

**Program Endorsement Brief: 2104.00 – Human Services**  
**Human Services Generalist (AA degree & Certificate of Achievement)**  
 Los Angeles/Orange County Center of Excellence, October 2021

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**Summary Analysis**

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

The Los Angeles/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 service assistants* (21-1093), and *community health workers* (21-1094). Middle-skill occupations typically require some postsecondary education, but less than a bachelor’s degree.<sup>1</sup> 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 these middle-skill human services occupations in the region. Furthermore, the occupation with the majority of the annual openings (*social and human service assistants*) has at least one-third of workers in in the field who have completed some college or an associate degree. However, the majority of annual openings in the region have entry-level wages that are lower than the self-sufficiency standard wage in both Los Angeles and Orange counties. **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 **3,164 jobs available annually** in the region due to new job growth and replacements, **which is more than the 2,914 awards conferred annually** by educational institutions in the region.

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<sup>1</sup> 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 Los Angeles County, *the majority (91%) of annual job openings* for these middle-skill human services occupations *have entry-level wages below the self-sufficiency standard hourly wage* (\$18.10/hour).<sup>2</sup>
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a *high school diploma* as the *typical entry-level education for both occupations in this report*.
  - National-level educational attainment data indicates between 25.4% and 33.5% of workers in the field have completed some college or an associate degree and the occupation with the majority of the annual openings, **social and human service assistants, has at least one-third of workers in in the field who have completed some college or an associate degree.**

**Supply:**

- Between 2017 and 2020, **18 community colleges** in the LA/OC region issued awards related to human services, conferring an average of **560 awards**.
- Between 2016 and 2019, there was an average of **2,354 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 18% through 2025. There will be more than 3,100 job openings per year through 2025 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 full impact of COVID-19 on projections of industry and occupational employment. Therefore, the projections included in this report do not take the full impacts of COVID-19 into account.*

**Exhibit 1: Occupational demand in Los Angeles and Orange Counties<sup>3</sup>**

Geography	2020 Jobs	2025 Jobs	2020-2025 Change	2020-2025 % Change	Annual Openings
Los Angeles	17,123	20,187	3,063	18%	2,574
Orange	3,902	4,618	716	18%	590
<b>Total</b>	<b>21,026</b>	<b>24,805</b>	<b>3,779</b>	<b>18%</b>	<b>3,164</b>

Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California on 9/29/2021. For more information, visit: <http://selfsufficiencystandard.org/california>.

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

## Wages

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill human services occupations in Los Angeles County as they relate to the county's self-sufficiency standard wage. Orange 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.

**Los Angeles County**— The majority (91%) of annual openings for middle-skill human services occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County).<sup>4</sup> Typical entry-level hourly wages are in a range between \$15.16 and \$18.78. While *community health workers* have entry-level wages above the self-sufficiency standard, *social and human services assistants* typically earn entry-level wages below the self-sufficiency standard. Experienced workers can expect to earn wages between \$24.78 and \$27.61, which are higher than the self-sufficiency standard.

**Orange County**— All of the annual openings for middle-skill human services occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$20.63 in Orange County).<sup>5</sup> Typical entry-level hourly wages are in a range between \$14.33 and \$17.87. Experienced workers can expect to earn wages between \$23.44 and \$26.38, which are higher than the self-sufficiency standard.

## Job Postings

There were 1,696 online job postings related to middle-skill human services occupations listed in the past 12 months. The highest number of job postings were for care coordinators, outreach specialists, social services assistants, contact tracers, and case management coordinators. The top skills were case management, social services, customer service, mental health, and scheduling. 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 full 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 high school diploma as the typical entry-level education for these middle-skill human services occupations. While the national-level educational attainment data indicates between 25.4% and 33.5% of workers in the field have completed some college or an associate degree, the occupation with the majority of the annual openings (*social and human service assistants*) has at least one-third of workers in the field who have completed some college or an associate degree. Of the 75% of middle-skill human services job postings listing a minimum education requirement in Los Angeles/Orange County, 54% (687) requested a high

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<sup>4</sup> Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California on 9/29/2021. For more information, visit: <http://selfsufficiencystandard.org/california>.

<sup>5</sup> Ibid.

school diploma, 37% (473) requested a bachelor’s degree and 8% (106) 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 Worker (1261.00), Parenting and Family Education (1305.60), Family Studies (1308.00), Gerontology (1309.00), 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 16 other related program recommendation requests from regional community colleges.

**Exhibit 2: Regional community college awards (certificates and degrees), 2017-2020**

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
1261.00	Community Health Care Worker	LA Pierce	-	-	20	7
		<b>LA Subtotal</b>	<b>-</b>	<b>-</b>	<b>20</b>	<b>7</b>
		<b>Supply Subtotal/Average</b>	<b>-</b>	<b>-</b>	<b>20</b>	<b>7</b>
1305.60	Parenting and Family Education	Long Beach	12	3	11	9
		<b>LA Subtotal</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>9</b>
		<b>Supply Subtotal/Average</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>9</b>
1308.00	Family Studies	LA Mission	-	2	11	4
		<b>LA Subtotal</b>	<b>-</b>	<b>2</b>	<b>11</b>	<b>4</b>
		Saddleback	-	-	4	1
		<b>OC Subtotal</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>1</b>
<b>Supply Subtotal/Average</b>		<b>-</b>	<b>2</b>	<b>15</b>	<b>6</b>	
1309.00	Gerontology	East LA	14	3	9	9
		LA Mission	-	1	2	1
		Pasadena	3	-	1	1
		<b>LA Subtotal</b>	<b>17</b>	<b>4</b>	<b>12</b>	<b>11</b>
		Coastline	20	5	7	11
		Cypress	5	7	5	6
		Saddleback	5	4	5	5
<b>OC Subtotal</b>	<b>30</b>	<b>16</b>	<b>17</b>	<b>21</b>		
<b>Supply Subtotal/Average</b>		<b>47</b>	<b>20</b>	<b>29</b>	<b>32</b>	
2104.00	Human Services	Cerritos	15	9	9	11
		LA City	7	9	17	11
		Long Beach	29	34	24	29
		<b>LA Subtotal</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>51</b>

TOP Code	Program	College	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
		Coastline	18	19	22	20
		Cypress	24	29	26	26
		Orange Coast	3	-	-	1
		Saddleback	15	24	28	22
		Santa Ana	55	53	67	58
		<b>OC Subtotal</b>	<b>115</b>	<b>125</b>	<b>143</b>	<b>128</b>
<b>Supply Subtotal/Average</b>			<b>166</b>	<b>177</b>	<b>193</b>	<b>179</b>
2104.40	Alcohol and Controlled Substances	East LA	37	41	44	41
		Glendale	11	19	13	14
		LA City	15	8	17	13
		LA Pierce	34	37	33	35
		LA Southwest	34	27	17	26
		Long Beach	58	32	48	46
		Mt San Antonio	65	79	67	70
		Rio Hondo	16	13	13	14
		West LA	6	14	7	9
		<b>LA Subtotal</b>	<b>276</b>	<b>270</b>	<b>259</b>	<b>268</b>
		Cypress	2	22	35	20
		Saddleback	30	45	30	35
		<b>OC Subtotal</b>	<b>32</b>	<b>67</b>	<b>65</b>	<b>55</b>
		<b>Supply Subtotal/Average</b>			<b>308</b>	<b>337</b>
2104.50	Disability Services	North Orange Adult	-	13	4	6
		<b>OC Subtotal</b>	<b>-</b>	<b>13</b>	<b>4</b>	<b>6</b>
<b>Supply Subtotal/Average</b>			<b>-</b>	<b>13</b>	<b>4</b>	<b>6</b>
<b>Supply Total/Average</b>			<b>533</b>	<b>552</b>	<b>596</b>	<b>560</b>

**Non-Community College Supply**—For a comprehensive regional supply analysis, it is also important to consider the supply from other institutions in the region that provide training programs for middle-skill 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: Family and Consumer Science/Human Sciences, General (19.0101); Human Development and Family Studies, General (19.07001); Gerontology (31.1101); Human Services, General (44.0000); Social Work (44.0701); Substance Abuse/Addiction Counseling (51.1501); and Community Health and Preventative Medicine (51.2208). Due to different data collection periods, the most recent three-year period of

available data is from 2016 to 2019. Between 2016 and 2019, four-year colleges in the region conferred an average of 2,354 awards annually in related training programs.

**Exhibit 3: Regional non-community college awards, 2016-2019**

<b>CIP Code</b>	<b>Program</b>	<b>College</b>	<b>2016-2017 Awards</b>	<b>2017-2018 Awards</b>	<b>2018-2019 Awards</b>	<b>3-Year Award Average</b>
19.0101	Family and Consumer Sciences/Human Sciences, General	CSU-Long Beach	505	464	515	495
		CSU-Northridge	183	237	209	210
		The Master's Univ. & Seminary	3	7	-	3
19.0701	Human Development and Family Studies, General	CSU-Long Beach	282	276	222	260
		Hope International University	28	18	21	22
		Pacific Oaks College	188	190	143	174
30.1101	Gerontology	CSU-Long Beach	-	2	-	1
		CSU-Northridge	-	3	-	1
		Mount Saint Mary's University	6	10	5	7
		University of Southern California	7	13	16	12
44.0000	Human Services, General	CSU-Dominguez Hills	133	138	120	130
		CSU-Fullerton	281	320	282	294
		Mount Saint Mary's University	2	1	-	1
		University of Phoenix-California	324	213	137	225
44.0701	Social Work	Azusa Pacific Univ.	40	31	39	37
		Brandman University	58	81	86	75
		CSU-Long Beach	72	66	69	69
		CSU-Los Angeles	178	184	233	198
		Chapman University	2	3	5	3
		Mount Saint Mary's University	24	24	22	23
		Touro University Worldwide	-	14	16	10
		Whittier College	15	10	11	12
51.1501	Substance Abuse/Addiction Counseling	InterCoast Colleges-Santa Ana	74	75	90	80
		InterCoast Colleges-West Covina	13	8	15	12

CIP Code	Program	College	2016-2017 Awards	2017-2018 Awards	2018-2019 Awards	3-Year Award Average
51.2208	Community Health and Preventive Medicine	Pitzer College	-	-	1	0
<b>Supply Total/Average</b>			<b>2,418</b>	<b>2,388</b>	<b>2,257</b>	<b>2,354</b>

**Appendix A: Occupational demand and wage data by county**

**Exhibit 4. Los Angeles County**

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 <sup>th</sup> Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 <sup>th</sup> Percentile)
Social and Human Service Assistants (21-1093)	15,448	18,238	2,790	18%	2,349	\$15.16	\$19.34	\$24.78
Community Health Workers (21-1094)	1,675	1,948	273	16%	226	\$18.78	\$22.75	\$27.61
<b>Total</b>	<b>17,123</b>	<b>20,187</b>	<b>3,063</b>	<b>18%</b>	<b>2,574</b>			

**Exhibit 5. Orange County**

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25 <sup>th</sup> Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 <sup>th</sup> Percentile)
Social and Human Service Assistants (21-1093)	3,473	4,120	647	19%	533	\$14.33	\$18.27	\$23.44
Community Health Workers (21-1094)	429	498	69	16%	57	\$17.87	\$21.67	\$26.38
<b>Total</b>	<b>3,902</b>	<b>4,618</b>	<b>716</b>	<b>18%</b>	<b>590</b>			

**Exhibit 6. Los Angeles and Orange Counties**

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
Social and Human Service Assistants (21-1093)	18,921	22,359	3,438	18%	2,882	High school diploma or equivalent

Occupation (SOC)	2020 Jobs	2025 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
Community Health Workers (21-1094)	2,105	2,446	342	16%	283	High school diploma or equivalent
<b>Total</b>	<b>21,026</b>	<b>24,805</b>	<b>3,779</b>	<b>18%</b>	<b>3,164</b>	

**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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