

Labor Market Analysis for: 2104.00 Human Services

Inland Empire/Desert Center of Excellence, Oct 2024

Prepared by: Chris Cruzcosa, ccruzcosa@iegocollaborative.org



Summary

Program LMI Endorsement	All LMI Criteria Met	Some LMI Criteria Met (Proceed with Caution)	LMI Criteria NOT Met
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Program LMI Endorsement Criteria		
Supply Gap	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
	<i>Comments: There is projected to be 1,425 annual job openings throughout the Inland Empire/Desert region, which is more than the 380 annual average awards conferred by educational institutions over the last 3 years. Supply data includes both community college awards (97) and non-community college awards (283).</i>	
Living Wage	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	<i>Comments: The minority (41%) of annual job openings for these three occupations have entry-level hourly wages above the IE/D living wage of 20.42.¹</i>	
Education	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
	<i>Comments: Most job postings for target occupations require a bachelor's degree or above (51%). See Exhibits 8 and 9 for more details.</i>	

The Inland Empire/ Desert (IE/D) Center of Excellence for Labor Market Research (IE/D COE) reviewed the following occupations to prepare this report:

- Below Middle-Skill (typically require training/education at or below a HS diploma)
 - Social and Human Service Assistants (21-1093)
 - Community Health Workers (21-1094)
- Above Middle-Skill (typically require a bachelor's degree)
 - Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018)

Summary of findings

Demand

- The number of jobs related to the assessed occupations is projected to increase 17% through 2028, with 1,425 annual job openings (new and replacement jobs).
- Hourly entry-level wages for one of the three occupations are above living wage at the 25th percentile hourly wage, with two of three below the living wage, with all wages ranging from \$18.19 to \$21.50 in IE/D.
- There were 1,679 online job postings from 371 employers over the past 12 months with the highest postings for community health workers and mental health therapists.
- Most job postings for target occupations require a high school diploma or equivalent (37%), followed by above a bachelor's degree (35%), bachelor's degree (16%), and associate degree (11%).

Supply

- On average, there were 380 annual awards conferred by educational institutions over the last 3 years in related fields: 97 from community colleges and 283 from other institutions (e.g., 4-year universities, private schools).
- IE/D community college students that exited these programs in the 2021-22 academic year earned a median annual wage of \$32,956 (\$15.85 per hour).
- 70% of students that exited their program in 2021-22 reported that they are working in a job closely related to their field of study.
- Community college programs play an important role diversifying the talent pipeline in these occupations. Most IE/D professionals in social services occupations are Hispanic/Latino or White (73%), "early career" or "mid-career" age category (69%), and female (72%). Most community college students in related programs are Hispanic/Latino (56%), "early career" or "mid-career" age category (71%), and female (81%).

¹ The [UW self-sufficiency standard](#) is currently used by the CO and other COEs, the self-sufficiency standard was last updated by UW in 2024. To provide an alternative perspective, the COE will provide an alternative living wage calculation from MIT in the analysis below as an additional reference point. MIT estimates, the living wage for an adult with no kids living in 2024 is \$26.30 in Riverside County and \$25.17 in San Bernadino County.

Introduction

California Community College Human Services (TOP 2104.00) programs prepare students for employment using theory and practice in providing human and social services to individuals and communities. Preparation for work in public and private human services organizations (Taxonomy of Programs, 2023). The knowledge, skills, and abilities trained by Human Services programs lead to employment in occupations related to social services.

Job Demand

In 2023, there were 10,669 jobs in occupations related to social services in the IE/D region. Regional employment for this occupation group is projected to increase by 17% through 2028 with 1,425 job openings projected annually. Exhibit 1 displays the job count, five-year projected job growth, and job openings in the region.

Exhibit 1. Five-year projections for occupations related to social services, IE/D Region, 2023-2028

Occupation	SOC	2023 Jobs	2028 Jobs	2023 - 2028 % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	21-1018	4,530	5,407	19%	2,902	580
Social and Human Service Assistants	21-1093	5,371	6,176	15%	3,707	741
Community Health Workers	21-1094	768	885	15%	520	104
Total		10,669	12,468	17%	7,129	1,425

SOURCE: LIGHTCAST 2024.2

Job Postings

The following analysis for occupations related to social services using online job posting data.

Important note: The data produced in this section were generated by leveraging online job posting data sourced from Lightcast, which is the labor market analytics software tool COEs use to produce these briefs. The job posting data is collected from scraping online job boards such as LinkedIn, Indeed, Glassdoor and many others. The process Lightcast uses to assemble this data does have some limitations due to methods that recruitment professionals sometimes use (e.g., posting one job to fill multiple positions). For example, the number of jobs posted is not necessarily the same as the number of job vacancies.² While not perfect, Lightcast leverages machine learning and other AI technologies to enrich, deduplicate and aggregate this information to make it a meaningful dataset.

Exhibit 2 displays the number of job ads posted for occupations related to social services over the last 12 months and the median posting duration. Over the previous 12 months, there were 1,679 unique job postings for occupations related to social services in the region from 371 employers.

Exhibit 2. Job ads and posting duration, IE/D Region, Oct 2023 – Sept 2024

Job Title	Job Ads	Median Posting Duration
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	1,074	27 days
Social and Human Service Assistants	477	26 days
Community Health Workers	128	31 days
Total	1,679	

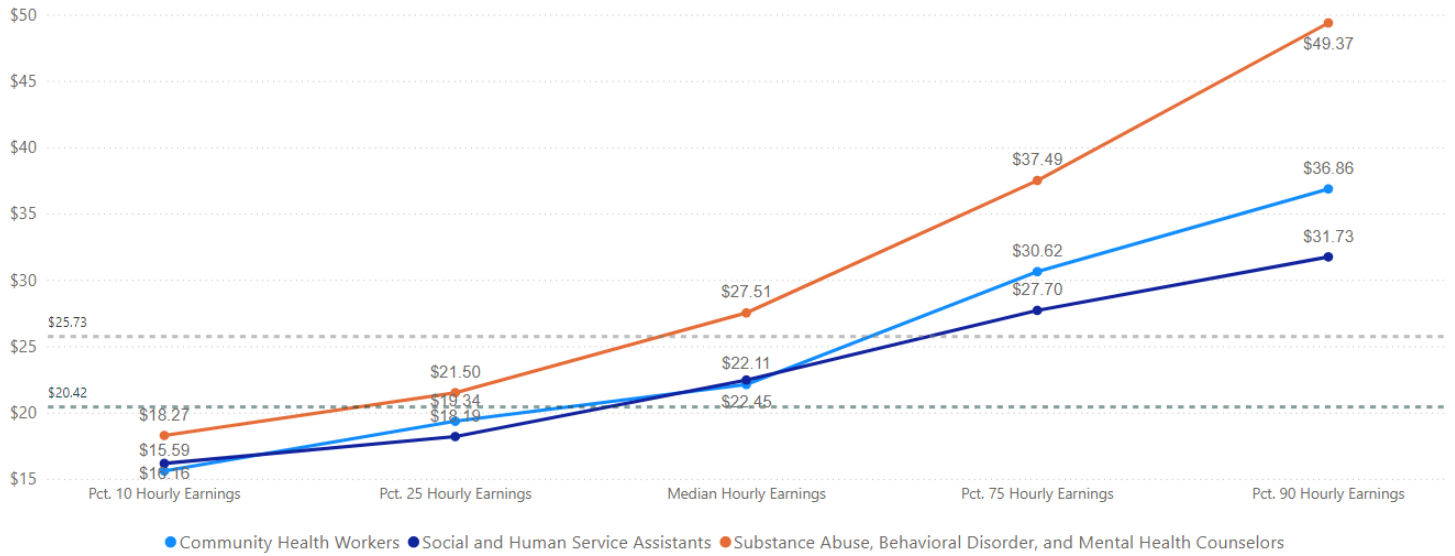
SOURCE: LIGHTCAST 2024.2

² "Job Posting Analytics (JPA) Methodology." Lightcast Knowledge Base, <https://kb.lightcast.io/en/articles/6957446-job-posting-analytics-jpa-methodology>

Earnings

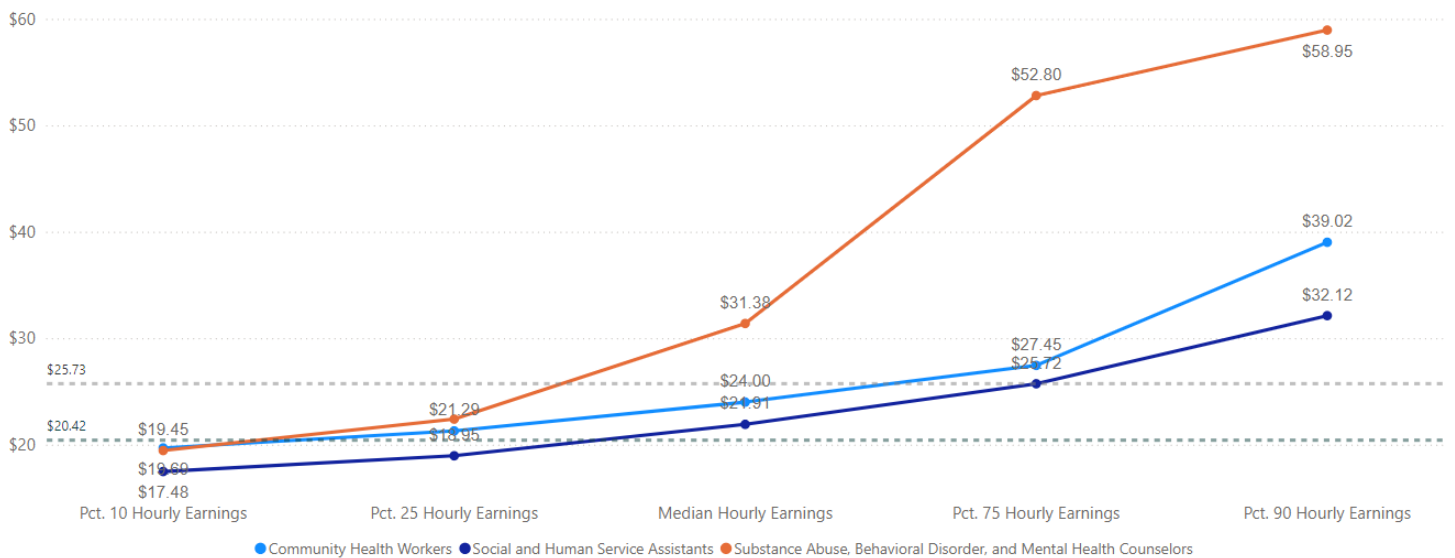
Exhibit 3a displays the hourly earnings for occupations related to social services and Exhibit 3b displays the hourly earnings for job postings of the same occupations and compares both to the UW Self-Sufficiency Standard for the IE/D of \$20.42³ and the MIT IE/D living wage of \$25.73.⁴ The living wage criteria is determined by using the data in Exhibit 3a but Exhibit 3b is also shown to provide regional context using job posting data.

Exhibit 3a. Projected hourly earnings by percentile, IE/D Region, 2023



SOURCE: LIGHTCAST 2024.2

Exhibit 3b. Hourly earnings of job postings by percentile, IE/D Region, Oct 2023 – Sept 2024



SOURCE: LIGHTCAST 2024.2

The projected entry-level earnings (that is, the earnings of the lowest paid 25% of employees in the IE/D) for one of the three occupations were above the UW Self-Sufficiency Standard for the IE/D but two of the three occupations were below the standard (see Exhibit 3a). The occupations are below the MIT living wage for an adult with no children (\$25.73) in projected entry-level earnings (see Exhibit 3a).

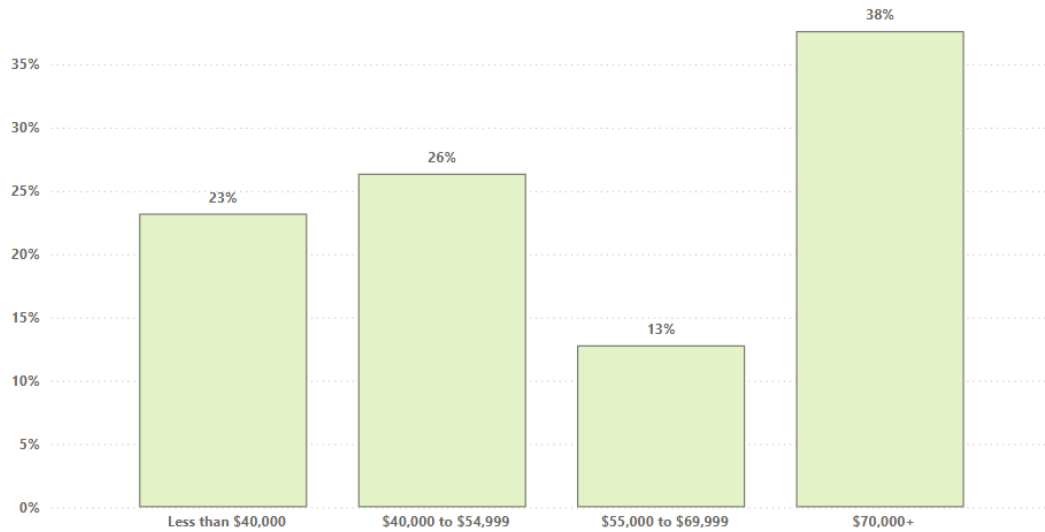
³ The [UW self-sufficiency standard](#) is currently used by the CO and other COEs, the self-sufficiency standard was last updated by UW in 2024. To provide an alternative perspective, the COE will provide an alternative living wage calculation from MIT in the analysis below as an additional reference point. MIT estimates, the living wage for an adult with no kids living in 2024 is \$26.30 in Riverside County and \$25.17 in San Bernadino County.

⁴ *ibid.*

Advertised Salary from Online Job Ads

Exhibit 4 displays the regional online advertised salaries for the occupations related to social services over the last 12 months. Online job ad salary information data suggests most employers (51%) advertise an annual salary greater than or equal to \$55,000 (\$26.44 per hour).

Exhibit 4. Online advertised salaries occupations related to social services, IE/D Region, Oct 2023 – Sept 2024



SOURCE: LIGHTCAST 2024.2

Online Job Advertisements: top job titles, skills, education & work experience.

Exhibit 5 displays the job titles most frequently used in job postings for the occupations related to social services over the last 12 months. Assessing the top advertised job titles may provide insight into the types of positions sought by employers.

Exhibit 5. Job titles most frequently used in job ads, IE/D Region, Oct 2023 – Sept 2024

Job Title	Unique Postings
Community Health Workers	93
Mental Health Therapists	91
Counselors	85
Substance Abuse Counselors	66
Mental Health Counselors	44
Licensed Mental Health Therapists	42
Licensed Clinical Social Workers	38
Mental Health Clinicians	32
Licensed Marriage and Family Therapists	30
Behavioral Health Counselors	26
Licensed Clinical Professional Counselors	26

SOURCE: LIGHTCAST 2024.2

Exhibit 6 displays the employers posting the most job ads for this occupational group during the last 12 months. Showing employer names can provide insight into where students may find employment after completing a program and may inform job development and other employer engagement targets for faculty and staff involved in related programs. “Guideline Healthcare” and “Kaser Permanente” had the highest unique job posts for this occupational group in the last 12 months. Posting intensity is the ratio of total job posts to unique job posts which are deduplicated. A higher posting intensity can represent the level of effort and activity the organization is putting into hiring for that position. The following report comes directly from Lightcast’s Job Posting Analytics dashboard.

Exhibit 6. Employers posting the most job ads, I/E/D Region, Oct 2023 – Sept 2024

Company	Total/Unique (Oct 2023 - Sep 2024)	Posting Intensity	Median Posting Duration
Guideline Healthcare	275 / 89	3 : 1	29 days
Kaiser Permanente	182 / 70	3 : 1	13 days
County Of Riverside	139 / 54	3 : 1	38 days
LifeStance Health	98 / 52	2 : 1	22 days
Pinnacle Treatment Centers	151 / 36	4 : 1	32 days
Amity Foundation	77 / 30	3 : 1	20 days
Telecare	71 / 28	3 : 1	38 days
Valley Star Behavioral Health	103 / 28	4 : 1	30 days
Loma Linda University Health	179 / 25	7 : 1	14 days
Grow Therapy	29 / 25	1 : 1	34 days

SOURCE: LIGHTCAST 2024.2

Exhibit 7 displays the top common, specialized and computer skills that were included in the job postings over the last 12 months. Today's demand is an important indicator of which skills employers are looking for in the current market. Analyzing skills from a historical perspective as well as projecting the future needs of employers may provide insight into how the job posting skills demand compares to the market as a whole. Rapidly growing skills are those that are increasing in demand at a faster rate than the market as a whole.⁵

Exhibit 7. Top 10 in-demand skills from employer job ads, IE/D Region, Oct 2023 – Sept 2024

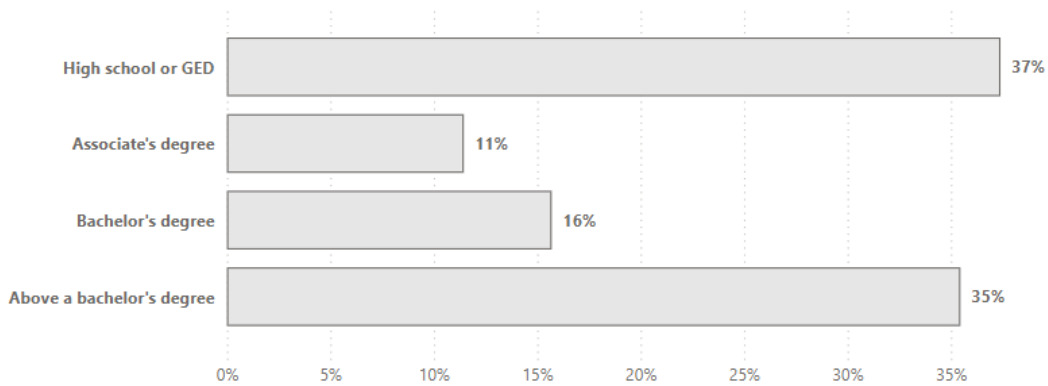
Common skills	Total Postings	Skill Growth Relative to Market
Communication	525	Lagging
Management	269	Stable
Coordinating	225	Growing
Advocacy	206	Growing
Multilingualism	196	Growing
Planning	194	Growing
Writing	179	Growing
Ethical Standards And Conduct	174	Growing
Computer Literacy	170	Lagging
Customer Service	164	Stable
Specialized skills	Total Postings	Skill Growth Relative to Market
Mental Health	588	Growing
Psychology	441	Stable
Treatment Planning	415	Stable
Social Work	405	Growing
Behavioral Health	328	Growing
Case Management	293	Growing
Substance Abuse	264	Growing
Crisis Intervention	227	Growing
Behavioral Science	181	Rapidly Growing
Family Therapy	177	Lagging
Computer Skills	Total Postings	Skill Growth Relative to Market
Microsoft Office	138	Growing
Microsoft Excel	85	Growing
Microsoft Outlook	58	Rapidly Growing
Microsoft PowerPoint	45	Rapidly Growing
Microsoft Word	39	Stable
SQL Server Reporting Services	28	Growing
Google Workspace	23	Growing
Homeless Management Information System	19	Stable
Zoom (Video Conferencing Tool)	18	Growing
Microsoft Access	17	Lagging

SOURCE: LIGHTCAST 2024.2

⁵ "What are Lightcast Skill Projects", Lightcast Knowledge base, <https://kb.lightcast.io/en/articles/8496296-what-are-lightcast-skill-projections>

Exhibit 8 includes the minimum educational requirements from job postings for this occupational group with high school diploma or equivalent (37%) greater than above a bachelor's degree (35%), bachelor's degree (16%), or associate degree (11%).

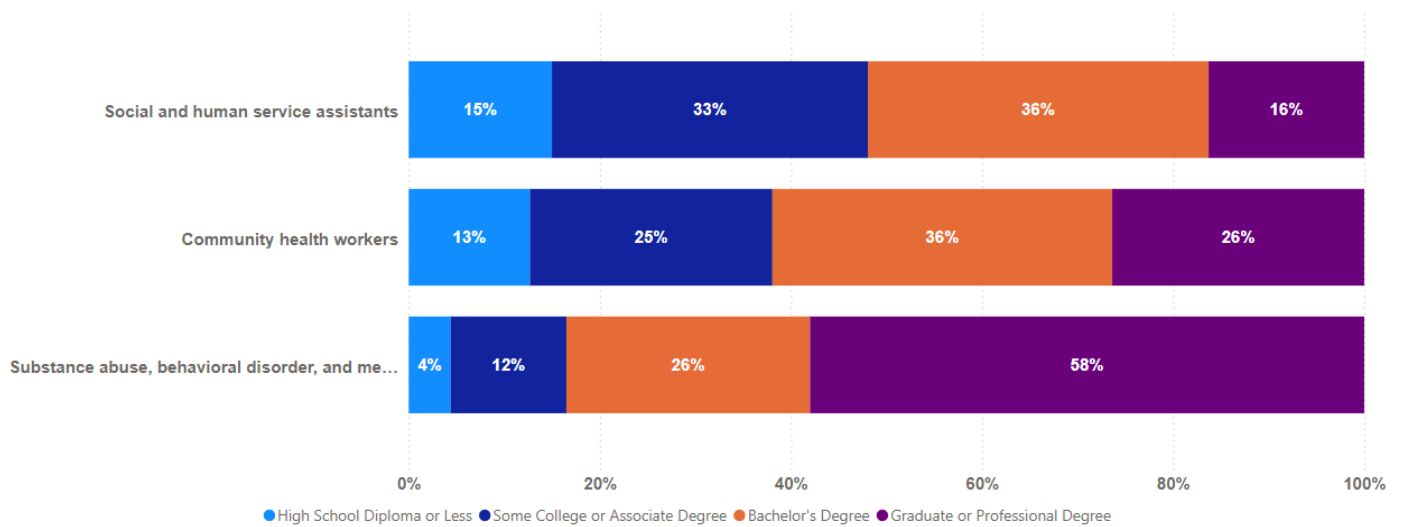
Exhibit 8 Minimum educational requirements in job postings for this occupational group, IE/D Region, Oct 2023 – Sept 2024



SOURCE: LIGHTCAST 2024.2

For the below middle-skill occupations, the Bureau of Labor Statistics (BLS) education attainment data in Exhibit 9 for current professionals in the occupations of interest indicates that between 25% and 33% of workers have completed some college or an associate degree as their highest level of education. For the above middle-skill occupation, an estimated 58% have completed a bachelor's degree.

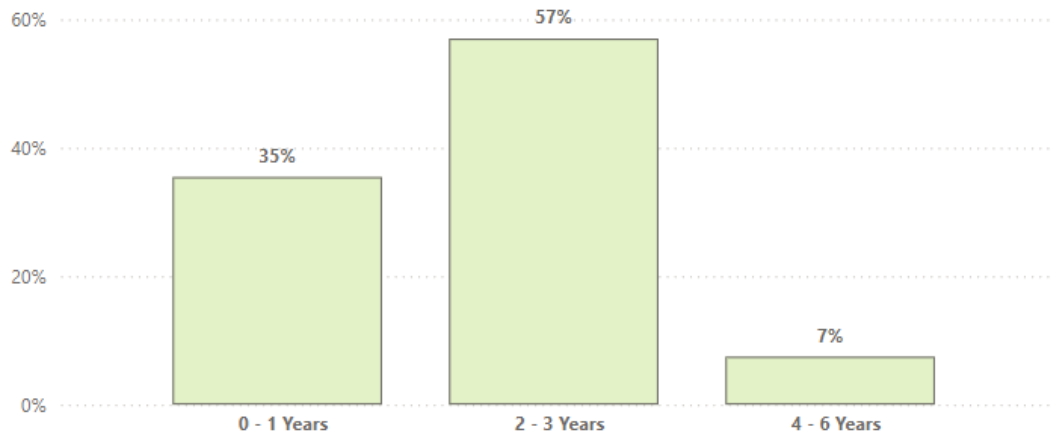
Exhibit 9 National-level Education Attainment for Occupations



SOURCE: BLS 2021

Exhibit 10 displays the work experience typically required from employer job ads for this occupational group. The majority (57%) of employers listing minimum experience requirements sought candidates with 2-3 years of previous work experience.

**Exhibit 10 Work experience requirements,
IE/D Region, Oct 2023 – Sept 2024**



SOURCE: LIGHTCAST 2024.2

Student Completions and Program Outcomes

Exhibit 11 displays student completions for the Human Services (TOP 2104.00) programs over the last three academic years (2020-2023). In the previous three academic years, two regional community colleges issued an average of 97 awards in relevant programs.

Exhibit 11 Annual average community college awards for Human Services (TOP 2104.00), IE/D, 2020-2023

Top Code	Program	College	2020-2021 Awards	2021-2022 Awards	2022-2023 Awards	3-Year Award Average
2104.00	Human Services	Moreno Valley	70	65	37	57
2104.00	Human Services	San Bernardino	48	39	31	39
Total			118	104	68	97

SOURCE: MIS DATA MART

Non-Community College Supply

Exhibit 12 displays award completion data available for these IE/D non-community college programs: Social Work (CIP 44.0701).

However, student award completion data was not found in the IE/D for other related non-community college programs: Trauma Counseling (CIP 51.1513).

In the previous three academic years, three regional non-community college institutions issued an average of 283 awards in relevant programs.

Exhibit 12 Annual average non-community college awards for social services programs, IE/D, 2019-2022

CIP	Program	College	2019-2020 Awards	2020-2021 Awards	2021-2022 Awards	3-Year Award Average
44.0701	Social Work	California Baptist University	88	108	126	107
44.0701	Social Work	California State University-San Bernardino	151	153	165	156
44.0701	Social Work	La Sierra University	17	26	16	20
Total			256	287	307	283

SOURCE: IPEDS

Strong Workforce Program Outcomes

California SWP program outcome data may provide useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 13.

Exhibit 13 Human Services strong workforce program outcomes, IE/D & California, most recent academic year

Program metric title	Inland Empire/Desert	Statewide
Attained a living wage (completers and skills-builders)	60%	49%
Completed 9+ career education units in one year	26%	23%
Job closely related to the field of study	70%	65%
Median annual earnings (all exiters)	\$32,956	\$33,482
Students who attained a noncredit workforce milestone in a year		65%
Students who earned a degree, certificate, or attained apprenticeship	62	788
Unduplicated count of enrolled students	672	8,587

SOURCE: LAUNCHBOARD

Building an Inclusive Economy

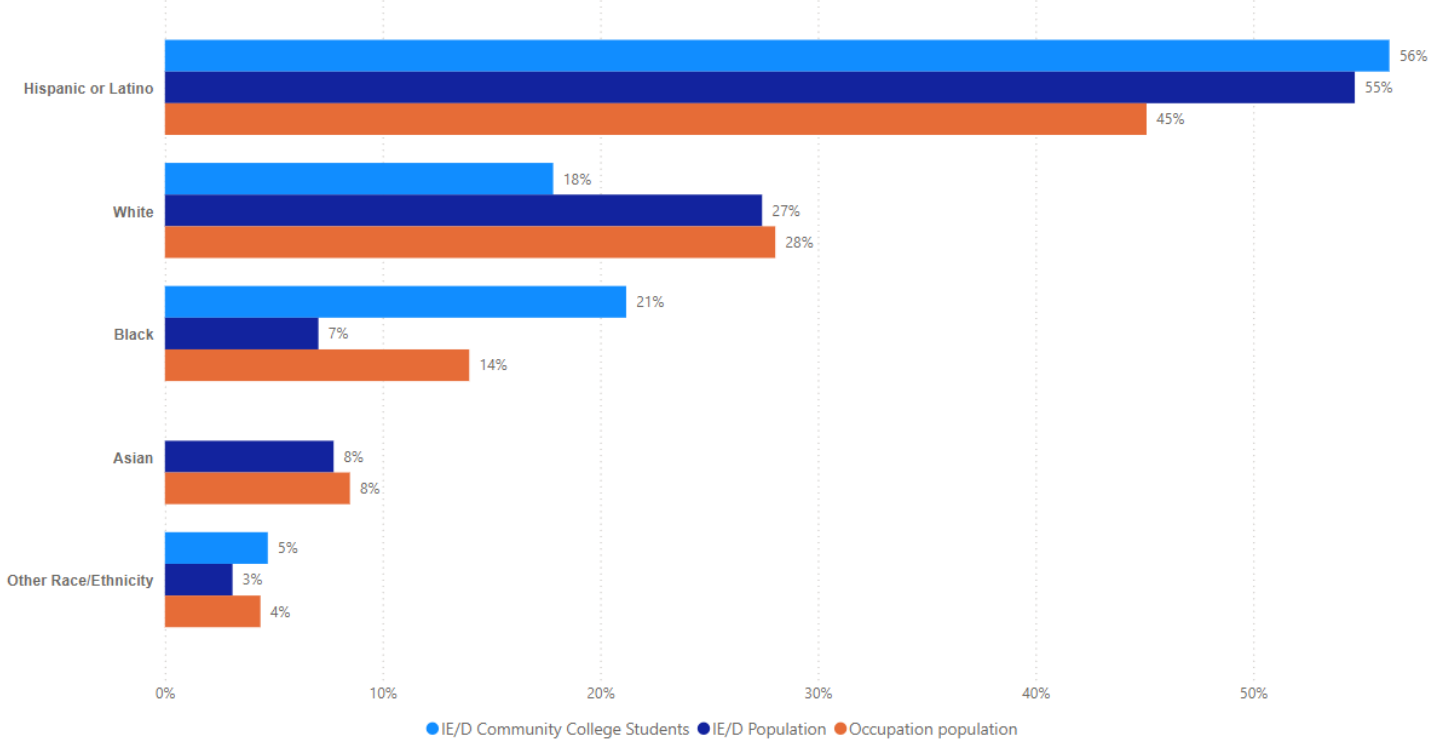
This section examines demographic data for IE/D community college students in Human Services programs compared to the IE/D population. We also include demographics for related occupation data for the three occupations related to social services. This analysis can be used to:

- Understand the community college system’s current or potential role supporting a diverse talent pipeline into the occupations of interest.
- Inform students (and the faculty and staff working with them) the extent to which individuals from similar demographic groups are over or underrepresented in the professions related to their field of study.
- Inform employers of the diverse talent pipeline coming from the community college system for the occupations analyzed.

Exhibit 14 compares the race/ethnicity of IE/D community college students enrolled in Human Services programs compared to the IE/D population.

Notably, 56% of students enrolled in Human Services programs are Hispanic/Latino, which is higher than Hispanic/Latino workers in occupations related to social services in the IE/D region (45%). Also, 21% of the students enrolled in Human Services programs are Black, which is substantially higher than workers employed in occupations related to social services (14%) and the IE/D population (7%). Additionally, 28% of the IE/D population that are employed in occupations related to social services are White, which is higher than the IE/D community college students (18%) but close to the IE/D population (27%).

Exhibit 14 Program and County Demographics by Race/Ethnicity



SOURCE: LIGHTCAST 2024.2 AND LAUNCHBOARD

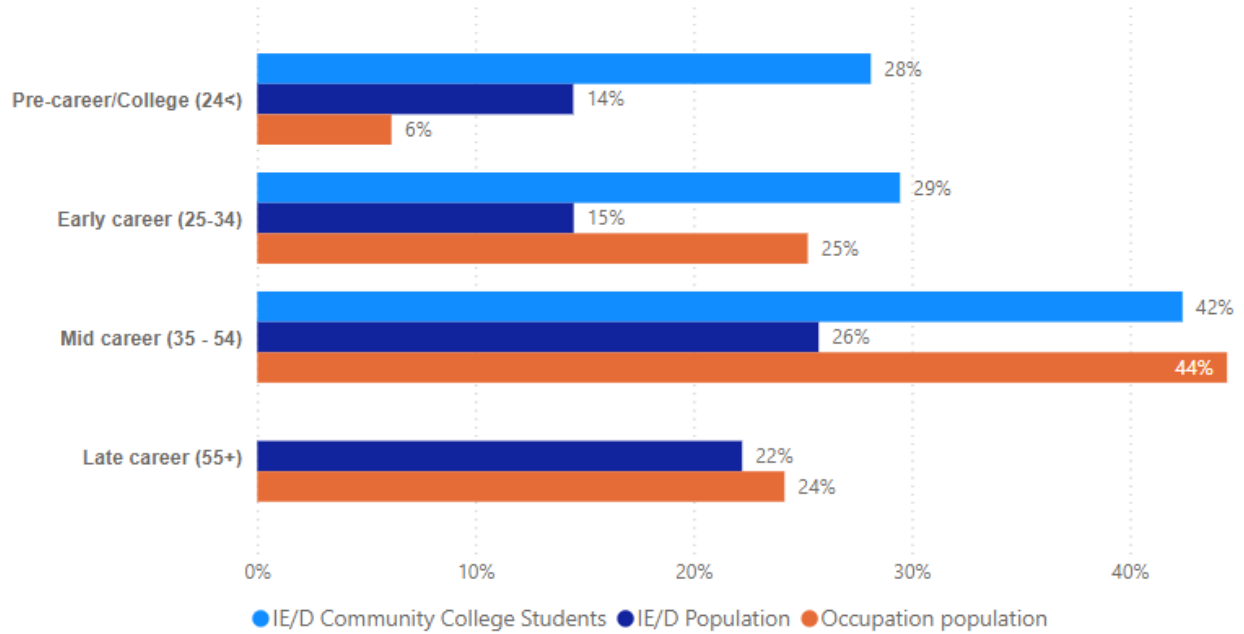
Most IE/D professionals in social services occupations are Hispanic/Latino or White (73%), “early career” or “mid-career” age category (69%), and female (72%). Most community college students in related programs are Hispanic/Latino (56%), “early career” or “mid-career” age category (71%), and female (81%). Major takeaways:

- Community colleges are an important talent source for employers committed to greater racial/ethnic diversity, especially Hispanic/Latino professionals.
- College programs may want to consider strategies to engage more men into these programs.

Exhibit 15 compares the age of IE/D community college students enrolled in Human Services programs compared to the IE/D population.

The majority of students enrolled in Human Services programs are either in the “early career” category (29%) or “mid-career” category (42%) as compared to IE/D population (15%; 26%) and workforce (25%; 44%) in these three occupations related to social services. These programs are an important entry point for young social services professionals.

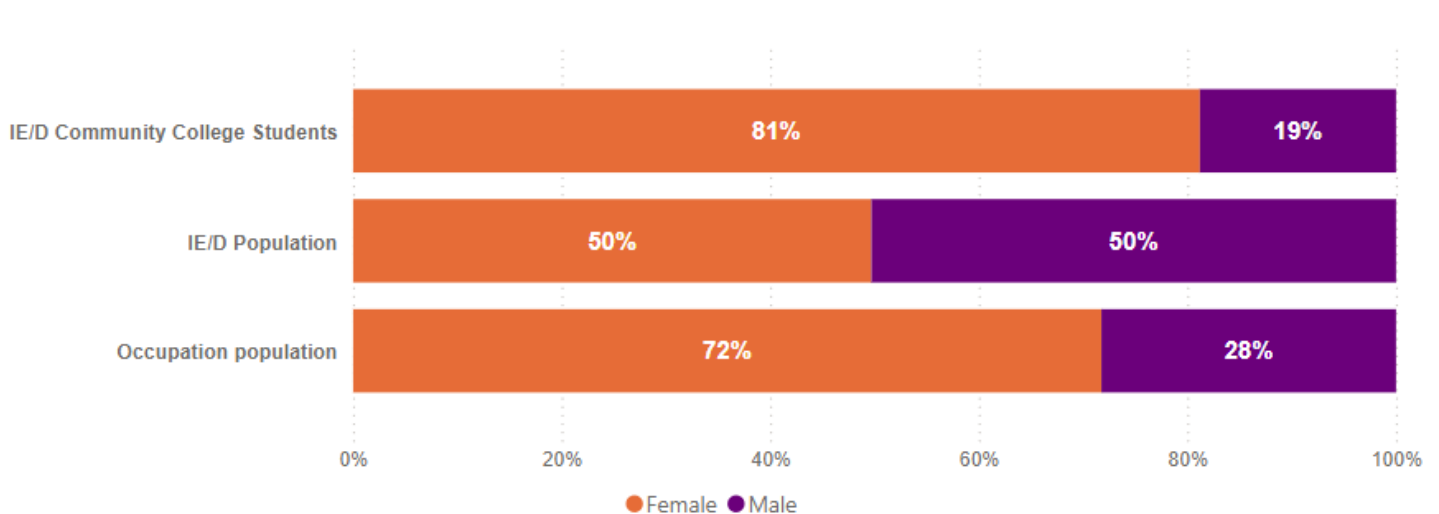
Exhibit 15 Program and County Demographics by Age



SOURCE: LIGHTCAST 2024.2 AND LAUNCHBOARD

Exhibit 16 compares the gender of IE/D Region community college students enrolled in Human Services programs compared to the IE/D population. We also include demographics for related occupation data for the three occupations related to social services to identify potential diversity and equity issues addressable by community college programs.

Exhibit 16 Program and County Demographics by Gender



SOURCE: LIGHTCAST 2024.2 AND LAUNCHBOARD

Appendix: Methodology

Exhibit 13 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2020 and 2023 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variations 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 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, 2023a). 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, 2023a).

Appendix: References

Type of Data	Source
Occupational Projections, Wages, and Job Postings	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. https://lightcast.io/
Living Wage (UW)	Center for Women's Welfare, University of Washington. (2024). The self-sufficiency standard for California 2024. http://www.selfsufficiencystandard.org/ . This calculation measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, childcare, health care, transportation, and taxes. The living wage for one adult in San Bernardino County is \$20.07 per hour (\$42,392 annually). The living wage for one adult in Riverside County is \$20.76 per hour (\$43,854 annually). The average living wage to represent Inland Empire/Desert is \$20.42 per hour (\$43,123 annually).
Living Wage (MIT)	The living wage is derived from MIT's Living Wage Calculator, which measures the income necessary for an individual of family to afford basic expenses. The data assesses the cost of housing, food, childcare, health care, transportation, and taxes. For more information, see: https://livingwage.mit.edu/pages/methodology The living wage for one adult in San Bernardino County is \$25.17 per hour (\$52,353.60 annually). The living wage for one adult in Riverside County is \$26.30 per hour (\$54,704 annually). The average living wage to represent Inland Empire/Desert is \$25.74 per hour (53,539.20 annually)
Typical Education and Training Requirements, and Educational Attainment	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 https://www.bls.gov/emp/documentation/education/tech.htm
Educational Supply	The CCCCO Data Mart provides information about students, courses, student services, outcomes and faculty and staff. For more information, see: https://datamart.cccco.edu 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 https://nces.ed.gov/ipeds/use-the-data/survey-components/7/completions

Student Metrics and Demographics	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: https://www.calpassplus.org/LaunchBoard/Home.aspx
----------------------------------	---