

# Labor Market Analysis for Program Modification: 2104.00/Human Services (Human Services)

Orange County Center of Excellence, April 2023



## Summary

|                         |   |   |   |
|-------------------------|---|---|---|
| Program LMI Endorsement | Endorsed: All LMI Criteria Met <input type="checkbox"/> | Endorsed: Some LMI Criteria Met <input checked="" type="checkbox"/> | Not LMI Endorsed <input type="checkbox"/> |
|-------------------------|---|---|---|

### Program LMI Endorsement Criteria

|  | Yes <input checked="" type="checkbox"/>  | No <input type="checkbox"/>            |
|--|--|--|
| Supply Gap:                                      | <i>Comments:</i> there is projected to be <b>3,139 annual job openings</b> throughout Los Angeles and Orange counties for <i>social and human service assistants</i> , which is <b>more than the 620 awards conferred by educational institutions.</b>                     |  |
| Living Wage:<br>(Entry-Level, 25 <sup>th</sup> ) | Yes <input type="checkbox"/>   | No <input checked="" type="checkbox"/> |
|  | <i>Comments:</i> <b>Entry-level wages for social and human service assistants are \$17.16, which is significantly below the OC living wage of \$20.63.</b>   |  |
| Education:                                       | Yes <input checked="" type="checkbox"/>  | No <input type="checkbox"/>            |
|  | <i>Comments:</i> The typical entry-level education for <i>social and human service assistants</i> is a <b>high school diploma. However, over one-third of workers in the field have completed some college or an associate degree as their highest level of education.</b> |  |

| Emerging Occupation(s)       |                      |  |
|------------------------------|----------------------|--|
| Yes <input type="checkbox"/> |                      | No <input checked="" type="checkbox"/> |
|                              | <i>Comments:</i> N/A |  |

The Orange County Center of Excellence for Labor Market Research (OC COE) prepared this report to determine whether there is a supply gap in the Los Angeles/Orange County regional labor market related to one middle-skill occupation:

- Social and Human Service Assistants (21-1093)

Based on the available data there appears to be a supply gap for *social and human service assistants* and typical education requirements for this occupation align with a community college education. However, entry-level wages are significantly below the living wage. **Therefore, due to some of the regional labor market criteria being met, the COE endorses this proposed program.**

Exhibit 1 lists the occupational demand, supply, typical entry-level education, and educational attainment for the occupations included in this report.

## Exhibit 1: Occupational Demand and Supply in Los Angeles/Orange Counties

| Occupation (SOC)                              | Demand (Annual Openings) | Supply (CC and Non-CC) | Entry-Level Hourly Earnings (25 <sup>th</sup> Percentile) | Typical Entry-Level Education     | Community College Educational Attainment |
|---|--------------------------|------------------------|---|-----------------------------------|--|
| Social and Human Service Assistants (21-1093) | 3,139                    | 620                    | OC: \$17.16   | High school diploma or equivalent | 34%                                      |
| <b>Total</b>                                  | <b>3,139</b>             | <b>153</b>             | <b>N/A</b>  | <b>N/A</b>                        | <b>N/A</b>                               |

### Demand:

- The number of jobs related to *social and human service assistants* is projected to increase 17% through 2026, equating to 3,139 annual job openings.
- Hourly entry-level wages for *social and human service assistants* are \$17.16 in Orange County, which is significantly below the living wage of \$20.63.
- There were 1,943 online job postings for *social and human service assistants* over the past 12 months. The highest number of postings were for care coordinators, outreach specialists, and social services assistants.
- The typical entry-level education for *social and human service assistants* is a high school diploma or equivalent.
- Approximately 34% of workers in the field have completed some college or an associate degree as their highest level of educational attainment.

### Supply:

- There was an average of 205 awards conferred by 9 community colleges in Los Angeles and Orange Counties from 2018 to 2021.
- Non-community college institutions conferred an average of 415 awards from 2017-2020.
- Orange County community college students that exited human services programs in the 2019-2020 academic year had a median annual wage of \$30,868 after exiting the program and 27% attained the regional living wage.
- Throughout Orange County, 76% of human services students that exited their program in 2018-19 reported that they are working in a job closely related to their field of study.

## Demand

### Occupational Projections:

Exhibit 2 shows the annual percent change in jobs for social and human service assistants from 2016 through 2026. Though there was a 6% decline across all occupations from 2019 to 2020 due to the COVID-19 pandemic, employment for *social and human service assistants* in Orange County decreased only 1% during the same period. Employment for *social and human service assistants* is projected to grow at a higher rate than all occupations through 2026.

## Exhibit 2: Annual Percent Change in Jobs for Social and Human Service Assistants, 2016-2026

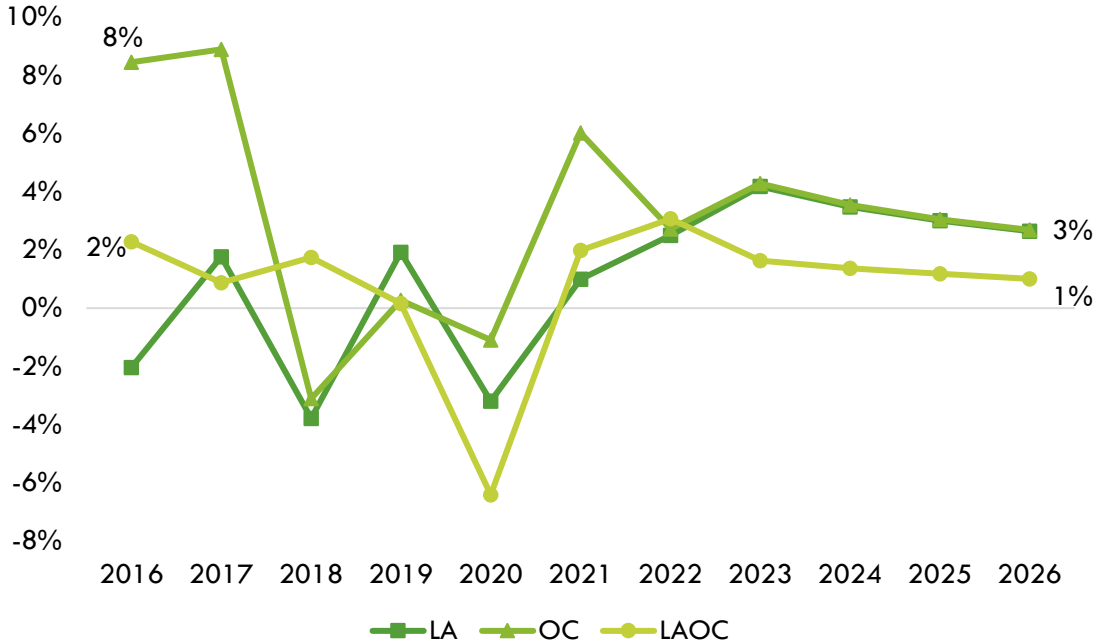


Exhibit 3 shows the five-year occupational demand projections for *social and human service assistants*. In Los Angeles/Orange County, the number of jobs for *social and human service assistants* is projected to increase by 17% through 2026. There is projected to be 3,139 jobs available annually.

### Exhibit 3: Occupational Demand in Los Angeles and Orange Counties<sup>1</sup>

| Geography    | 2021 Jobs     | 2026 Jobs     | 2021-2026 Change | 2021-2026 % Change | Annual Openings |
|--------------|---------------|---------------|------------------|--------------------|-----------------|
| Los Angeles  | 16,428        | 19,196        | 2,768            | 17%                | 2,535           |
| Orange       | 3,880         | 4,554         | 674              | 17%                | 604             |
| <b>Total</b> | <b>20,308</b> | <b>23,750</b> | <b>3,442</b>     | <b>17%</b>         | <b>3,139</b>    |

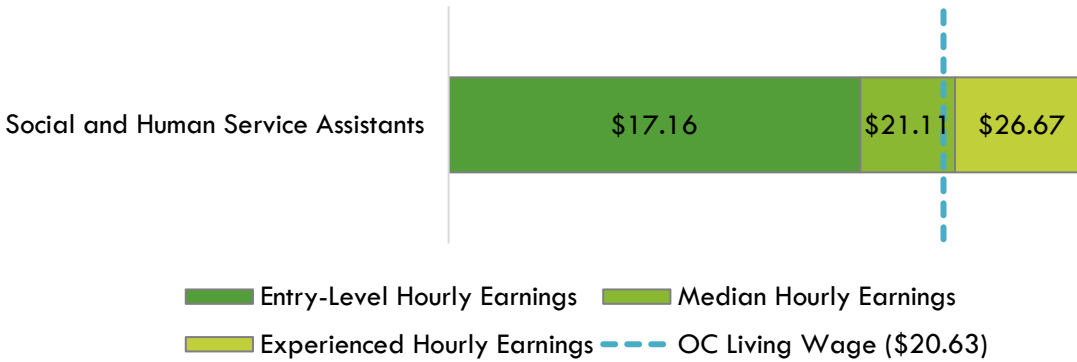
## Wages:

The labor market endorsement in this report considers the entry-level hourly wages for *social and human service assistants* 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.

The typical entry-level hourly wages for *social and human service assistants* are \$17.16, which is significantly below the living wage for one adult (\$20.63 in Orange County). Median wages are \$21.11, which is above the living wage. Orange County's average wages are below the average statewide wage of \$23.35 for *social and human service assistants*. Exhibit 4 shows the wage range for *social and human service assistants* in Orange County and how it compares to the regional living wage.

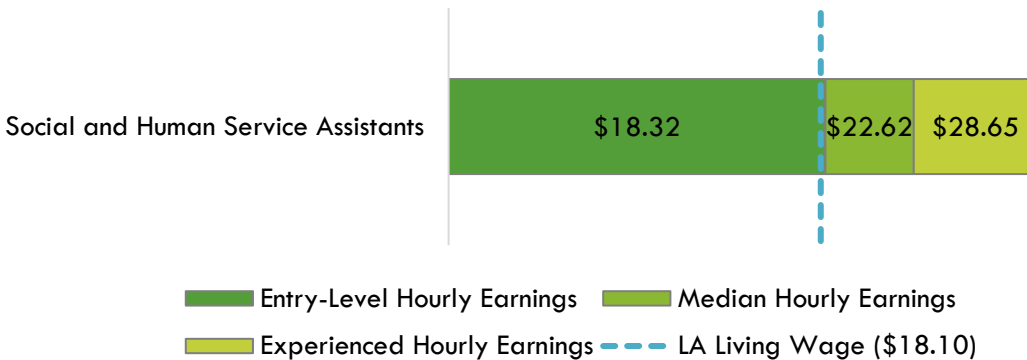
<sup>1</sup> Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

## Exhibit 4: Wages by Occupation in Orange County



The typical entry-level hourly wages for *social and human service assistants* are \$18.32, which is slightly above the living wage for one adult (\$18.10 in Los Angeles County). Median wages are \$22.62. Los Angeles County's average wages are nearly identical to the average statewide wage of \$23.35 for *social and human service assistants*. Exhibit 5 shows the wage range for *social and human service assistants* in Los Angeles County and how it compares to the regional living wage.

## Exhibit 5: Wages by Occupation in Los Angeles County



## Job Postings:

**Important Online Job Postings Data Note:** Online job postings data is sourced from Lightcast, a labor market analytics firm that scrapes, collects, and organizes data from online job boards such as LinkedIn, Indeed, Glassdoor, Monster, GovernmentJobs.com, and thousands more. Lightcast uses natural language processing (NLP) to determine the related company, industry, occupation, and other information for each job posting. However, NLP has limitations that include understanding contextual words or phrases; determining differences in words that can be used as nouns, verbs, and/or adjectives; and misspellings or grammatical errors.<sup>2</sup> For these reasons, job postings could be assigned to the wrong employer, industry, or occupation within Lightcast's database.

Additionally, there are several limitations when analyzing job postings. A single job posting may not represent a single job opening, as employers may be creating a pool of candidates for future openings or hiring for multiple positions with a single posting. Additionally, not all jobs are posted online, and jobs may be filled through other methods such as internal promotion, word-of-mouth advertising, physical job boards, or a variety of other channels.

<sup>2</sup> K. R. Chowdhary, *Fundamentals of Artificial Intelligence* (Basingstoke: Springer Nature, 2020), <https://link.springer.com/book/10.1007/978-81-322-3972-7>.

There were 1,943 online job postings related to *social and human service assistants* listed in the past 12 months.

### Exhibit 6: Number of Job Postings by Occupation (n=1,943)

| Occupation                          | Job Postings | Percentage of Job Postings |
|-------------------------------------|--------------|----------------------------|
| Social and Human Service Assistants | 1,943        | 100%                       |

The top employers in the region, by number of job postings, are shown in Exhibit 7.

### Exhibit 7: Top Employers by Number of Job Postings (n=1,943)

| Employer                 | Job Postings | Percentage of Job Postings |
|--------------------------|--------------|----------------------------|
| Elevance Health          | 56           | 3%                         |
| Waymakers                | 44           | 2%                         |
| Telecare                 | 35           | 2%                         |
| Welbehealth              | 32           | 2%                         |
| Volunteers of America    | 30           | 2%                         |
| The Salvation Army       | 28           | 1%                         |
| Optum                    | 27           | 1%                         |
| Exodus Recovery          | 25           | 1%                         |
| Alera Group              | 24           | 1%                         |
| University of California | 23           | 1%                         |

The top specialized, soft, and software/computer skills listed by those most frequently mentioned in job postings (denoted in parentheses) are shown in Exhibit 8.

### Exhibit 8: Top Skills by Number of Job Postings (n=1,943)

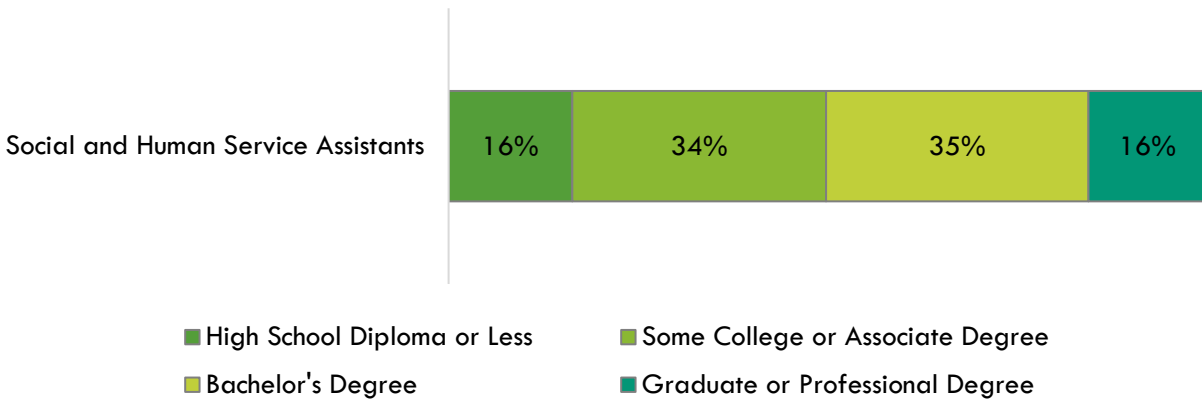
| Top Specialized Skills            | Top Soft Skills         | Top Software and Computer Skills            |
|-----------------------------------|-------------------------|---|
| Social Work (659)                 | Communications (839)    | Microsoft Excel (350)                       |
| Case Management (550)             | Advocacy (513)          | Microsoft Office (281)                      |
| Mental Health (332)               | Customer Service (419)  | Microsoft Outlook (280)                     |
| Care Coordination (329)           | Management (376)        | Microsoft PowerPoint (145)                  |
| Bilingual (Spanish/English) (253) | Writing (352)           | Microsoft Word (120)                        |
| Psychology (236)                  | Microsoft Excel (350)   | Microsoft Access (48)                       |
| Data Entry (233)                  | Coordinating (344)      | Spreadsheets (48)                           |
| Human Services (225)              | Multilingualism (339)   | Homeless Management Information System (36) |
| Crisis Intervention (176)         | Microsoft Office (281)  | Salesforce (33)                             |
| Medical Records (154)             | Microsoft Outlook (280) | Microsoft SharePoint (28)                   |

## Educational Attainment:

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for *social and human service assistants*. However, the national-level educational attainment data indicates 34% of workers in the field have completed some college or an associate degree as their highest level of education. Exhibit 9 shows the educational attainment for *social and human service assistants*.

Of the 75% of the cumulative job postings for *social and human service assistants* that listed a minimum education requirement in Los Angeles/Orange County, 61% (888) requested a high school diploma or an associate degree and 39% (570) requested a bachelor's degree.

**Exhibit 9: National-level Educational Attainment for Occupations**



## Educational Supply

### Community College Supply:

Exhibit 10 shows the three-year average number of awards conferred by community colleges in the related TOP code: Human services (1012.00). The colleges with the most completions in the region are: Santa Monica, Pasadena, LA City, and Orange Coast. Over the past 12 months, there were two other related program recommendation requests from regional community colleges.

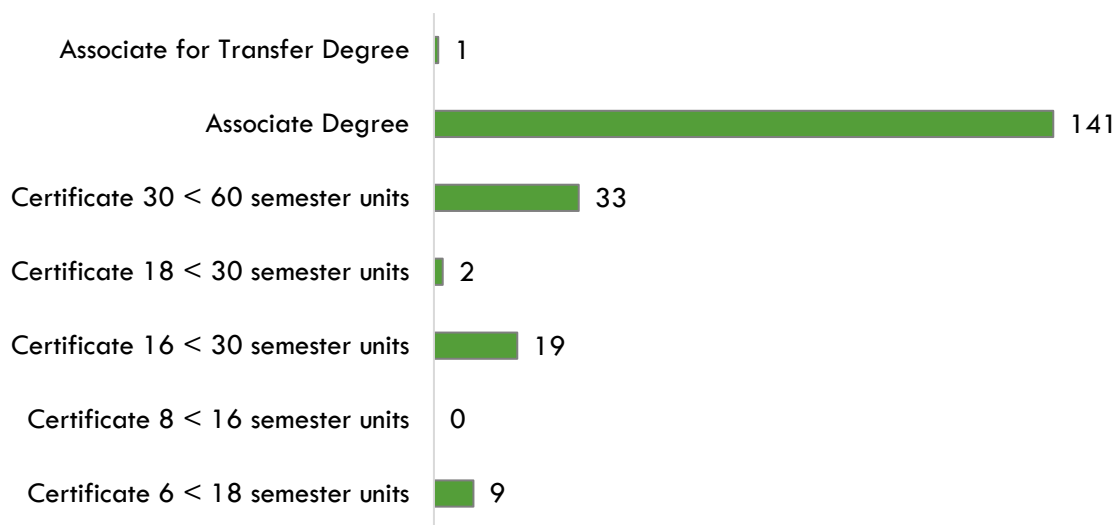
**Exhibit 10: Regional Community College Awards (Certificates and Degrees), 2018-2021**

| TOP Code | Program        | College            | 2018-2019 Awards | 2019-2020 Awards | 2020-2021 Awards | 3-Year Award Average |
|----------|----------------|--------------------|------------------|------------------|------------------|----------------------|
| 2104.00  | Human Services | Cerritos           | 9                | 9                | 34               | 18                   |
|          |                | Glendale           | 0                | 0                | 3                | 1                    |
|          |                | LA City            | 9                | 17               | 18               | 15                   |
|          |                | Long Beach         | 34               | 24               | 26               | 28                   |
|          |                | Rio Hondo          | 0                | 0                | 1                | 0                    |
|          |                | <b>LA Subtotal</b> | <b>52</b>        | <b>50</b>        | <b>82</b>        | <b>62</b>            |
|          |                | Coastline          | 19               | 22               | 26               | 22                   |
|          |                | Cypress            | 29               | 26               | 28               | 28                   |
|          |                | Saddleback         | 24               | 28               | 17               | 23                   |

| TOP Code                    | Program | College            | 2018-2019 Awards | 2019-2020 Awards | 2020-2021 Awards | 3-Year Award Average |
|-----------------------------|---------|--------------------|------------------|------------------|------------------|----------------------|
|                             |         | Santa Ana          | 53               | 67               | 89               | 70                   |
|                             |         | <b>OC Subtotal</b> | <b>125</b>       | <b>143</b>       | <b>160</b>       | <b>143</b>           |
| <b>Supply Total/Average</b> |         |                    | <b>177</b>       | <b>193</b>       | <b>242</b>       | <b>205</b>           |

Exhibit 11 shows the annual average community college awards by type from 2018-19 through 2020-21. The majority of the awards are for associate degrees, followed by certificates between 30 and less than 60 semester units, and certificates between 16 and less than 30 semester units.

### Exhibit 11: Annual Average Community College Awards by Type, 2018-2021



### Community College Student Outcomes:

Exhibit 12 shows the Strong Workforce Program (SWP) metrics for human services programs at Coast Community College District (CCCD) the Orange County Region, and California. Of the 1,016 human services students in the 2020-21 academic year, 22% (225) attended a CCCD college.

CCCD students that exited human services programs in the 2019-20 academic year had higher median annual earnings (\$32,886) compared to all human services students in Orange County (\$30,868) and the state (28,808). However, all figures are significantly below the living wage.

### Exhibit 12: Human Services (2104.00) Strong Workforce Program Metrics, 2020-21<sup>3</sup>

| SWP Metric  | NOCCCD            | OC Region         | California |
|---|-------------------|-------------------|------------|
| SWP Students  | 225               | 1,016             | 9,855      |
| SWP Students Who Earned 9 or More Career Education Units in the District in a Single Year | 22%               | 30%               | 25%        |
| SWP Students Who Completed a Noncredit CTE or Workforce Preparation Course                | Insufficient Data | Insufficient Data | 68%        |

<sup>3</sup> All SWP metrics are for 2019-20 unless otherwise noted.

| SWP Metric  | NOCCCD             | OC Region          | California         |
|---|--------------------|--------------------|--------------------|
| SWP Students Who Earned a Degree or Certificate or Attained Apprenticeship Journey Status | 17                 | 139                | 727                |
| SWP Students Who Transferred to a Four-Year Postsecondary Institution (2019-20)           | 45                 | 85                 | 748                |
| SWP Students with a Job Closely Related to Their Field of Study (2018-19)                 | Insufficient Data  | 76%                | 79%                |
| Median Annual Earnings for SWP Exiting Students (2019-20)                                 | \$32,886 (\$15.81) | \$30,868 (\$14.84) | \$28,808 (\$13.85) |
| Median Change in Earnings for SWP Exiting Students (2019-20)                              | 76%                | 46%                | 26%                |
| SWP Exiting Students Who Attained the Living Wage (2019-20)                               | 32%                | 27%                | 41%                |

### 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 *social and human service assistants*. Exhibit 13 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). 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 415 awards annually in related training programs.

**Exhibit 13: Regional Non-Community College Awards, 2017-2020**

| CIP Code                    | Program                 | College                                     | 2017-2018 Awards | 2018-2019 Awards | 2019-2020 Awards | 3-Year Award Average |
|-----------------------------|-------------------------|---|------------------|------------------|------------------|----------------------|
| 44.0000                     | Human Services, General | California State University-Dominguez Hills | 138              | 120              | 121              | 126                  |
|                             |                         | California State University-Fullerton       | 320              | 282              | 264              | 289                  |
|                             |                         | Mount Saint Mary's University               | 1                | 0                | 0                | 0                    |
| <b>Supply Total/Average</b> |                         |   | <b>459</b>       | <b>402</b>       | <b>385</b>       | <b>415</b>           |



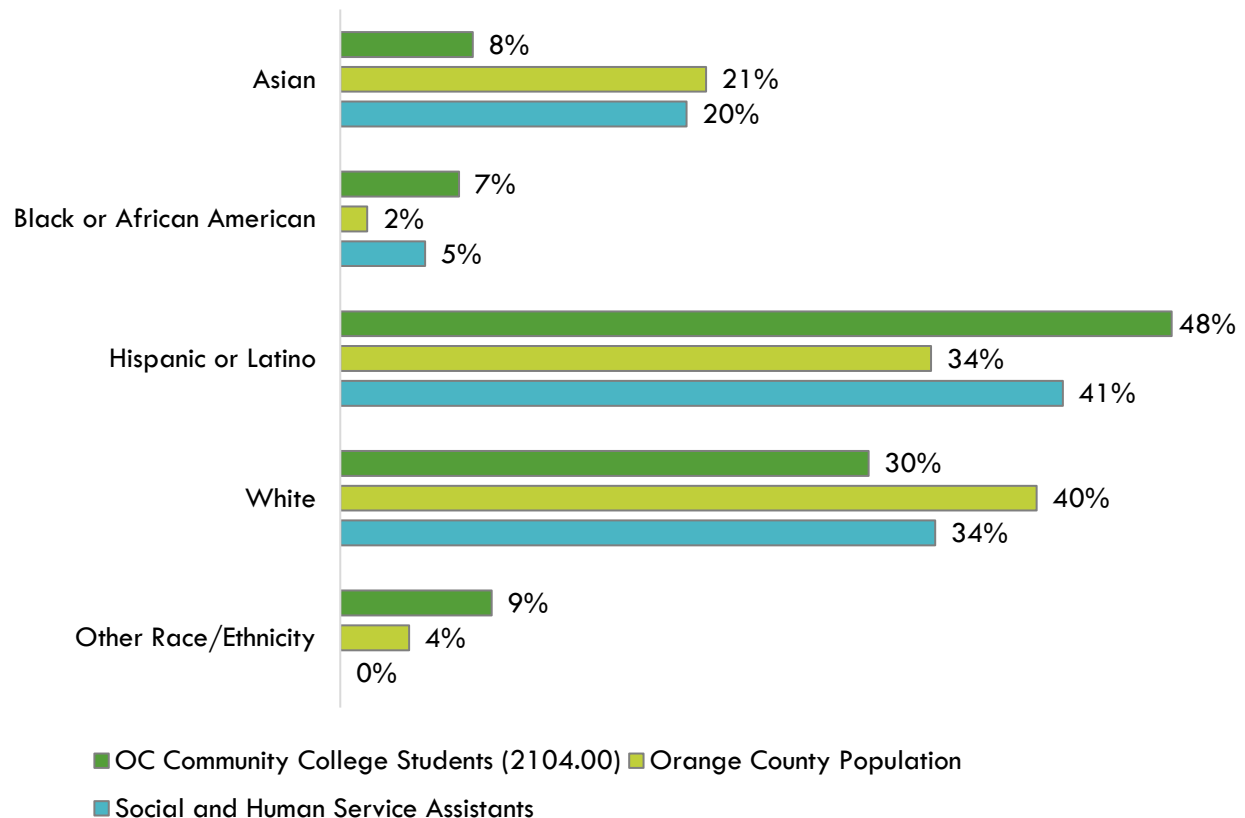
## Regional Demographics

This section analyzes demographic data for Orange County community college students enrolled in human services compared to the OC population, as well occupational data, for the purpose of identifying potential diversity and equity issues that can be addressed by community college programs.

### Ethnicity:

Exhibit 14 shows the ethnicity of Orange County community college students enrolled in human services programs compared to the overall Orange County population, as well as *social and human service assistants*. Notably, 20% of *social and human service assistants* are Asian, which is nearly identical to population (21%), but significantly higher than community college human services students (8%). Additionally, 48% of human services students are Hispanic or Latino, which is significantly higher than the population (34%) and slightly higher than *social and human service assistants* (41%).

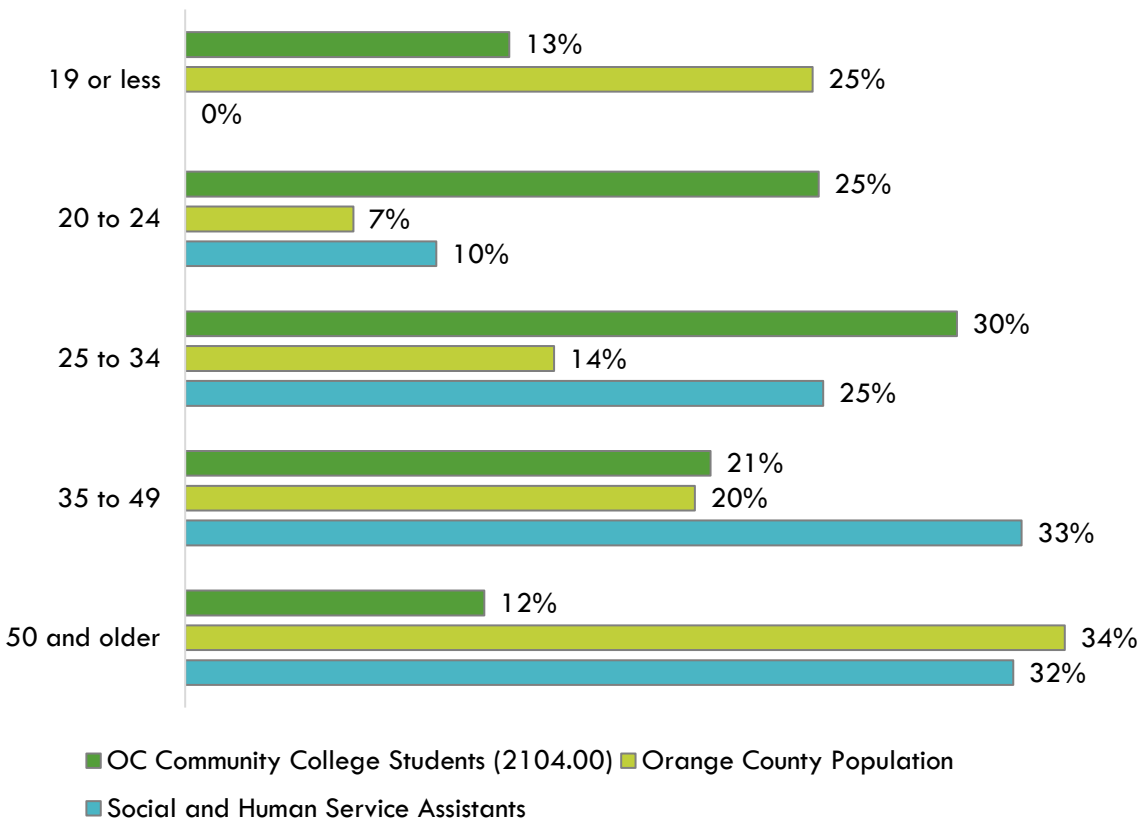
Exhibit 14: Program and County Demographics by Ethnicity



## Age:

Exhibit 14 shows the age of Orange County community college students enrolled in human services programs compared to the overall Orange County population, as well as *social and human service assistants*. One-third (33%) of *social and human service assistants* are 35 to 49, which is significantly higher than the population (20%) and community college human services students (21%). Conversely, 68% of community college human services students are 34 or less, which is significantly higher than the population (46%), and *social and human service assistants* (35%)

Exhibit 14: Program and County Demographics by Age

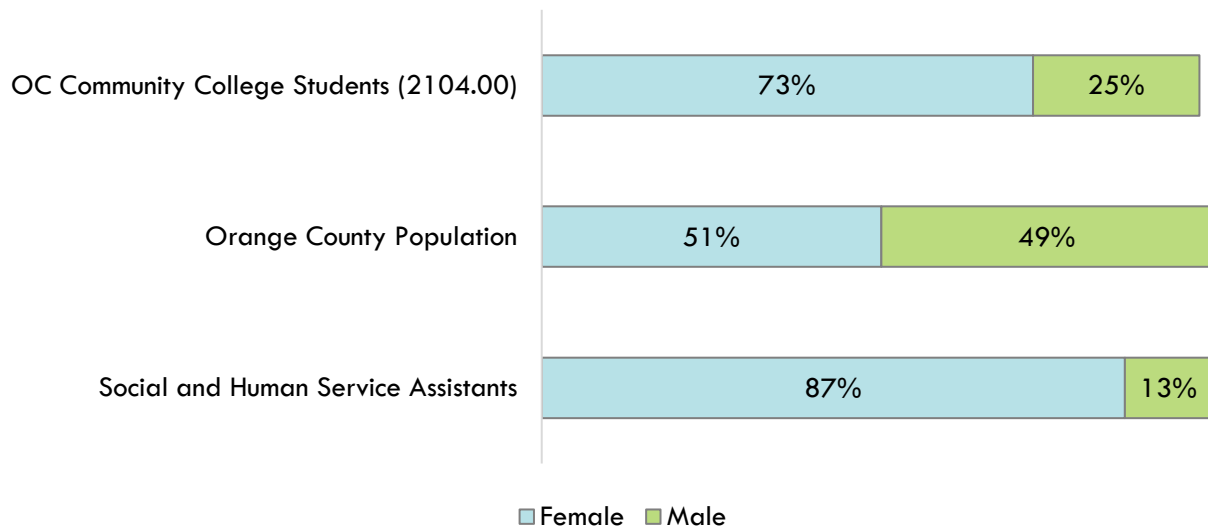


## Sex:

Exhibit 15 shows the sex of Orange County community college students enrolled in human services programs compared to the overall Orange County population as well as *social and human service assistants*.

Though the Orange County population is split nearly evenly between men and women, there is a significantly higher percentage of female *social and human service assistants* (87%) and community college students (73%).

Exhibit 15: Program and County Demographics by Sex



## Appendix A: Methodology A

The OC COE prepared this report by analyzing data from occupations and education programs. Occupational data is derived from Lightcast, a labor market analytics firm that consolidates data from the California Employment Development Department (EDD), U.S. Bureau of Labor Statistics (BLS) and other government agencies. Program supply data is drawn from two systems: Taxonomy of Programs (TOP) and Classification of Instructional Programs (CIP).

Using a TOP-SOC crosswalk, the OC COE identified middle-skill jobs for which programs within these TOP codes train. Middle-skill jobs include:

- 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.

The OC COE determined labor market supply for an occupation or SOC code by analyzing the number of program completers or awards in a related TOP or CIP code. The COE developed a “supply table” with this information, which is the source of the program supply data for this report. TOP code data comes from the California Community Colleges Chancellor's Office MIS Data Mart ([datamart.cccco.edu](http://datamart.cccco.edu)) and CIP code data comes from the Integrated Postsecondary Education Data System ([nces.ed.gov/ipeds/use-the-data](http://nces.ed.gov/ipeds/use-the-data)), also known as IPEDS. TOP is a system of numerical codes used at the state level to collect and report information on California community college programs and courses throughout the state that have similar outcomes. CIP codes are a taxonomy of academic disciplines at institutions of higher education in the United States and Canada. Institutions outside of the California Community College system do not use TOP codes in their reporting systems.

Data included in this analysis represent the labor market demand for relevant positions most closely related to the proposed program as expressed by the requesting college in consultation with the OC COE. Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study which can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions.

All representations have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. The most recent data available at the time of the analysis was examined; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and findings; however, neither the Centers of Excellence for Labor Market Research (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.

## Appendix B: Data Sources

| Data Type   | Source  |
|---|---|
| Occupational Projections, Wages, and Job Postings   | <p>Traditional labor market information data is sourced from Lightcast, a labor market analytics firm. Lightcast occupational employment data are based on final Lightcast industry data and final Lightcast staffing patterns. Wage estimates are based on Occupational Employment Statistics and the American Community Survey. For more information, see <a href="https://lightcast.io/">https://lightcast.io/</a></p>   |
| Living Wage   | <p>The living wage is derived from the Insight Center’s California Family Needs Calculator, which measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, child care, health care, transportation, and taxes. For more information, see: <a href="https://insightccd.org/family-needs-calculator/">https://insightccd.org/family-needs-calculator/</a></p> <p>The living wage for one adult in Orange County is \$20.63 per hour (\$42,910.40 annually). This figure is used by the CCCCCO to calculate the percentage of students that attained the regional living wage.</p> |
| Typical Education and Training Requirements, and Educational Attainment                       | <p>The Bureau of Labor Statistics (BLS) provides information about education and training requirements for hundreds of occupations. BLS uses a system to assign categories for entry-level education, work experience in a related occupation, and typical on-the-job training to each occupation for which BLS publishes projections data. For more information, see <a href="https://www.bls.gov/emp/documentation/education/tech.htm">https://www.bls.gov/emp/documentation/education/tech.htm</a></p>   |
| Emerging Occupation Descriptions, Additional Education Requirements, and Employer Preferences | <p>The O*NET database includes information on skills, abilities, knowledges, work activities, and interests associated with occupations. For more information, see <a href="https://www.onetonline.org/help/online/">https://www.onetonline.org/help/online/</a></p>  |
| Educational Supply  | <p>The CCCCCO Data Mart provides information about students, courses, student services, outcomes and faculty and staff. For more information, see: <a href="https://datamart.cccco.edu">https://datamart.cccco.edu</a></p> <p>The National Center for Education Statistics (NCES) Integrated Postsecondary Integrated Data System (IPEDS) collects data on the number of postsecondary awards earned (completions). For more information, see <a href="https://nces.ed.gov/ipeds/use-the-data/survey-components/7/completions">https://nces.ed.gov/ipeds/use-the-data/survey-components/7/completions</a></p>   |
| Student Metrics and Demographics  | <p>LaunchBoard, a statewide data system supported by the California Community Colleges Chancellor's Office and hosted by Cal-PASS Plus, provides data on progress, success, employment, and earnings outcomes for California community college students. For more information, see: <a href="https://www.calpassplus.org/LaunchBoard/Home.aspx">https://www.calpassplus.org/LaunchBoard/Home.aspx</a></p>   |

| Data Type                              | Source   |
|--|--|
| Population and Occupation Demographics | <p>The Census Bureau's American Community Survey (ACS) is the premier source for detailed population and housing information. For more information, see: <a href="https://www.census.gov/programs-surveys/acs">https://www.census.gov/programs-surveys/acs</a></p> <p>Data is sourced from IPUMS USA, a database providing access to ACS and other Census Bureau data products. For more information, see: <a href="https://usa.ipums.org/usa/about.shtml">https://usa.ipums.org/usa/about.shtml</a></p> |

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