



Labor Market Analysis: 2104.00 – Human Services

44.0000 – Human Services, General

Homeless Service Worker – Certificate requiring 8 to <16 semester units

Los Angeles Center of Excellence, September 2026

Program Endorsement:	Endorsed: All Criteria Met ☐	Endorsed: Some Criteria Met ☒	Not Endorsed ☐
Program Endorsement Criteria			
Supply Gap:	Yes ☒	No ☐	
Living Wage: (Entry-Level, 25 th)	Yes ☐	No ☒	
Education:	Yes ☒	No ☐	
Emerging Occupation(s)			
	Yes ☐	No ☒	

SUMMARY

This report analyzes whether local labor market demand is being met by community college programs aligned with the identified middle-skill occupations¹ or whether a shortage of workers exists. Labor market demand is measured by annual job openings while education supply is measured by the number of awards (degrees and certificates) conferred on average each year.

Based on the available data, there appears to be a supply gap for the four identified middle-skill occupations in the region. While the majority of annual openings have entry-level wages that are lower than the self-sufficiency standard wage in both Los Angeles and Orange counties, one-third of current workers in the field have completed an associate degree or less educational attainment.

Recommendation: Due to two of three program endorsement criteria being met, the Los Angeles Center of Excellence for Labor Market Research (LA COE) endorses this proposed program.

Key Findings

Supply Gap

- 5,195 annual job openings are projected in the region through 2030. This number is greater than the three-year average of 615 awards conferred by educational institutions in the region.

¹ Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree. 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

- 65% of annual job openings for these middle-skill community services occupations have entry-level wages **below** Los Angeles County's self-sufficiency standard hourly wage (\$24.03/hour).²

Educational Attainment

- 86% of the annual job openings typically require a high school diploma or equivalent for middle-skill occupations related to community services in the LA/OC region.
- 25%-38% of workers in the field have completed some college or an associate degree, according to national educational attainment data.
 - 38%-50% of workers in the field have completed an associate degree or less education, according to national educational attainment data.

Community college supply

- 17 community colleges issued awards related to community services in the greater LA/OC region.
- 267 awards (degrees and certificates) were conferred on average each year between 2023 and 2025.

Other postsecondary supply

- 2 educational institutions in the LA/OC region have conferred bachelor's awards in programs related to community services over the past three years.
- 348 awards were conferred on average each year by other postsecondary institutions throughout the greater LA/OC region between 2022 and 2024.

TARGET OCCUPATIONS

LA COE prepared this report to provide regional labor market and postsecondary supply data related to four middle-skill occupations. Although the *community and social service specialists*, all other SOC code typically requires a bachelor's degree, it is considered middle-skill because approximately one-third of workers in the field have completed an associate degree or less educational attainment. [For full occupation descriptions, please see Appendix.](#)

- **Social and Human Service Assistants (21-1093)**³
- **Community Health Workers (21-1094)**⁴
- **Community and Social Service Specialists, All Other (21-1099)**⁵
- **Eligibility Interviewers, Government Programs (43-4061)**⁶

OCCUPATIONAL DEMAND

Exhibit 1 shows the five-year occupational demand projections for these middle-skill community services occupations. In the greater Los Angeles/Orange County region, the number of jobs

² Center for Women's Welfare, University of Washington. (2024). *The self-sufficiency standard for California 2024*. <http://selfsufficiencystandard.org/California>.

³ [Social and Human Service Assistants \(bls.gov\)](#)

⁴ [Community Health Workers \(bls.gov\)](#)

⁵ [Community and Social Service Specialists, All Other \(bls.gov\)](#)

⁶ [Eligibility Interviewers, Government Programs \(bls.gov\)](#)

related to these occupations is projected to increase by 8% through 2030. There will be nearly 5,200 job openings per year through 2030 due to job growth and replacements. The majority of jobs in 2025 for these middle-skill community services occupations (81%) were located in Los Angeles County.

Exhibit 1: Current employment and occupational demand, Los Angeles and Orange counties⁷

Geography	2025 Jobs	2030 Jobs	2025-2030 Change	2025-2030 % Change	Annual Openings
Los Angeles	35,993	38,889	2,896	8%	4,180
Orange	8,717	9,417	700	8%	1,015
Total	44,711	48,306	3,596	8%	5,195

Detailed Occupation Data

Exhibit 2 displays the current employment and projected occupational demand for each of the target occupations in Los Angeles County. The average percentage of workers aged 55+ across all occupations in the Los Angeles/Orange County region is 26%; occupations with a larger share of workers aged 55 and older typically have greater replacement needs to offset the amount of impending retirements. On average, 81% of workers across all occupations in California are employed full-time. Occupations with a lower-than-average percentage of full-time workers may have less employment security but may see increased activity in the gig economy.

Exhibit 2: Detailed employment and occupational demand, Los Angeles County⁸

Occupation	2025 Jobs	2030 Jobs	5-Yr % Change	Annual Openings	% Aged 55 and older	% Full Time Workers
Social and Human Service Assistants	16,217	18,099	12%	2,144	25%	76%
Community Health Workers	2,591	2,861	10%	334	23%	Data unavailable
Community and Social Service Specialists, All Other	4,651	5,011	8%	570	24%	100%
Eligibility Interviewers, Government Programs	12,534	12,918	3%	1,133	25%	100%
Total	35,993	38,889	8%	4,180	-	-

WAGES

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill community 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 greater Los Angeles/Orange County region.

⁷ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

⁸ Ibid.

Los Angeles County

The majority, 65%, of annual openings for these middle-skill community services occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$24.03 in Los Angeles County). Typical entry-level hourly wages are in a range between \$22.35 and \$29.84. (Exhibit 3).

Two occupations have entry-level wages above the self-sufficiency standard wage:

- *Eligibility interviewers, government programs*, \$29.84
- *Community health workers*, \$24.29

Experienced workers can expect to earn wages between \$29.74 and \$33.85, which are higher than the self-sufficiency standard.

Exhibit 3: Earnings for occupations in Los Angeles County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Social and Human Service Assistants	\$22.35	\$24.45	\$29.74	\$50,900
Community Health Workers	\$24.29	\$27.08	\$29.76	\$56,300
Community and Social Service Specialists, All Other	\$22.93	\$27.64	\$33.85	\$57,500
Eligibility Interviewers, Government Programs	\$29.84	\$30.92	\$30.93	\$64,300

*Rounded to the nearest \$100

Orange County

The majority, 75%, of annual openings for these middle-skill community services occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$27.13 in Orange County). Typical entry-level hourly wages are in a range between \$21.11 and \$27.89 (Exhibit 4).

One occupation has entry-level wages above the self-sufficiency standard wage:

- *Eligibility interviewers, government programs* \$27.89

Experienced workers can expect to earn wages between \$28.10 and \$32.09, which are higher than the self-sufficiency standard.

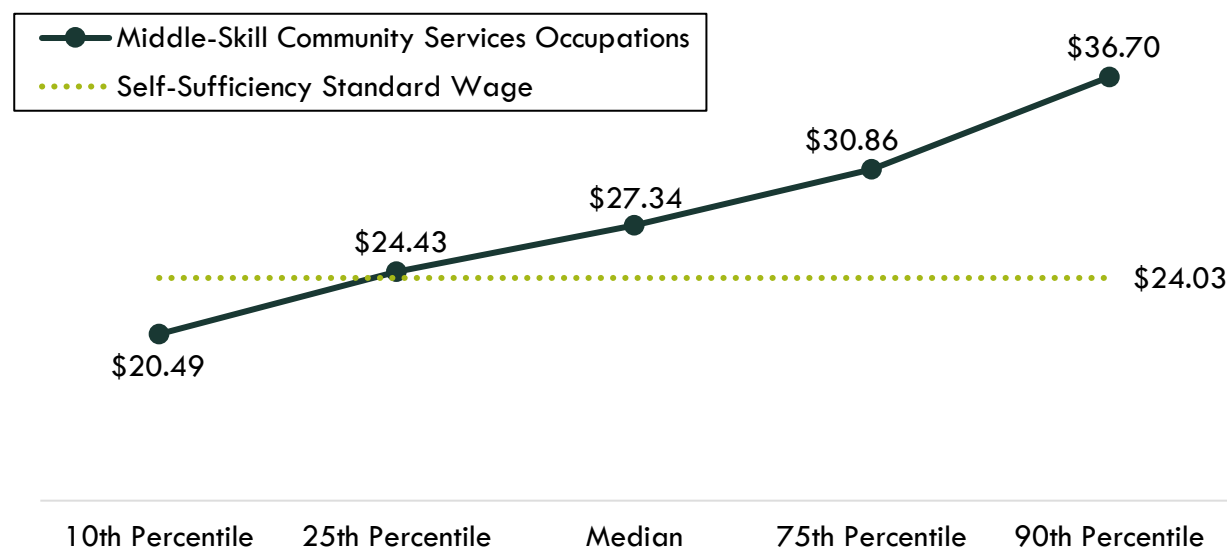
Exhibit 4: Earnings for occupations in Orange County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Social and Human Service Assistants	\$21.11	\$23.10	\$28.10	\$48,100
Community Health Workers	\$23.58	\$26.29	\$28.89	\$54,700
Community and Social Service Specialists, All Other	\$21.70	\$26.19	\$32.09	\$54,500
Eligibility Interviewers, Government Programs	\$27.89	\$28.90	\$28.90	\$60,100

*Rounded to the nearest \$100

Across the greater Los Angeles and Orange County region, the average entry-level hourly earnings for the occupations in this report are \$24.43; this is above the living wage for one single adult in Los Angeles County (\$24.03). Exhibit 5 shows the average hourly wage for the occupations in this report, for entry-level to experienced workers.

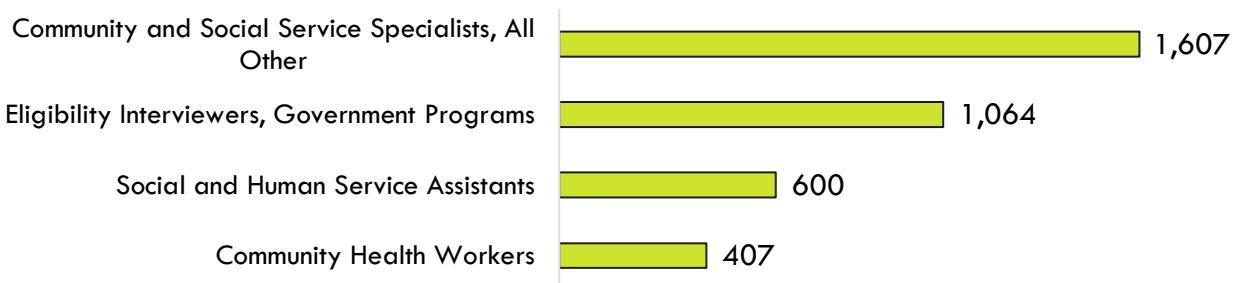
Exhibit 5: Average hourly earnings for occupations, Los Angeles and Orange counties



JOB POSTINGS

There were 3,678 online job postings related to these middle-skill community services occupations listed in the past 12 months in Los Angeles and Orange counties. Exhibit 6 displays the number of job postings by occupation. The majority of job postings (44%) were for *community and social service specialists, all other*, followed by *eligibility interviewers, government programs* (29%) and *social and human service assistants* (16%).

Exhibit 6: Job postings by occupation (last 12 months), Los Angeles and Orange counties



Job postings were analyzed for the most common job titles, skills, and employers associated with the target occupations in this report (Exhibit 7).

Exhibit 7: Most commonly requested job titles, skills and employers in job postings, Los Angeles and Orange counties

Top Job Titles	Top Skills	Top Employers
- Community health workers - Housing navigators - Enrollment specialists - Social services assistants - Eligibility specialists - Housing specialists - Peer support specialists	- Social work - Community outreach - Case management - Bilingual (Spanish/English) - Mental health - Community health - Marketing	- Mercy House - Volunteers of America - Robert Half* - Altamed Health Services - University of Southern California - AppleOne* - WelbeHealth

*Staffing company

In the greater Los Angeles/Orange County region, 69% of the target job postings listed a minimum educational requirement. Exhibit 8 details the number and percentage of job postings by educational level.

Exhibit 8: Education levels requested in job postings for target occupations, Los Angeles and Orange counties

Education Level	Job Postings	% of Job Postings
Bachelor's degree	865	34%
Associate degree	229	9%
High school diploma or vocational training	1,427	57%

EDUCATIONAL ATTAINMENT

In the greater Los Angeles/Orange County region, the majority of annual job openings (86%) typically require a high school diploma or equivalent (Exhibit 9). The national-level data indicates

between 25% and 38% of workers in the field have completed some college or an associate degree as their highest level of educational attainment, and 38%-50% have completed an associate degree or less education. The Bureau of Labor Statistics (BLS) lists the following typical entry-level education levels for the occupations in this report:

Exhibit 9: Entry-level education preferred by employers nationally, Bureau of Labor Statistics

Occupation	Education Level
Social and Human Service Assistants	High school diploma or equivalent
Community Health Workers	High school diploma or equivalent
Community and Social Service Specialists, All Other	Bachelor's degree
Eligibility Interviewers, Government Programs	High school diploma or equivalent

EDUCATIONAL SUPPLY

Community College Supply

Exhibit 10 shows the annual and three-year average number of awards conferred by community colleges in the related TOP code: Human Services (2104.00). The colleges with the most completions in the region are Cerritos, Long Beach, and Santa Ana.

Exhibit 10: Regional community college awards (certificates and degrees), 2023-2025

TOP Code	Program	College	2022-23 Awards	2023-24 Awards	2024-25 Awards	3-Year Average
2104.00	Human Services	Cerritos	47	48	50	48
		East LA	-	-	7	2
		Glendale	9	6	7	7
		LA City	5	5	12	7
		LA Valley	5	19	2	9
		Long Beach	63	29	44	45
		Mt San Antonio	-	-	35	12
		Rio Hondo	20	45	34	33
		Santa Monica	-	-	11	4
		West LA	-	-	1	0
		LA Subtotal	149	152	203	168
		Coastline	18	7	11	12
		Cypress	19	25	29	24
		Fullerton	-	-	2	1
		Golden West	-	1	1	1
		Saddleback	22	12	31	22
		Santa Ana	39	28	37	35
		Santiago Canyon	4	6	5	5
		OC Subtotal	102	79	116	99
		Supply Total/Average	251	231	319	267

Exhibit 11 displays the community college awards broken down by award type. In this case, the majority of awards issued by community colleges are associate degrees (60%).

Exhibit 11: Community college awards by award type, 2023-2025

Award Type	# of Awards	% of Awards
A.A./A.S. degrees	161	60%
Certificates	86	32%
Noncredit awards	20	8%
Total	267	100%

Other Postsecondary Supply

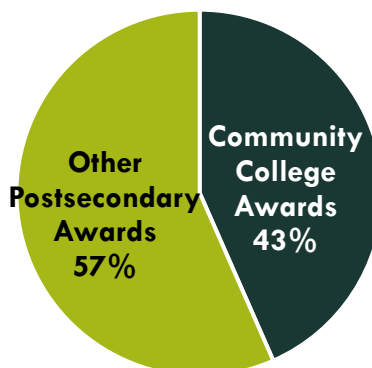
For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that provide training programs for these target community services occupations. Exhibit 12 shows the number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent data is from 2022 to 2024. Between 2022 and 2024, other postsecondary college institutions in the region conferred an average of 348 bachelor's awards.

Exhibit 12: Other regional postsecondary awards, 2022-2024

CIP Code	Program	Postsecondary Institution	2021-22 Awards	2022-23 Awards	2023-24 Awards	3-Year Average
44.0000	Human Services, General	CSU-Dominguez Hills	128	100	65	98
		CSU-Fullerton	271	262	219	251
Supply Total/Average			399	362	284	348

Exhibit 13 shows the proportion of community college awards conferred in the greater Los Angeles/Orange County region compared to the number of other postsecondary awards for the programs in this report. The majority of awards conferred in these programs are awarded by other institutions in the greater Los Angeles/Orange County region.

Exhibit 13: Percentage of community college awards compared to other postsecondary institution awards in the Los Angeles/Orange County region



APPENDIX: OCCUPATION DESCRIPTIONS

LA COE prepared this report to provide regional labor market supply and demand data related to these target 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.⁹
- ***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.¹⁰
- ***Community and Social Service Specialists, All Other (21-1099)*** All community and social service specialists not listed separately.¹¹
- ***Eligibility Interviewers, Government Programs (43-4061)*** Determine eligibility of persons applying to receive assistance from government programs and agency resources, such as welfare, unemployment benefits, social security, and public housing.¹²

⁹ [Social and Human Service Assistants \(bls.gov\)](https://www.bls.gov/occupations/social-and-human-service-assistants)

¹⁰ [Community Health Workers \(bls.gov\)](https://www.bls.gov/occupations/community-health-workers)

¹¹ [Community and Social Service Specialists, All Other \(bls.gov\)](https://www.bls.gov/occupations/community-and-social-service-specialists-all-other)

¹² [Eligibility Interviewers, Government Programs \(bls.gov\)](https://www.bls.gov/occupations/eligibility-interviewers-government-programs)

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DATA SOURCES

POWERED BY



- O*NET Online
- 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)

Important Disclaimer: All representations included in this report have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. Efforts have been made to qualify and validate the accuracy of the data and the reported findings; however, neither the Centers of Excellence, COE host District, nor California Community Colleges Chancellor's Office are responsible for applications or decisions made by recipient community colleges or their representatives based upon components or recommendations contained in this study.

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