

## Labor Market Analysis: 2104.00 – Human Services

### Homeless Services (Certificate)

Los Angeles Center of Excellence, September 2022

#### Summary

<b>Program Endorsement:</b>	<b>Endorsed: All Criteria Met</b> <input checked="" type="checkbox"/>	<b>Endorsed: Some Criteria Met</b> <input 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 checked="" type="checkbox"/>	No <input 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 Center of Excellence for Labor Market Research (LA COE) prepared this report to provide regional labor market supply and demand data related to two middle-skill occupations:

- 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.<sup>1</sup>
- Community Health Workers (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.<sup>2</sup>

<sup>1</sup> [Social and Human Service Assistants \(bls.gov\)](#)

<sup>2</sup> [Community Health Workers \(bls.gov\)](#)

Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.<sup>3</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 in the region for the occupations of interest. In addition to the two occupations of interest having entry-level wages that meet the self-sufficiency standard wage in Los Angeles County, more than one-third of *social and human service assistants*, the occupation with the largest number of annual openings in the region, have completed some college or an associate degree. **Due to all of the criteria being met, the LA COE endorses this proposed program.** Detailed reasons include:

#### Demand:

- **Supply Gap Criteria** – Over the next five years, **3,465 jobs are projected to be available annually** in the region due to new job growth and replacements, **which is more than the three-year average of 636 awards conferred** by institutions.
  - While there were 1,793 online job postings for the two occupations of interest, **218 of these postings mentioned the keyword “homeless.”** The highest number of job postings were for care coordinators, community health navigators, outreach specialists, personal services coordinators, and peer outreach specialists.
- **Living Wage Criteria** – In Los Angeles County, both occupations have **entry-level wages that meet the self-sufficiency standard wage** (\$18.10/hour).<sup>4</sup>
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a **high school diploma or equivalent** as the **typical entry-level education** for the two occupations of interest.
  - National-level educational attainment data indicates that between 25% and 34% of workers in the field have completed some college or an associate degree. The occupation with the majority of annual openings (*social and human service assistants*) has 34% of workers in the field who have completed some college or an associate degree.

#### Supply:

- Between 2018 and 2021, **15 community colleges** in the LA/OC region issued awards in programs that have historically trained for the occupations of interest, conferring an average of **552 awards**.
- Between 2017 and 2020, non-community college institutions throughout the LA/OC region conferred an average of **84 awards in relevant programs**.

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<sup>3</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.

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

## Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for the two occupations of interest. In the Los Angeles/Orange County region, the number of jobs related to these occupations is projected to increase by 14% through 2026. There will be nearly 3,500 job openings per year through 2026 due to job growth and replacements.

**Exhibit 1: Occupational demand in Los Angeles and Orange Counties<sup>5</sup>**

Geography	2021 Jobs	2026 Jobs	2021-2026 Change	2021-2026 % Change	Annual Openings
Los Angeles	18,537	21,153	2,616	14%	2,764
Orange	4,566	5,292	727	16%	701
<b>Total</b>	<b>23,103</b>	<b>26,445</b>	<b>3,342</b>	<b>14%</b>	<b>3,465</b>

## Wages

The labor market endorsement in this report considers the hourly wages for the two occupations of interest 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 greater LA/OC region. Detailed wage information, by county, is included in Appendix A.

**Los Angeles County** – Both occupations have entry-level wages that meet the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). The typical entry-level wage for these workers is approximately \$18/hour. Experienced workers can expect to earn wages between \$28.58 and \$29.26, which are above the self-sufficiency standard wage estimate.

**Exhibit 2: Hourly Earnings for Occupations in LA County**

Occupation	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)	\$18.35	\$22.60	\$28.58
Community Health Workers (21-1094)	\$18.14	\$23.01	\$29.26

<sup>5</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.

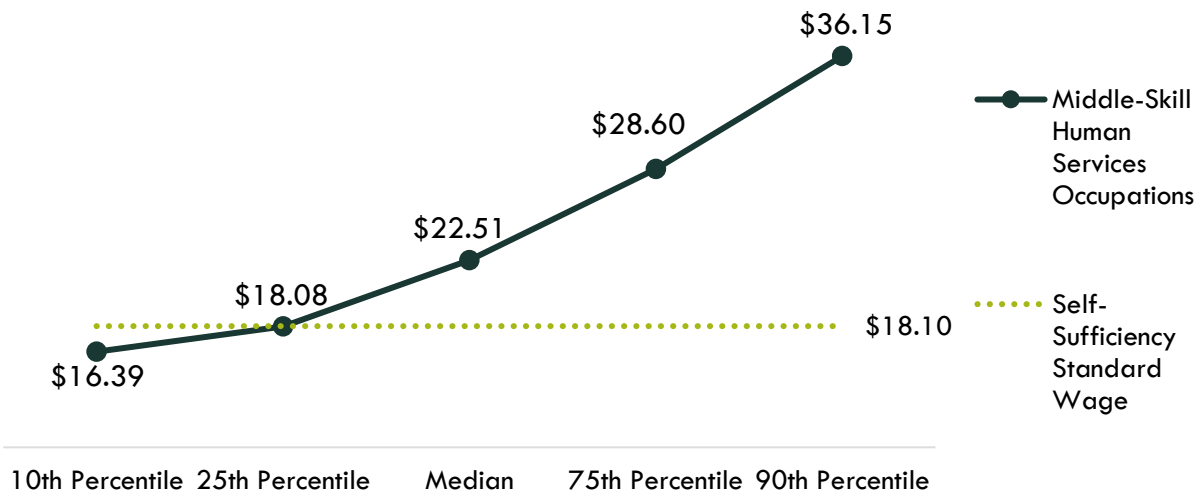
**Orange County** – Both occupations have entry-level wages **below** the self-sufficiency standard wage for one adult (\$20.63 in Orange County). The typical entry-level wage for these workers is approximately \$17/hour. Experienced workers can expect to earn wages between \$26.84 and \$27.76, which are above the self-sufficiency standard wage estimate.

**Exhibit 3: Hourly Earnings for Occupations in Orange County**

Occupation	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)	\$17.20	\$21.20	\$26.84
Community Health Workers (21-1094)	\$17.11	\$21.78	\$27.76

On average, the entry-level earnings for the occupations in this report are \$18.08; this is nearly equal to the self-sufficiency standard wage estimate for one single adult in Los Angeles County (\$18.10). Exhibit 4 shows the average wages for the occupations in this report, from entry-level to experienced workers.

**Exhibit 4: Average Hourly Earnings for Occupations in LA/OC**

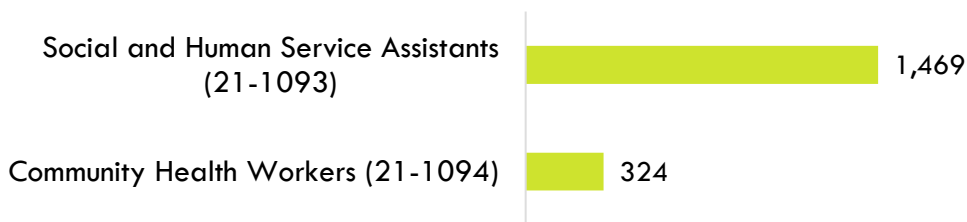


### Job Postings

Over the past 12 months, there have been 1,793 online job postings related to the two occupations of interest. Exhibit 5 displays the number of job postings by occupation. The majority of job postings (82%) were for *social and human service assistants*, followed by *community health workers* (18%). The highest number of job postings were for care coordinators, social service assistants, outreach specialists, case management coordinators, and community liaisons. The top skills were case management, customer service, mental health, social services, and knowledge of Health Industry Portability and Accountability Act (HIPPA). The top employers, by number of job postings, in the region were Anthem Blue Cross, Target, and Optum.

Of the 1,793 job postings, 12% included the keyword “homeless” (218 job postings). The highest number of job postings were for care coordinators, community health navigators, outreach specialists, personal services coordinators, and peer outreach specialists. The top skills for these postings were knowledge of mental health, case management, social services, mental illness, and motivational interviewing. The top employers, by number of job postings, in the region were Mental Health America of Los Angeles, Union Station Homeless Services, and MedZed.

**Exhibit 5: Job postings by occupation (last 12 months)**



### Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for both occupations in this report. National-level educational attainment data indicates that between 25% and 34% of workers in the field have completed some college or an associate degree.

**NOTE:** The occupation with the majority of annual openings (*social and human service assistants*) has 34% of workers in the field who have completed some college or an associate degree.

## Educational Supply

**Community College Supply** – Exhibit 6 shows the annual and three-year average number of awards conferred in programs that have historically trained for the occupations of interest. The colleges with the most completions in the region are Mt. San Antonio, Long Beach, and Santa Ana.

**Exhibit 6: Regional community college awards (certificates and degrees), 2018-2021**

TOP	Program	College	2018-19 Awards	2019-20 Awards	2020-21 Awards	3-Year Average
1261.00	Community Health Care Worker	LA Pierce	-	20	1	7
		Mt San Antonio	-	-	51	17
		<b>LA Subtotal</b>	<b>-</b>	<b>20</b>	<b>52</b>	<b>24</b>
<b>Supply Subtotal/Average</b>			<b>-</b>	<b>20</b>	<b>52</b>	<b>24</b>
2104.00	Human Services	Cerritos	9	9	34	17
		Glendale	-	-	3	1
		LA City	9	17	18	15
		Long Beach	34	24	26	28
		Rio Hondo	-	-	1	0
		<b>LA Subtotal</b>	<b>52</b>	<b>50</b>	<b>82</b>	<b>61</b>
		Coastline	19	22	26	22
		Cypress	29	26	28	28
		Saddleback	24	28	17	23
		Santa Ana	53	67	89	70
		<b>OC Subtotal</b>	<b>125</b>	<b>143</b>	<b>160</b>	<b>143</b>
<b>Supply Subtotal/Average</b>			<b>177</b>	<b>193</b>	<b>242</b>	<b>204</b>
2104.40	Alcohol and Controlled Substances	East LA	41	44	42	42
		Glendale	19	13	9	14
		LA City	8	17	20	15
		LA Pierce	37	33	39	36
		LA Southwest	27	17	11	18
		Long Beach	32	48	62	47
		Mt San Antonio	79	67	57	68
		Rio Hondo	13	13	8	11
		West LA	14	7	8	10
		<b>LA Subtotal</b>	<b>270</b>	<b>259</b>	<b>256</b>	<b>262</b>
		Cypress	22	35	17	25
		Saddleback	45	30	20	32
		<b>OC Subtotal</b>	<b>67</b>	<b>65</b>	<b>37</b>	<b>56</b>
		<b>Supply Subtotal/Average</b>			<b>337</b>	<b>324</b>
2104.50	Disability Services	N. Orange Adult	13	4	-	6
		<b>OC Subtotal</b>	<b>13</b>	<b>4</b>	<b>-</b>	<b>6</b>
<b>Supply Subtotal/Average</b>			<b>13</b>	<b>4</b>	<b>-</b>	<b>6</b>
<b>Supply Total/Average</b>			<b>527</b>	<b>541</b>	<b>587</b>	<b>552</b>

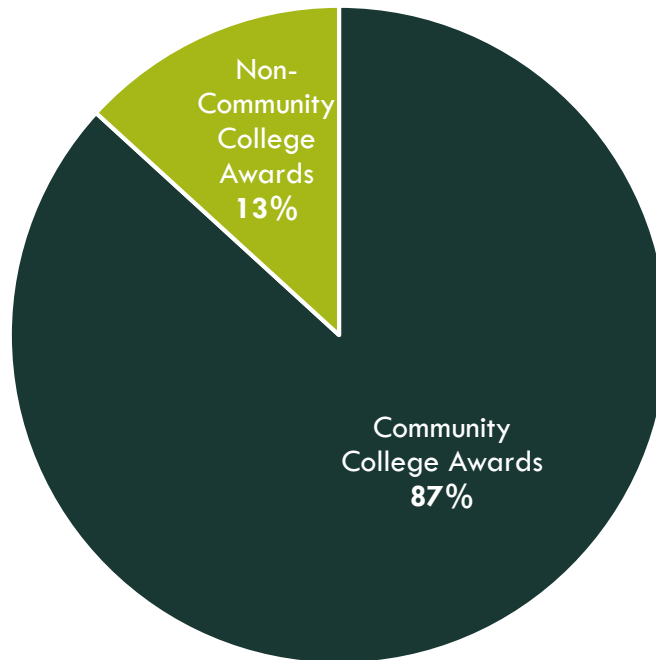
**Non-Community College Supply** – For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that may provide training programs for the occupations of interest. Exhibit 7 shows the annual and three-year average number of awards conferred in relevant programs. Due to different data collection periods, the most recent three-year period of available data is from 2017 to 2020. Between 2017 and 2020, non-community college institutions in the region conferred an average of 84 awards.

**Exhibit 7: Regional non-community college awards, 2017-2020**

CIP	Program	Institution	2017-18 Awards	2018-19 Awards	2019-20 Awards	3-Year Average
44.0000	Human Services, General	Mount Saint Mary's University	1	-	-	0
51.1501	Substance Abuse/Addiction Counseling	InterCoast Colleges-Santa Ana	75	90	57	74
		InterCoast Colleges-West Covina	8	15	6	10
<b>Supply Total/Average</b>			<b>84</b>	<b>105</b>	<b>63</b>	<b>84</b>

Exhibit 8 shows the relationship between the number of community college awards conferred in LA/OC versus the number of non-community college awards for the programs in this report. Nearly 90% of all awards conferred in these programs were awarded by community colleges.

**Exhibit 8: Community College Awards Compared to Non-Community College Awards in LA/OC Region, 3-Year Average**



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

**Exhibit 9. Los Angeles County**

Occupation (SOC)	2021 Jobs	2026 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)	16,231	18,560	2,328	14%	2,456	\$18.35	\$22.60	\$28.58
Community Health Workers (21-1094)	2,306	2,593	287	12%	308	\$18.14	\$23.01	\$29.26
<b>Total</b>	<b>18,537</b>	<b>21,153</b>	<b>2,616</b>	<b>14%</b>	<b>2,764</b>	-	-	-

**Exhibit 10. Orange County**

Occupation (SOC)	2021 Jobs	2026 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)	3,926	4,561	636	16%	612	\$17.20	\$21.20	\$26.84
Community Health Workers (21-1094)	640	731	91	14%	88	\$17.11	\$21.78	\$27.76
<b>Total</b>	<b>4,566</b>	<b>5,292</b>	<b>727</b>	<b>16%</b>	<b>701</b>	-	-	-

**Exhibit 11. Los Angeles and Orange Counties**

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Typical Entry-Level Education
Social and Human Service Assistants (21-1093)	20,157	23,121	2,964	15%	3,068	HS diploma or equivalent
Community Health Workers (21-1094)	2,946	3,324	378	13%	396	HS diploma or equivalent
<b>Total</b>	<b>23,103</b>	<b>26,445</b>	<b>3,342</b>	<b>14%</b>	<b>3,465</b>	-



## Appendix B: Sources

- O\*NET Online
- Labor Insight (Burning Glass Technologies)
- Lightcast (formerly Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

For more information, please contact:

Luke Meyer, Director  
Los Angeles Center of Excellence  
[Lmeyer7@mtsac.edu](mailto:Lmeyer7@mtsac.edu)

