

## 2104.00 – Human Services

September 2018

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### Research Summary

The Los Angeles/Orange County Center of Excellence (COE) compiled this report to provide regional labor market supply and demand data related to **human services**.

The following summarizes key findings from this brief:

- The number of jobs for human services-related occupations are expected to **increase by 15%** through 2022, resulting in approximately 4,421 annual job openings.
- The average entry-level wage for community health workers is **below** the MIT Living Wage<sup>1</sup> estimate for both Los Angeles and Orange counties.
- Between 31% and 40% of the current workforce has some postsecondary coursework and/or training.
- In 2017, there were **498 employer job ads** for human services-related jobs.
- Of the job postings that posted a minimum education requirement, 45% listed a Bachelor's degree or higher.
- Between 2014 and 2017, community colleges in the county conferred an average of **176 awards** (associate degrees and certificates) in a related training program.

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<sup>1</sup> MIT Living Wage Calculator. <http://livingwage.mit.edu/>

## Occupation Codes and Descriptions

Currently, there are two middle-skill occupations in the standard occupational classification (SOC) system related to human services. The occupation titles and descriptions, as well as reported job titles are included in Exhibit 1.

**Exhibit 1 – Occupations, descriptions, and sample job titles**

SOC Code	Title	Description	Sample of Reported Job Titles
21-1093	Social and Human Service Assistants	Assist 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.	Advocate, Caseworker, Community Coordinator, Family Support Worker, Home based Assistant, Human Services Program Specialist, Mental Health Technician, Outreach Specialist, Social Services Assistant, Social Work Associate
21-1094	Community Health Workers	Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health. May provide information on available resources, provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid and blood pressure screening. May collect data to help identify community health needs.	Apprise Counselor, Assistant Director of Nutrition and Wellness Programs, Chief Program Officer, Community Health Outreach Worker, Community Health Program Coordinator, Community Health Program Representative (Community Health Program Rep), Community Health Promoter, Community Health Worker (CHW), Community Nutrition Educator, HIV CTS Specialist (Human Immunodeficiency Virus Counseling and Testing Services Specialist)

Source: O\*NET Online

## Current and Future Employment

In Los Angeles and Orange Counties, the number of jobs for occupations related to human services is expected to increase by 15% over the next five years. Over 4,300 job opportunities will be available annually for these occupations through 2022 due to new job growth and replacement need (e.g., retirements). Exhibit 2 contains detailed employment projections data for this occupation group.

**Exhibit 2 – Five-year projections for human services-related occupations**

SOC	Occupation	2017 Jobs	2022 Jobs	2017 - 2022 Change	2017 - 2022 % Change	Annual Openings
21-1093	Social and Human Service Assistants	26,036	29,905	3,869	15%	4,013
21-1094	Community Health Workers	1,782	2,158	376	21%	308
<b>Total</b>		<b>27,817</b>	<b>32,062</b>	<b>4,245</b>	<b>15%</b>	<b>4,321</b>

Source: EMSI 2018.3 – QCEW, non-QCEW, Self-Employed.

## Earnings

In Los Angeles and Orange Counties, the entry-level average wages for the occupations in this report are nearly \$14 per hour. The entry-level wage for community health workers is below the MIT Living Wage estimate of \$13.54 (Los Angeles County) and \$15.31 (Orange County) per hour for a single adult. The average annual earnings for the occupations in the region is between \$46,303 and \$47,489 per year, assuming full-time employment.

Exhibit 3 contains hourly wages and annual average earnings for the occupations studied in this report. Entry-level hourly earnings is represented by the 10<sup>th</sup> percentile of wages, median hourly earnings is represented by the 50<sup>th</sup> percentile of wages, and experienced hourly earnings is represented by the 90<sup>th</sup> percentile of wages, demonstrating various levels of employment.

**Exhibit 3 – Earnings for human services-related occupations**

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings	Average Annual Earnings
21-1094	Community Health Workers	\$13.47	\$20.80	\$33.95	\$46,303
21-1093	Social and Human Service Assistants	\$13.74	\$21.13	\$35.08	\$47,489

Source: EMSI 2018.3 – QCEW, non-QCEW, Self-Employed.

## Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study. Employer job postings are consulted to understand who is employing in the field of human services, and what they are looking for in potential candidates. To identify job postings related to human services, the occupations in Exhibit 1 were used.

### Top Titles

The most common job titles for human services-related jobs are listed in Exhibit 4. Outreach specialist was mentioned in 6% of all relevant job postings (31 out of 498 postings).

**Exhibit 4 – Job titles (n=498)**

Title	Job Postings, Last 12 months
Outreach Specialist	31
Care Coordinator	28
Advocate	21
Case Management Coordinator	13
Peer Specialist	13
Community Liaison	12
Social Services Assistant	12
Social Work Assistant	11
Community Coordinator	8
Social Services Coordinator	7

Source: Labor Insight/Jobs (Burning Glass)

### Top Employers

Exhibit 5 lists the major employers hiring human services professionals. Top employers postings job ads included the Volunteers of America Los Angeles, Integra Service Connect, and the California State University system. The top worksite cities in the region for these occupations were Los Angeles, Long Beach, Santa Ana, Pasadena, and Irvine.

**Exhibit 5 – Top employers (n=455)**

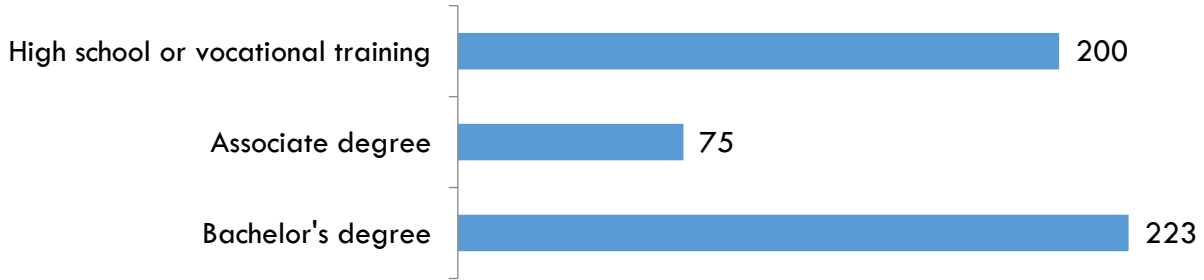
Employer	Job Postings, Last 12 months
Volunteers of America Los Angeles	12
Integra Service Connect	9
California State University	8
Child Care Resource Center	8
Union Station Homeless Service	7
Mental Health America of Los Angeles	7

Source: Labor Insight/Jobs (Burning Glass)

*Advertised Education Levels*

Exhibit 6 displays the education level requested by employers in online job ads. The majority of employers were looking for a candidate with a bachelor’s degree.

**Exhibit 6 – Advertised education requirements for human services-related occupations (n=498)**



Source: Labor Insight/Jobs (Burning Glass)

**Education and Training**

Exhibit 7 shows the typical entry-level education requirement for the occupations of interest, along with the typical on-the-job training, and percentage of workers in the field who hold a community college award or have completed some postsecondary courses. Between 31% and 40% of the workforce has completed some community college education as their highest level of education.

**Exhibit 7 – Education and training requirements**

SOC	Occupation	Typical entry-level education	Typical on-the-job training	% of Community College Award Holders or Some Postsecondary Coursework
21-1093	Social and Human Service Assistants	HS diploma/equivalent	Short-term	40%
21-1094	Community Health Workers	HS diploma/equivalent	Short-term	31%

Source: EMSI, Bureau of Labor Statistics Employment Projections (Educational Attainment)

In Los Angeles and Orange Counties, nine community college have conferred awards in programs that have historically trained students for the occupations of interest.

Between 2014 and 2017, there was an average of 176 community college award conferred annually across one program: Human services (2104.00). It is important to note that an award is not equivalent to a single person in search of a job opening, since a student may earn more than one award (e.g. an associate degree and a certificate).

**Exhibit 9 – CCC Student Awards (by TOP and College)**

<b>TOP Code</b>	<b>Program</b>	<b>College</b>	<b>2014-15 Awards</b>	<b>2015-16 Awards</b>	<b>2016-2017 Awards</b>	<b>3-Year Award Average</b>
2104.00	Human Services	Cerritos	17	17	11	15
		Coastline	25	25	34	28
		Cypress	33	21	35	30
		East LA	2	-	1	2
		LA City	22	13	19	18
		Long Beach	11	31	26	23
		Orange Coast	12	7	4	8
		Saddleback	6	10	16	11
		Santa Ana	40	37	52	43
<b>Total</b>			<b>168</b>	<b>161</b>	<b>198</b>	<b>176</b>

Source: California Community Colleges Chancellor's Office MIS Data Mart

**Student Outcomes**

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the Human Services Taxonomy of Program (TOP) code (2104.00) in Los Angeles and Orange Counties for the 2015-16 academic year.

- Median annual earnings after exiting the program are \$21,001.
- 34% of students obtained a living wage after exiting the program.
- 62% of students are employed within six months after exiting the program

Source: CTE LaunchBoard

## Sources

O\*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, and California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

## Notes

Data included in this analysis represents the labor market demand for positions most closely related to human services. Standard occupational classification (SOC) codes were chosen based on the national education level required for employment (associate degree and postsecondary certificate) as well as the proportion of current workers who hold a community college award or have had some community college training. This selection process narrows the labor market analysis to the most relevant employment opportunities for students with community college education and/or training.

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 and should not be used to establish current job openings, because the numbers may include duplicate job postings or postings intended to gather a pool of applicants. Real-time labor market information 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.