

Human Services

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

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

- The community college human services programs provided the knowledge, skills, and abilities that lead to two middle-skill occupations, *community health workers* and *social and human service assistants*. Both occupations are **essential critical infrastructure occupations**.
- IEDR employment is expected to **increase by 14% between 2019 and 2024**. A total of **813 annual job openings** will be available each year over the five-year timeframe.
- The **median-level, 50th percentile, hourly wages** for these occupations is between **\$18.67 and \$23.09 per hour**. **Wages for community health workers are above the \$19.94 per hour self-sustainable standard** for a single adult with one child.
- IEDR community colleges conferred an annual average of **78 awards** in human services programs over the last three academic years.
- The COE recommends expanding human services programs in the region. See the [recommendation](#) section for further details.

Introduction

This report provides data on programs and occupations related to human services; the related California Community College program is:

- Human Services (TOP 2104.00)

The **human services** programs prepare students for employment through the instruction of the theory and practice in providing human and social services to individuals and communities. This includes preparation for work in public and private human services organizations (Taxonomy of Programs, 2012). The knowledge, skills, and abilities trained by human services programs lead to the following occupations. These two occupations are collectively referred to as the human services occupational group in this report:

- Social and Human Service Assistants (SOC 21-1093)
- Community Health Workers (21-1094)

Social and human service assistants and *community health workers* are considered essential critical infrastructure occupations, as identified by the Public Policy Institute of California. This classification of occupations is vital in supporting California's basic health, safety, and economic needs or may have the ability to social distance (Bohn et al.).

Job Opportunities

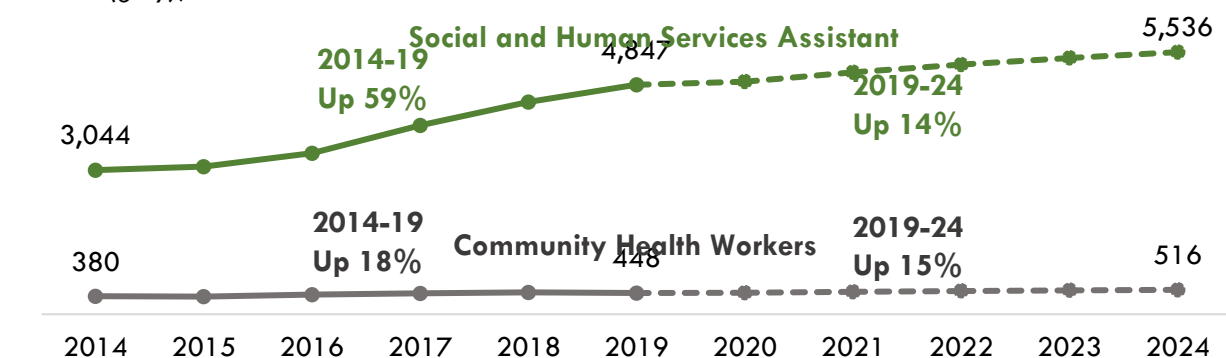
In 2019, there were 5,295 *human services occupational group* jobs in the Inland Empire/Desert region (IEDR). The *human services occupational group* occupation is projected to have 813 annual job openings to fill new jobs and backfill jobs that workers are permanently vacating (includes occupational transfers and retirements). This occupational group is expected to increase employment by 14% through 2024. Looking at each occupation in this group, *social and human services assistants* will have greater than 11 times more annual job openings (746 annual job openings) than *community health workers* (67 annual job openings). Exhibit 1 displays five-year projected job growth, and Exhibit 2 displays historical (2014 to 2019) and projected (2019-2024) jobs for this occupation.

Exhibit 1: Five-year job projections, 2019-2024

Occupation	2019 Jobs	2024 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
Social and Human Service Assistants	4,847	5,536	14%	3,730	746	25%
Community Health Workers	448	516	15%	336	67	24%
Total	5,295	6,053	14%	4,066	813	25%

Source: Emsi 2020.4

Exhibit 2: Historical and projected jobs for social and human service assistants (green) and community health workers (grey), 2014 – 2024



Source: Emsi 2020.4

Job Postings

Exhibit 3 displays the number of online job ads posted during the last 12 months, along with the regional and statewide average time to fill for the human services occupational group. Over this period, there were only 32 job advertisements for *community health workers* in the IEDR. To ensure sufficient job advertisements to obtain real-time job posting information, Los Angeles and Orange counties (LA/OC) were added to this job posting search. In the combined four-county region, there were 274 advertisements posted over the last 12 months. The LA/OC region contained 34% of statewide *community health worker* job postings.

On average, local employers fill online job postings for human services occupational group within 46 days, four days faster than the statewide average of 50 days, indicating that it may be easier for local employers to fill open positions than other employers in California as a whole.

Exhibit 3: Job ads and time to fill, Nov 2019 – Oct 2020

Occupation	Job Ads	Regional Average Time to Fill (Days)	California Average Time to Fill (Days)
Social and Human Service Assistants	180	38	47
Community Health Workers*	274	52	69
Total	454	46	50

Source: Burning Glass – Labor Insights

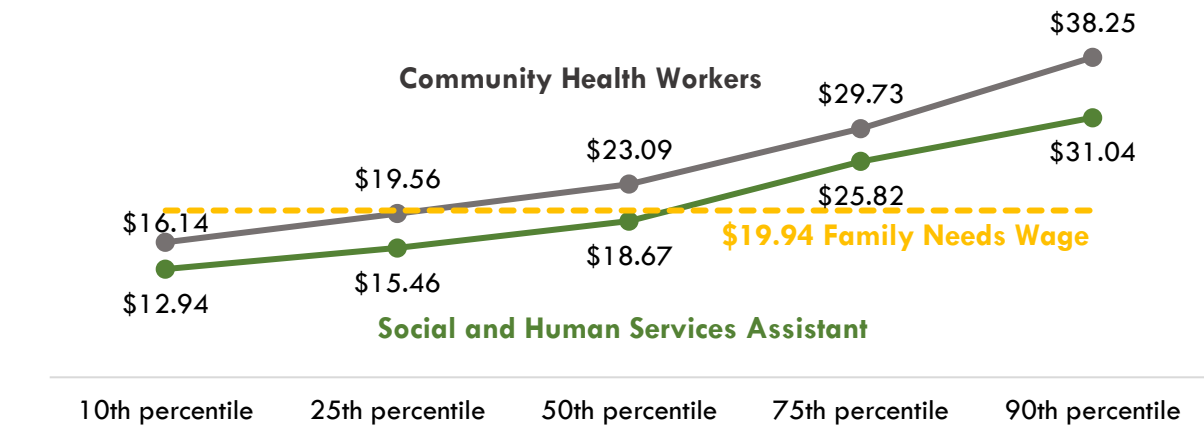
*Includes job posting data for the IEDR and LA/OC region combined

Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide a self-sustainable level of income. The Family Needs Calculator estimates that a self-sustainable wage for a single adult with one school-age child is \$19.94 per hour or \$41,475 annually in Riverside County, \$19.49 per hour or \$40,539 annually in San Bernardino County (Pearce & Manzer, 2018). For this study, the higher hourly wage requirement in Riverside County is adopted as the self-sufficiently standard for the two-county region.

The median wage for *community health workers* is above the Family Needs Calculator self-sustainability rate, \$23.09 per hour. Reported wages for *social and human service assistants* are below the self-sustainability rate at the median level. They do not exceed the self-sustainability rate until the 75th percentile \$25.82, indicating that only approximately the top 25% of workers in this occupation earn self-sufficient hourly wages. Exhibit 4 displays the hourly earnings for the IEDR.

Exhibit 4: Hourly earnings by percentile, social and human service assistants (green) and community health workers (grey)



Source: Emsi 2020.4

According to occupational guides developed by the California Labor Market Information Division, *social and human service assistants* typically receive medical, dental, vision, and life insurance as well as vacation and sick leave. Benefits information is not available for *community health workers* (Detailed Occupational Guides, 2020).

Employers, Skills, Education, and Work Experience

Exhibit 5 displays the employers posting five (5) or more online job advertisements for human services occupational group during the last 12 months.

Exhibit 5: Employers posting the most job ads, Nov 2019 – Oct 2020

Occupation	Employers	
Social and Human Service Assistants (n=180)	<ul style="list-style-type: none"> Riverside Community Hospital Anthem Blue Cross Option House Reach Out Loma Linda University Medical Center 	<ul style="list-style-type: none"> Riverside County's District Attorney's Office Atria Senior Living San Bernardino County's District Attorney's Office
Community Health Workers* (n=274)	<ul style="list-style-type: none"> Family First Life QueensCare Health Centers The Cambodian Family Union Station Homeless Services 	<ul style="list-style-type: none"> Optum DaVita Applied Memetics Landmark Health

Source: Burning Glass – Labor Insights

*Includes job posting data for the IEDR and LA/OC region combined

Exhibit 6 displays a sample of specialized and employability skills employers seek when looking for workers to fill human service positions. Specialized skills are occupation-specific skills that employers are requesting 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 as a helpful guide for curriculum development.

Exhibit 6: Sample of in-demand skills from employer online job ads, Nov 2019 – Oct 2020

Occupation	Specialized Skills	Employability Skills
Social and Human Service Assistants (n=171)	<ul style="list-style-type: none"> • Case Management • Social Services • Customer Service • Scheduling • Mental Health 	<ul style="list-style-type: none"> • Communication Skills • Bilingual (English/Spanish) • Teamwork/Collaboration • Writing • Computer Literacy
Community Health Workers* (n=253)	<ul style="list-style-type: none"> • Case Management • Customer Service • Public Health and Safety • Health Insurance Portability and Accountability Act (HIPAA) • Health Education 	<ul style="list-style-type: none"> • Communication Skills • Organizational Skills • Bilingual (English/Spanish) • Teamwork/Collaboration • Computer Literacy

Source: Burning Glass – Labor Insights

*Includes job posting data for the IEDR and LA/OC region combined

Exhibit 7 displays the entry-level education typically required to gain employment in the human services occupational group according to the Bureau of Labor Statistics (BLS), educational attainment for incumbent workers with "some college, no degree" and an "associate degree" according to the U.S. Census (2016-17) and the real-time minimum advertised education requirement from employer job ads.

Exhibit 7: Typical entry-level education, educational attainment, and minimum advertised education requirements, Nov 2019 – Oct 2020

Occupation	Typical Entry-Level Education Requirement	CC-Level Educational Attainment*	Real-Time Minimum Advertised Education Requirement			
			Number of Job Ads	High school diploma or vocational training	Associate degree	Bachelor's degree or higher
Social and Human Service Assistants	High school diploma or equivalent	36%	125	60%	8%	32%
Community Health Workers**	High school diploma or equivalent	29%	205	42%	8%	50%

Source: Emsi 2020.4, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework

**Includes job posting data for the IEDR and LA/OC region combined

Exhibit 8 displays the work experience typically required for human services occupational group and the real-time work experience requirements from employer job ads.

Exhibit 8: Work experience required and real-time work experience requirements, Nov 2019 – Oct 2020

Occupation	Work Experience Typically Required	Real-Time Work Experience			
		Number of Job Ads	0 – 2 years	3 – 5 years	6+ years
Social and Human Service Assistants	None	124	77%	23%	-
Community Health Workers*	None	168	54%	45%	1%

Source: Emsi 2020.4, Burning Glass – Labor Insights

*Includes job posting data for the IEDR and LA/OC region combined

Advertised Salary

Exhibit 9 displays advertised salary data from human services occupational group online job ads over the last 12 months. Online advertised salary information reveals that employers are willing to pay *social and human service assistants* \$39,000 annually and *community health workers* \$54,000 annually. Wages for *community health workers* exceed the \$42,475 (\$19.94 hourly) required annually for one adult family with a school-age child to meet the regional self-sufficiency standard in the region. Consider the salary information with caution since only 44% (200 out of 454) online job postings for these occupations provided salary information. The salary figures are prorated to reflect full-time, annual wage status.

Exhibit 9: Advertised salary information, Nov 2019 – Oct 2020

Job Title	Number of job postings	Real-Time Salary Information				Average Annual Salary
		Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
Social and Human Service Assistants	84	46%	35%	17%	2%	\$39,000
Community Health Workers*	116	16%	42%	29%	13%	\$54,000

Source: Burning Glass – Labor Insights

*Includes job posting data for the IEDR and LA/OC region combined

Student Completions and Program Outcomes

Three regional community colleges offer human services programs (TOP 2104.00) in the region. These programs have collectively awarded an annual average of 78 associate degrees and certificates over the last three academic years. Exhibit 10 displays annual average awards for this program.

Exhibit 10: 2016-19, Annual average community college awards for the human services programs in the IEDR

2104.00 – Human Services	Associate of Science	Certificate requiring 30 to <60 semester units	Certificate requiring 18 to <30 semester units	Noncredit award 960+ hours	Total CC Annual Average Awards, Academic Years 2016-19
Moreno Valley	7	14	14	8	43
Riverside	1	-	1	1	3
San Bernardino	33	-			33
Total	40	14	15	9	78

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 codes and region is provided in Exhibit 11. The outcome methodology is available in the appendix section of this report. Dashes indicate there were too few students from which to obtain program outcome information.

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 attained a noncredit workforce milestone in a year (2018-19)	-	-
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

Community college human services programs provide the knowledge, skills, and abilities that lead to two middle-skill occupations, *community health workers* and *social and human service assistants*. Both occupations are essential critical infrastructure occupations. Despite the ongoing pandemic, employment demand for this occupation should continue due to the critical health and safety services provided by this classification of workers. *Social and human services assistants* are expected to have 746 annual job openings, increasing employment by 14%. *Community health workers* are expected to have 67 annual job openings, increasing employment by 15%. *Social and human services assistants* offers a median hourly wage of \$18.67 per hour, below the \$19.94 per hour self-sustainability standard for a single adult with one child. *Community health workers* offers a median hourly wage of \$23.09 per hour, above the \$19.94 per hour self-sustainability standard.

Three (3) IEDR community colleges offer human services programs (TOP 2104.00), collectively conferring an annual average of 78 awards over the last three academic years; 40 associate degrees, 29 certificates, and nine noncredit awards. The median wage for all exiters was \$29,350 annually, and 63% attained a living wage in the region.

The COE recommends expanding human services programs to meet the regional need for more workers. Colleges considering this program should focus their training on the skills leading to the *community health worker* occupation due to the self-sustainable median wages. Colleges training *social and human services assistants* jobs should partner with relevant employers to document the required skills and certifications needed to achieve the \$19.94 hourly self-sustainability standard in the region.

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Appendix: Occupation definitions, sample job titles, five-year projections for human services occupations

Social and Human Service Assistants (21-1093)

Assist 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, Outreach Specialist, 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

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 36%

Community Health Workers (21-1094)

Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health. May provide information on available resources, provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid and blood pressure screening. May collect data to help identify community health needs.

Sample job titles: Apprise Counselor, Assistant Director of Nutrition and Wellness Programs, Chief Program Officer, Community Health Outreach Worker, Community Health Program Coordinator, Community Health Program Representative (Community Health Program Rep), Community Health Promoter, Community Health Worker (CHW), Community Nutrition Educator, HIV CTS Specialist (Human Immunodeficiency Virus Counseling and Testing Services Specialist)

Entry-Level Educational Requirement: High school diploma or equivalent

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

Incumbent workers with a Community College Award or Some Postsecondary Coursework: 29%

Appendix: Program Completion and Outcome Methodology

Exhibit 10 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2016 and 2019, 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, 2020a). 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, 2020a).

Job postings 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 postings often do not reveal the hiring intentions of employers; it is unknown if employers plan to hire one or multiple workers from a single online job posting, or if they are collecting resumes for future hiring needs. A closed job posting may not be the result of a hired worker.

Table 1: 2019 to 2024 job growth, wages, education, training, and work experience required, IEDR

Occupation (SOC)	2019 Jobs	5-Yr Change	5-Yr % Change	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage Range (10 th to 90 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Typical Entry-Level Education & On-The-Job Training Required	Work Experience Required
Social and Human Service Assistants (21-1093)	4,847	689	14%	746	\$12.94 to \$31.04	\$18.67	\$42,800	High school diploma or equivalent & 1 month	None
Community Health Workers (21-1094)	448	68	15%	67	\$16.14 to \$38.25	\$23.09	\$52,600	High school diploma or equivalent & 1 month	None
Total	5,295	758	14%	813	-	-	-	-	-

Source: Emsi 2020.4