Openings
Social and Human Service Assistants (21-1093)	21,817	24,776	2,959	14%	3,315
Community Health Workers (21-1094)	1,912	2,179	267	14%	280
Total	23,729	26,955	3,226	14%	3,595

Appendix B: Sources

- O*NET Online
- Labor Insight/Jobs (Burning Glass)
- Economic Modeling Specialists, International (Emsi)
- Bureau of Labor Statistics (BLS)
- Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- California Family Needs Calculator, Insight Center for Community Economic Development
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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