

Labor Market Analysis: 2104.00/Human Services

Homeless Service Work - Certificate requiring 8 to fewer than 16 semester units

Los Angeles Center of Excellence, October 2023

Summary

| | | | |
|--|---|---|--|
| Program Endorsement: | Endorsed: All Criteria Met <input checked="" type="checkbox"/> | Endorsed: Some Criteria Met <input type="checkbox"/> | Not Endorsed <input type="checkbox"/> |
| Program Endorsement Criteria | | | |
| Supply Gap: | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | |
| Living Wage: (Entry-Level, 25th) | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | |
| Education: | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | |
| Emerging Occupation(s) | | | |
| 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.¹
- **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.²

Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.³ This report is intended to help determine whether there is demand in the local

¹ [Social and Human Service Assistants \(bls.gov\)](#)

² [Community Health Workers \(bls.gov\)](#)

³ 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.

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 for these middle-skill human services occupations in the region. Furthermore, entry-level wages exceed the self-sufficiency standard wage in Los Angeles County, and more than one-third of the current workers in the field have completed some college/associate degree or less education. **Therefore, due to all the criteria being met, the LA COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, **3,914 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 651 awards conferred** by educational institutions in the region.
- **Living Wage Criteria** – Within Los Angeles County, both occupations have **entry-level wages above the self-sufficiency standard hourly wage** (\$18.10/hour).⁴
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a **high school diploma** as the **typical entry-level education** for these middle-skill human services occupations.
 - However, the national-level educational attainment data indicates **between 39% and 50% of workers in the field have completed some college or an associate degree.**

Supply:

- There are **17 community colleges** in the greater LA/OC region that issue awards related to human services, conferring an average of **584 awards annually** between 2019 and 2022.
- Between 2019 and 2021, there was an average of **67 awards conferred annually** in related training programs by non-community college institutions throughout the greater LA/OC region.

⁴ 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 these middle-skill human services occupations. In the greater Los Angeles/Orange County region, the number of jobs related to these occupations is projected to increase by 15% through 2026. There will be more than 3,900 job openings per year through 2027 due to job growth and replacements.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties⁵

| Geography | 2022 Jobs | 2027 Jobs | 2022-2027 Change | 2022-2027 % Change | Annual Openings |
|--------------|---------------|---------------|------------------|--------------------|-----------------|
| Los Angeles | 20,940 | 24,073 | 3,133 | 15% | 3,141 |
| Orange | 5,135 | 5,917 | 783 | 15% | 774 |
| Total | 26,075 | 29,991 | 3,916 | 15% | 3,914 |

Wages

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill human 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 LA/OC region. Detailed wage information, by county, is included in Appendix A.

Los Angeles County

Both occupations have entry-level wages above the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). Typical entry-level hourly wages are in a range between \$18.29 and \$19.26, while experienced workers can expect to earn wages between \$27.76 and \$28.41.

Exhibit 2: Earnings for Occupations in LA 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 (21-1093) | \$18.29 | \$22.38 | \$27.76 | \$46,500 |
| Community Health Workers (21-1094) | \$19.26 | \$22.88 | \$28.41 | \$47,600 |

*Rounded to the nearest \$100

Orange County

Both occupations have entry-level wages below the self-sufficiency standard wage for one adult (\$20.63 in Orange County). Typical entry-level hourly wages are in a range between \$17.33 and \$18.36. Experienced workers can expect to earn wages between \$26.32 and \$27.09, which are higher than the self-sufficiency standard.

⁵ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

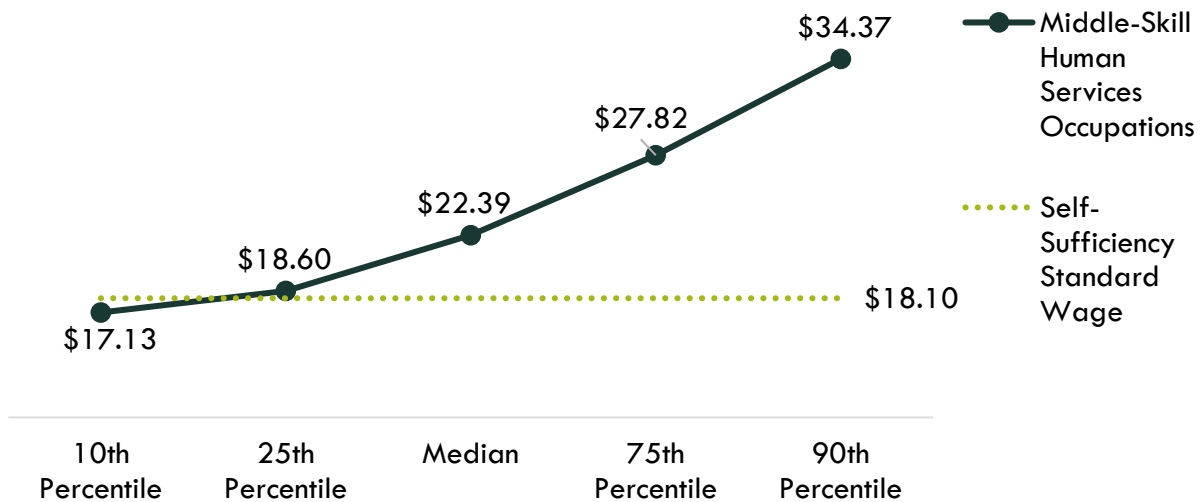
Exhibit 3: Earnings for Occupations in Orange County

| 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 (21-1093) | \$17.33 | \$21.20 | \$26.32 | \$44,100 |
| Community Health Workers (21-1094) | \$18.36 | \$21.81 | \$27.09 | \$45,400 |

*Rounded to the nearest \$100

On average, the entry-level earnings for the occupations in this report are \$18.60; this is above the living wage for one single adult in Los Angeles County (\$18.10). Exhibit 4 shows the average wage for the occupations in this report, from entry-level to experienced workers.

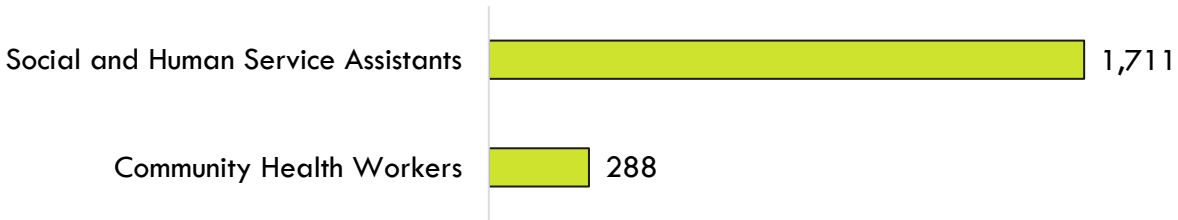
Exhibit 4: Average Hourly Earnings for Middle-Skill Human Services Occupations in LA/OC



Job Postings

There were 1,999 online job postings related to middle-skill human services occupations listed in the past 12 months. Exhibit 5 displays the number of job postings by occupation. The majority of job postings (86%) were for *social and human services assistants*, followed by *community health workers* (14%). The highest number of job postings were for care coordinators, outreach specialists, social services assistants, social services coordinators, and community liaisons. The top skills were social work, case management, mental health, care coordination, and bilingual (Spanish/English). The top three employers, by number of job postings, in the region were WelbeHealth, Volunteers of America, and Waymakers.

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



Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma as the typical entry-level education for the occupations in this report. However, the national-level educational attainment data indicates between 39% and 50% of workers in the field have completed some college/associate degree or less education. Of the 76% of middle-skill human service job postings listing a minimum education requirement in the greater Los Angeles/Orange County region, 48% (735) requested high school or vocational training, 12% (188) requested an associate degree, and 39% (599) requested a bachelor's degree.

Educational Supply

Community College Supply

Exhibit 6 shows the annual and three-year average number of awards conferred by community colleges 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), 2019-2022

| TOP | Program | College | 2019-20 Awards | 2020-21 Awards | 2021-22 Awards | 3-Year Average |
|--------------------------------|------------------------------|--------------------|----------------|----------------|----------------|----------------|
| 1261.00 | Community Health Care Worker | LA Pierce | 20 | 1 | 6 | 9 |
| | | Mt San Antonio | - | 51 | 13 | 21 |
| | | Rio Hondo | - | - | 1 | 0 |
| | | LA Subtotal | 20 | 52 | 20 | 31 |
| | | Cypress | - | - | 1 | 0 |
| | | Orange Coast | - | - | 7 | 2 |
| | | OC Subtotal | - | - | 8 | 3 |
| Supply Subtotal/Average | | | 20 | 52 | 28 | 33 |
| 2104.00 | Human Services | Cerritos | 9 | 34 | 32 | 25 |
| | | Glendale | - | 3 | 7 | 3 |
| | | LA City | 17 | 18 | 10 | 15 |
| | | Long Beach | 24 | 26 | 25 | 25 |
| | | Rio Hondo | - | 1 | 16 | 6 |
| | | LA Subtotal | 50 | 82 | 90 | 74 |

| TOP | Program | College | 2019-20 Awards | 2020-21 Awards | 2021-22 Awards | 3-Year Average |
|--------------------------------|-----------------------------------|--------------------------------|----------------|----------------|----------------|----------------|
| | | Coastline | 22 | 26 | 19 | 22 |
| | | Cypress | 26 | 28 | 38 | 31 |
| | | Saddleback | 28 | 17 | 27 | 24 |
| | | Santa Ana | 67 | 89 | 50 | 69 |
| | | Santiago Canyon | - | - | 3 | 1 |
| | | OC Subtotal | 143 | 160 | 137 | 147 |
| Supply Subtotal/Average | | | 193 | 242 | 227 | 221 |
| 2104.40 | Alcohol and Controlled Substances | East LA | 44 | 42 | 68 | 51 |
| | | Glendale | 13 | 9 | 16 | 13 |
| | | LA City | 17 | 20 | 15 | 17 |
| | | LA Pierce | 33 | 39 | 30 | 34 |
| | | LA Southwest | 17 | 11 | 9 | 12 |
| | | Long Beach | 48 | 62 | 42 | 51 |
| | | Mt San Antonio | 67 | 57 | 127 | 84 |
| | | Rio Hondo | 13 | 8 | 14 | 12 |
| | | West LA | 7 | 8 | 7 | 7 |
| | | LA Subtotal | 259 | 256 | 328 | 281 |
| | | Cypress | 35 | 17 | 12 | 21 |
| | | Saddleback | 30 | 20 | 28 | 26 |
| | | OC Subtotal | 65 | 37 | 40 | 47 |
| | | Supply Subtotal/Average | | | 324 | 293 |
| 2104.50 | Disability Services | N. Orange Adult | 4 | - | 1 | 2 |
| | | OC Subtotal | 4 | - | 1 | 2 |
| Supply Subtotal/Average | | | 4 | - | 1 | 2 |
| Supply Total/Average | | | 541 | 587 | 624 | 584 |

Non-Community College Supply

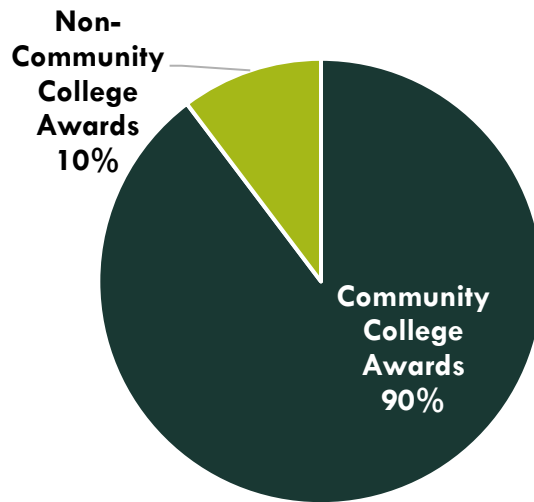
For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that provide training programs for middle-skill human services occupations. Exhibit 7 shows the annual and three-year average number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent three-year period of available data is from 2019 to 2021. Between 2019 and 2021, non-community college institutions in the region conferred an average of 67 sub-baccalaureate awards. Sub-baccalaureate awards include associate degrees, postsecondary awards, and other academic awards.

Exhibit 7: Regional non-community college awards, 2019-2021

| CIP | Program | Institution | 2019-20 Awards | 2020-21 Awards | 2-Year Average |
|-----------------------------|---|---------------------------------|----------------|----------------|----------------|
| 51.1501 | Substance Abuse/ Addiction Counseling | Galaxy Medical College | - | 3 | 2 |
| | | InterCoast Colleges-Santa Ana | 57 | 1 | 29 |
| | | InterCoast Colleges-West Covina | 6 | 66 | 36 |
| Supply Total/Average | | | 63 | 70 | 67 |

Exhibit 8 shows the proportion of community college awards conferred in LA/OC compared to the number of non-community college awards for the programs in this report. Nine out of ten awards conferred in these programs are awarded by community colleges in the LA/OC region.

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) | 2022 Jobs | 2027 Jobs | 5-Yr Change | 5-Yr % Change | Annual Openings | Entry-Level Hourly Earnings (25 th Percentile) | Median Hourly Earnings | Experienced Hourly Earnings (75 th Percentile) |
|---|---------------|---------------|--------------|---------------|-----------------|---|------------------------|---|
| Social and Human Service Assistants (21-1093) | 17,976 | 20,733 | 2,756 | 15% | 2,727 | \$18.29 | \$22.38 | \$27.76 |
| Community Health Workers (21-1094) | 2,964 | 3,341 | 377 | 13% | 414 | \$19.26 | \$22.88 | \$28.41 |
| Total | 20,940 | 24,073 | 3,133 | 15% | 3,141 | - | - | - |

Exhibit 10. Orange County

| Occupation (SOC) | 2022 Jobs | 2027 Jobs | 5-Yr Change | 5-Yr % Change | Annual Openings | Entry-Level Hourly Earnings (25 th Percentile) | Median Hourly Earnings | Experienced Hourly Earnings (75 th Percentile) |
|---|--------------|--------------|-------------|---------------|-----------------|---|------------------------|---|
| Social and Human Service Assistants (21-1093) | 4,327 | 4,998 | 672 | 16% | 659 | \$17.33 | \$21.20 | \$26.32 |
| Community Health Workers (21-1094) | 808 | 919 | 111 | 14% | 115 | \$18.36 | \$21.81 | \$27.09 |
| Total | 5,135 | 5,917 | 783 | 15% | 774 | - | - | - |

Exhibit 11. Los Angeles and Orange Counties

| Occupation (SOC) | 2022 Jobs | 2027 Jobs | 5-Yr Change | 5-Yr % Change | Annual Openings | % Age 55 and older* | Typical Entry-Level Education |
|---|---------------|---------------|--------------|---------------|-----------------|---------------------|-------------------------------|
| Social and Human Service Assistants (21-1093) | 22,303 | 25,731 | 3,428 | 15% | 3,385 | 25% | HS diploma or equivalent |
| Community Health Workers (21-1094) | 3,772 | 4,260 | 488 | 13% | 529 | 25% | HS diploma or equivalent |
| Total | 26,075 | 29,991 | 3,916 | 15% | 3,914 | - | - |

*The average percentage of workers age 55 and older across all occupations in the greater LA/OC region is 27%. These occupations have a slightly smaller share of older workers, which typically indicates fewer replacements needs to offset the amount of impending retirements.

Appendix B: Sources

- 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)

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