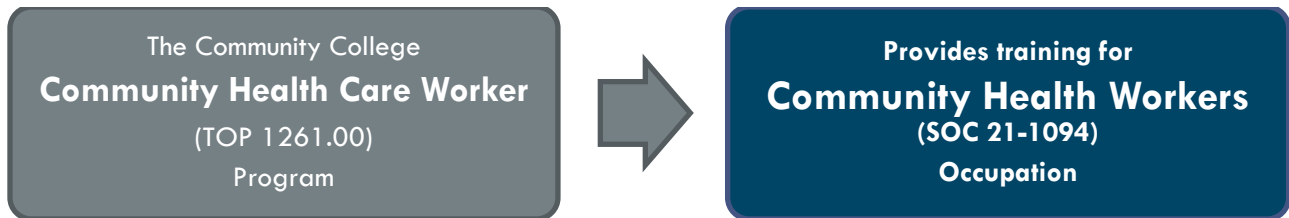


# Community Health Worker

*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



Over the next five years (2020-2025), Community Health Workers employment is projected to



**No known Community Health Care Worker Program Awards**  
Over the last three academic years  
One regional college has this program

The Inland Empire/Desert Centers of Excellence  
 **Recommends**  
Community Health Care Worker Program Expansion  
to meet the need for more workers in the region

## Introduction

California Community College community health care worker (TOP 1261.00) programs prepare students for employment as facilitators, advocates, and referral workers linking health care and related social services with affected recipient communities (Taxonomy of Programs, 2012). The knowledge, skills, and abilities trained by community health care worker programs lead to the community health worker occupation.

**Community Health Workers (SOC 21-1094)**

Promote health within a community by assisting individuals to adopt healthy behaviors. Serve as an advocate for the health needs of individuals by assisting community residents in effectively communicating with healthcare providers or social service agencies. Act as liaison or advocate and implement programs that promote, maintain, and improve individual and overall community health. May deliver health-related preventive services such as blood pressure, glaucoma, and hearing screenings. May collect data to help identify community health needs.

**Sample job titles:** Apprise Counselor, 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*

*Work Experience Required: None*

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

*Incumbent workers with a Community College Award or Some Postsecondary Coursework: 25%*

**Job Counts and Projections**

In 2020, there were 359 community health worker jobs in the Inland Empire/Desert Region. Employment for this occupation is expected to grow by 20% through 2025. Over this period, 54 annual job openings are projected for community health workers. Exhibit 1 displays the job counts, five-year projected job growth, job openings, and the share of incumbent workers age 55 years and greater in the region.

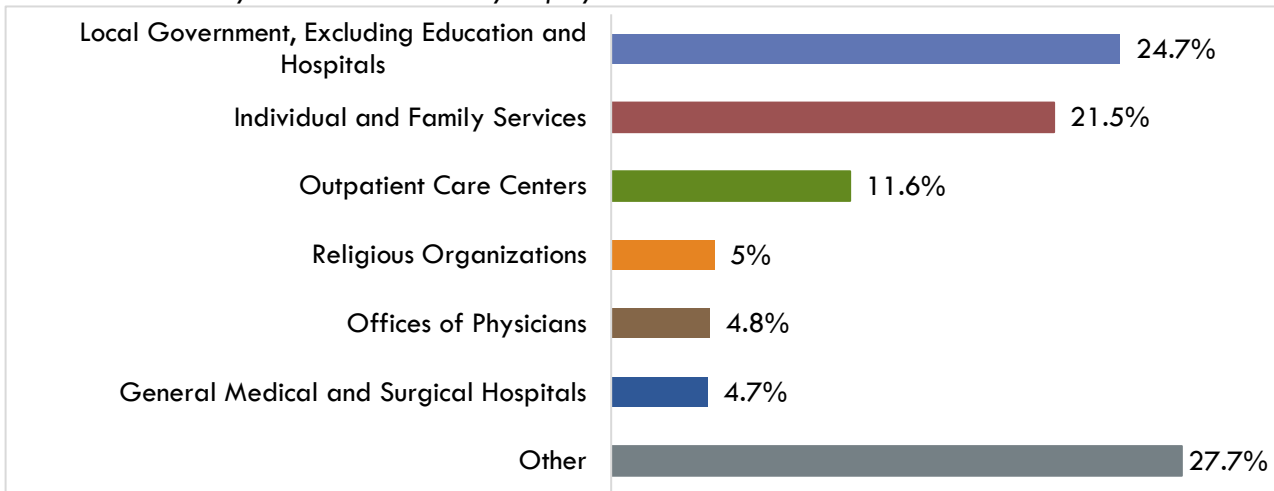
*Exhibit 1: Five-year projections, 2020-2025*

| 2020 Jobs | 2025 Jobs | 5-Yr %<br>Change<br>(New Jobs) | 5-Yr Openings<br>(New +<br>Replacement Jobs) | Annual Openings<br>(New +<br>Replacement Jobs) | % of workers<br>age 55+ |
|-----------|-----------|--------------------------------|--|--|-------------------------|
| 359       | 432       | 20%                            | 272  | 54   | 24%                     |

Source: Emsi 2022.1

Conducting an inverse staffing pattern reveals the industries that employ community health workers. The inverse staffing pattern reveals that approximately 25% of community health workers are employed in local government, and 21.5% of workers are employed in individual and family services (social assistance to children, the elderly, and persons with disabilities). Exhibit 2 displays the industries that employ the majority of community health workers.

*Exhibit 2: Community health worker industry employment*



Source: Emsi 2022.1

An online job advertisement search for community health worker jobs was conducted to reveal the details about the employers seeking these workers, including the time it takes to fill positions, earnings information, and in-demand skills. Over the previous 12 months, 23 job advertisements for community health workers were posted in the region. This job advertisement search has been expanded to include all of California to ensure job advertisements yield actionable information.

Exhibit 3 shows the number of job ads posted during the last 12 months in the state and the average time to fill this job. On average, employers across California fill online job advertisements for community health workers within 52 days.

*Exhibit 3: Job ads and time to fill*

| Job Ads | Statewide Average Time to Fill (Days) |
|---------|---------------------------------------|
| 464     | 52                                    |

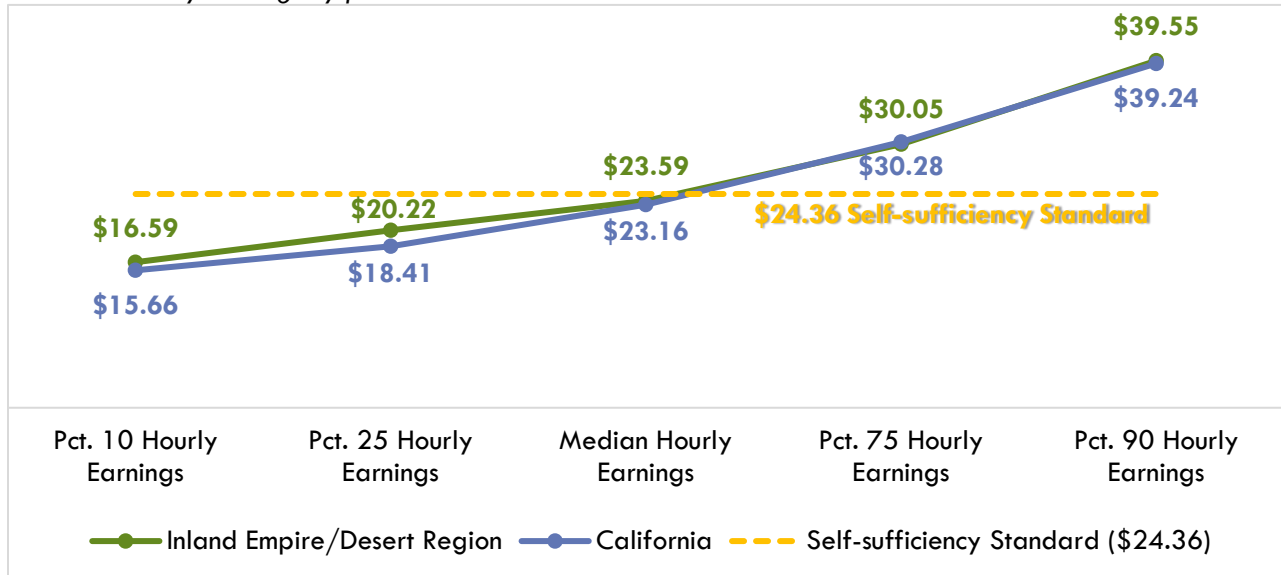
Source: Burning Glass – Labor Insights

## 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 \$24.36 per hour or \$51,452 annually in Riverside County; \$23.73 per hour or \$50,119 annually in San Bernardino County (Pearce, 2021). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

Community health workers' 50th percentile hourly earnings are below the regional self-sufficiency rate. The hourly earnings for this occupation do not surpass the self-sustainability rate until the 75<sup>th</sup> percentile, indicating that only the top 25% of workers earn a self-sustainable wage. Exhibit 4 displays the hourly earnings for community health workers in the Inland Empire/Desert Region and California. Earnings information reveals that regional community health workers earn slightly more per hour than community health workers throughout the state.

Exhibit 4: Hourly earnings by percentile



Source: Emsi 2022.1

Benefits information, typically provided by the occupational guides developed by the California Labor Market Information Division, is not available for community health workers (Detailed Occupational Guides, 2022).

### Advertised Salary from Online Job Ads

Exhibit 5 displays online job ad salary data for community health workers over the last 12 months. Online job ad salary information reveals that employers are willing to pay community health workers a median annual salary of \$44,000, below the region's \$51,452 annual (\$24.36 hourly) self-sufficiency standard. Consider the salary information with caution since only 52% (243 out of 464) of online job advertisements for this occupation provided salary information. The salary figures are prorated to reflect full-time, annual earnings status.

Exhibit 5: Advertised salary information

| Number of job ads | Real-Time Salary Information |                      |                      |                    | Median Annual Salary |
|-------------------|------------------------------|----------------------|----------------------|--------------------|----------------------|
|                   | Less than \$35,000           | \$35,000 to \$49,999 | \$50,000 to \$74,999 | More than \$75,000 |                      |
| 243               | 11%                          | 60%                  | 26%                  | 3%                 | \$44,000             |

Source: Burning Glass – Labor Insights

## Employers, Skills, Education, and Work Experience

Exhibit 6 displays the employers that posted five or more job ads for community health workers in California over the last 12 months. Showing employer names provides some insight into where students may find employment after completing a program. Toolworks, a nonprofit that helps individuals with disabilities connect with opportunities in their communities, posted the most job advertisements for community health workers in California. Over the last 12 months, Arrowhead Regional Medical Center posted the most job advertisements for community health workers in the region (four job ads), seeking health navigators and contact tracers.

Exhibit 6: Employers posting the most job ads for community health workers

| Top Employers                        | Job Ads    |
|--------------------------------------|------------|
| Toolworks                            | 25         |
| Medzed, LLC                          | 15         |
| Integra Service Connect              | 15         |
| Roots Community Health Center        | 13         |
| Family Health Centers of San Diego   | 13         |
| Mindpath Health                      | 9          |
| Heluna Health                        | 9          |
| Wider Circle                         | 8          |
| Center for Human Development         | 8          |
| Asian Health Services                | 8          |
| Community Psychiatry                 | 7          |
| Proteus Incorporated                 | 6          |
| Blue Cross Blue Shield of California | 5          |
| All other employers                  | 323        |
| <b>Total</b>                         | <b>464</b> |

Source: Burning Glass – Labor Insights

Exhibit 7 lists a sample of specialized and employability skills employers' seek when looking for workers to fill community health worker 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 ads may be utilized to

guide curriculum development. Microsoft Office skills were requested in 25% of job advertisements for community health workers, indicating that employers value this skill. Microsoft Office is a suite of Microsoft products, including Excel, Word, PowerPoint, Outlook, and others.

*Exhibit 7: Sample of in-demand skills from employer job ads*

| Specialized skills (n=422)  | Employability skills   |
|---|--|
| <ul style="list-style-type: none"> <li>• Social Services</li> <li>• Case Management</li> <li>• Scheduling</li> <li>• Mental Health</li> <li>• Customer Service</li> <li>• Public Health and Safety</li> <li>• Health Education</li> </ul> | <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Bilingual (Spanish/English)</li> <li>• Teamwork/Collaboration</li> <li>• Organizational Skills</li> <li>• Computer Literacy</li> <li>• Written Communication</li> <li>• Building Effective Relationships</li> </ul> |

Source: Burning Glass – Labor Insights

According to the Bureau of Labor Statistics, approximately 25% of incumbent workers in this field hold a community college-level of educational attainment; "some college, no degree" and an "associate degree." Most job advertisements (78%) for community health workers sought candidates with a high school diploma or vocational training. Exhibit 8 displays the typical entry-level education, educational attainment, and minimum advertised education requirements for community health workers.

*Exhibit 8: Typical entry-level education, educational attainment, and minimum advertised education requirements*

| Typical Entry-Level Education Requirement | CC-Level Educational Attainment* | Number of Job Ads | Real-Time Minimum Advertised Education Requirement |                  |                             |
|---|----------------------------------|-------------------|--|------------------|-----------------------------|
|   |                                  |                   | High school or vocational training                 | Associate degree | Bachelor's degree or higher |
| High school diploma or equivalent         | 25%                              | 254               | 78%  | 22%              | 0%                          |

Source: Emsi 2022.1, Burning Glass – Labor Insights

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

Exhibit 9 displays the work experience typically required and the real-time work experience requirements from employer job ads for community health workers. Most employers sought candidates with zero to two years of work experience.

*Exhibit 9: Work experience required and real-time work experience requirements*

| Work Experience Typically Required | Number of job ads | Real-Time Work Experience |             |          |
|------------------------------------|-------------------|---------------------------|-------------|----------|
|                                    |                   | 0 – 2 years               | 3 – 5 years | 6+ years |
| None                               | 231               | 70%                       | 28%         | 2%       |

Source: Emsi 2022.1, Burning Glass – Labor Insights

## Student Completions and Programs Outcomes

California Community College community health care worker (TOP 1261.00) programs prepare students for employment as facilitators, advocates, and referral workers linking health care and related social services with affected recipient communities (Taxonomy of Programs, 2012). According to the Chancellor's Office Curriculum Inventory (COCI), College of the Desert (COD) is the only regional community college to offer a community health care worker certificate (16 < 30-semester units) program, titled Community Health Worker: Children and Families (COCI, 2022). Awards from the College of the Desert's program have yet to be recorded because this program was approved in August 2020. The program description for COD's community health care worker program, which may be helpful in program development, is displayed below (College of the Desert, 2021):

*The Community Health Worker (CHW): Children and Families Certificate trains students to serve a critical role in the community by supporting mental and physical health for children and families. Students completing the certificate will be qualified to provide appropriate health education and information to help children and families get the mental and physical healthcare they need. Students will be equipped with a community resource file and strategies to provide support and guidance for children and families. They will also be trained to perform basic health care procedures and to advocate for health needs of their clients.*

California program outcome data may provide a useful insight into the likelihood of success for the proposed program. Outcome information is not available for regional community health care worker programs. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 10. The outcome methodology is available in the appendix section of this report.

*Exhibit 10: 1261.00 – Community health care worker strong workforce program outcomes*

| <b>Strong Workforce Program Metrics:<br/>1261.00 – Community Health Care Worker<br/>Academic Year 2019-20, unless noted otherwise</b> |  | <b>California</b> |
|---|--|-------------------|
| Unduplicated count of enrolled students   |  | 458               |
| Completed 9+ career education units in one year   |  | 24%               |
| Perkins Economically disadvantaged students   |  | 79%               |
| Students who attained a noncredit workforce milestone in a year   |  | 100%              |
| Students who earned a degree, certificate, or attained an apprenticeship  |  | 93                |
| Job closely related to the field of study (2017-18)   |  | 88%               |
| Median annual earnings (all exiters) (2018-19)  |  | \$41,868          |
| Median change in earnings (all exiters) (2018-19)   |  | -9%               |
| Attained a living wage (completers and skills-builders) (2018-19)   |  | 33%               |

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

## Recommendation

Community college community health care workers programs provide the knowledge, skills, and abilities that lead to the community health worker occupation. Employment for community health workers is expected to increase by 20% through 2025, with 54 job openings expected annually. The hourly earnings for this occupation do not exceed the regional self-sufficiency standard until the 75<sup>th</sup> percentile, indicating that only the top 25% of workers earn a self-sustainable wage.

College of the Desert is the only regional community college to offer a community health care worker (TOP 0946.10) program. COD's program was established in 2020 and therefore has yet to confer awards in its community health worker: children and families program.

The Centers of Excellence recommends expanding community health care worker programs to meet regional demand for community health workers. Colleges considering this program should partner with applicable employers to document their demand for community health workers and the skills needed for students to earn self-sustainable earnings after exiting the program.

### Contact

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## Appendix: Methodology

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, 2022a). 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, 2022a).

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

Table 1. 2020 to 2025 job growth, wages, entry-level education, training, and work experience required for community health workers in the Inland Empire/Desert Region (Riverside and San Bernardino counties combined)

| Occupation (SOC)                   | 2020 Jobs | 5-Year Change (New Jobs) | 5-Year % Change (New Jobs) | Annual Openings (New + Replacement Jobs) | Entry-Experienced Hourly Wage (10 <sup>th</sup> to 90 <sup>th</sup> percentile) | Median Hourly Wage (50 <sup>th</sup> percentile) | Average Annual Earnings | Entry-Level Education & On-The-Job-Training   | Work Experience Required |
|------------------------------------|-----------|--------------------------|----------------------------|--|---|--|-------------------------|---|--------------------------|
| Community Health Workers (21-1094) | 359       | 73                       | 20%                        | 54                                       | \$16.59 to \$39.55  | \$23.59  | \$54,100                | High school diploma or equivalent & one month | None                     |

Source: Emsi 2022.1