** Human Services Occupations**

**Labor Market Information Report**

**Chabot College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

December 2019

# Recommendation

Based on all available data, there appears to be an undersupply of Human Services workers compared to the demand for this cluster of occupations in the Bay region and in the East Bay sub-region (Alameda and Contra Costa Counties.) There is a projected annual gap of about 1,967 students in the Bay region and 536 students in the East Bay Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 2104.00 - Human Services in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at Chabot College and in the region.

# Introduction

This report profiles Human Services Occupations in the 12 county Bay region and in the East Bay sub-region for the review of two existing certificates at Chabot College: 1) Multicultural Awareness, Self Reflection and 2) Multicultural Awareness, Relations for the Service Provider. This LMI report can be used for both certificates when submitting to the BACCC Program Recommendation process because the SOC (occupation) codes and TOP code are the exact same for both certificates.

|  |
| --- |
| * **Social and Human Service Assistants (SOC 21-1093):** 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. Excludes "Rehabilitation Counselors" (21-1015), "Psychiatric Technicians" (29-2053), "Personal Care Aides" (39-9021), and "Eligibility Interviewers, Government Programs" (43-4061).
 |
| Entry-Level Educational Requirement: High school *diploma or equivalent* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 35% |
|  |
| * **Human Resources Assistants, Except Payroll and Timekeeping (SOC 43-4161):** Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination. May prepare reports for employment records, file employment records, or search employee files and furnish information to authorized persons.
 |
| Entry-Level Educational Requirement: Associate's *degree* |
| Training Requirement: None |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 46*%* |

# Occupational Demand

**Table 1. Employment Outlook for Human Services** **Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Social and Human Service Assistants |  12,057  |  13,548  | 1,491 | 12% |  8,801  |  1,760  | $16.54 | $20.65 |
| Human Resources Assistants, Except Payroll and Timekeeping |  3,504  |  3,608  | 104 | 3% |  2,063  |  413  | $17.30 | $22.57 |
| **Total** |  **15,562**  |  **17,156**  | **1,594** | **10%** |  **10,864**  |  **2,173**  | **$16.71** | **$21.09** |

*Source: EMSI 2019.3*

**Bay Region** includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

**Table 2. Employment Outlook for Human Services** **Occupations in East Bay Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Social and Human Service Assistants |  3,446  |  3,868  | 422 | 12% |  2,511  |  502  | $15.81 | $20.12 |
| Human Resources Assistants, Except Payroll and Timekeeping |  852  |  865  | 13 | 2% |  486  |  97  | $16.52 | $22.16 |
| **TOTAL** |  **4,297**  |  **4,733**  | **435** | **10%** |  **2,997**  |  **599**  | **$15.95** | **$20.53** |

*Source: EMSI 2019.3*

**East Bay Sub-Region** includes Alameda and Contra Costa Counties

### Job Postings in Bay Region and East Bay Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (December 2018 - November 2019)**

| Occupation | Bay Region | East Bay |
| --- | --- | --- |
|  Human Resources Assistants, Except Payroll and Timekeeping | 1,724 | 598 |
|  Social and Human Service Assistants | 1,259 | 435 |
|  **Total** | **2,983** | **1,033** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Human Services** **Occupations for latest 12 months (December 2018 - November 2019) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Human Resources Assistant | 1,208 | Manager | 23 |
| Human Resources Administrator | 112 | Community Support Facilitator | 23 |
| Outreach Specialist | 105 | Case Manager | 22 |
| Talent Coordinator | 74 | Child Care Coordinator | 19 |
| Advocate | 69 | Victim Advocate | 18 |
| Human Resources Clerk | 63 | Human Services Specialist | 17 |
| Community Coordinator | 54 | Social Worker | 16 |
| Coordinator | 52 | Human Resources Coordinator | 14 |
| Human Resources Technician | 45 | Executive Administrative Assistant | 14 |
| Social Services Coordinator | 43 | Housekeeping Aide, Human Resources, Accommodation/Hotels Industry | 13 |
| Social Services Assistant | 42 | Social Work Assistant | 12 |
| Resource Coordinator | 37 | Case Worker | 12 |
| Case Management Assistant | 28 | Youth Advocate | 11 |
| Human Resources Specialist | 27 | Staffing Assistant | 11 |

**Table 4b. Top Job Titles for Human Services** **Occupations for latest 12 months (December 2018 - November 2019) East Bay Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | East Bay | Common Title | East Bay |
| Human Resources Assistant | 433 | Independent Living Skills Specialist | 11 |
| Human Resources Clerk | 40 | Instructor Specialist- Independent Living Skills | 10 |
| Advocate | 35 | Staffing Assistant | 9 |
| Outreach Specialist | 33 | Youth Advocate | 7 |
| Human Resources Administrator | 30 | Case Manager | 7 |
| Community Coordinator | 25 | Slower Of Work How About One Client At A Time | 6 |
| Social Services Coordinator | 24 | Case Worker | 6 |
| Human Resources Technician | 24 | Women's Advocate | 5 |
| Case Management Assistant | 18 | Talent Coordinator | 5 |
| Human Services Specialist | 16 | Social Services Specialist | 5 |
| Resource Coordinator | 14 | Shelter Advocate | 5 |
| Social Services Assistant | 13 | Community Support Specialist | 5 |
| Human Resources Specialist | 13 | Community Support Facilitator | 5 |
| Coordinator | 13 | Lead Outreach Specialist | 4 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Human Services Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2018) | Jobs in Industry (2022) | % Change (2018-22) | % in Industry (2018) |
| Services for the Elderly and Persons with Disabilities (624120) | 2,900 | 3,571 | 23% | 19% |
| Local Government, Excluding Education and Hospitals (903999) | 1,547 | 1,611 | 4% | 10% |
| Other Individual and Family Services (624190) | 1,307 | 1,481 | 13% | 8% |
| Residential Mental Health and Substance Abuse Facilities (623220) | 624 | 650 | 4% | 4% |
| Child and Youth Services (624110) | 582 | 645 | 11% | 4% |
| State Government, Excluding Education and Hospitals (902999) | 510 | 537 | 5% | 3% |
| Corporate, Subsidiary, and Regional Managing Offices (551114) | 400 | 416 | 4% | 3% |
| Environment, Conservation and Wildlife Organizations (813312) | 343 | 394 | 15% | 2% |
| Temporary Shelters (624221) | 342 | 376 | 10% | 2% |
| Vocational Rehabilitation Services (624310) | 331 | 306 | -8% | 2% |
| Outpatient Mental Health and Substance Abuse Centers (621420) | 276 | 306 | 11% | 2% |
| Other Social Advocacy Organizations (813319) | 275 | 304 | 11% | 2% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 261 | 280 | 7% | 2% |
| HMO Medical Centers (621491) | 255 | 322 | 26% | 2% |
| Other Community Housing Services (624229) | 244 | 285 | 17% | 2% |
| Internet Publishing and Broadcasting and Web Search Portals (519130) | 205 | 249 | 21% | 1% |
| Human Rights Organizations (813311) | 192 | 230 | 20% | 1% |
| Temporary Help Services (561320) | 199 | 206 | 4% | 1% |
| Religious Organizations (813110) | 186 | 190 | 2% | 1% |
| Community Food Services (624210) | 184 | 197 | 7% | 1% |
| Grantmaking Foundations (813211) | 169 | 216 | 28% | 1% |
| General Medical and Surgical Hospitals (622110) | 169 | 162 | -4% | 1% |

*Source: EMSI 2019.3*

**Table 6. Top Employers Posting Human Services** **Occupations in Bay Region and East Bay Sub-Region (December 2018 - November 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | East Bay |
| The GEO Group, Inc | 41 | Lucile Packard Childrens Hospital | 12 | The GEO Group, Inc | 14 |
| Marriott International Inc | 36 | UC Berkeley | 11 | Laica De La Raza Inc | 14 |
| Anthem Blue Cross | 29 | US Government | 11 | Sutter Health | 13 |
| Sfmta | 21 | Thrive Support Services | 11 | Contra Costa Arc | 13 |
| Amazon | 20 | The Mentor Network | 11 | Anthem Blue Cross | 13 |
| Sutter Health | 19 | Homefirst Services | 11 | Thrive Support Services, Inc | 12 |
| Army National Guard | 18 | Department of Veterans Affairs | 11 | Heluna Health | 12 |
| Eah | 16 | Covenant House California | 11 | Thrive Support Services | 11 |
| Sutter Health Sacramento Sierra Region | 15 | City and County of San Francisco | 11 | Growing Office 12 New Positions Open | 11 |
| Heluna Health | 15 | Avacend, Inc | 11 | Covenant House California | 11 |
| Growing Office 12 New Positions Open | 15 | US Army | 10 | University Of California Berkeley | 10 |
| Avacend Corporation | 15 | Sutter Medical Center | 10 | La Clinica De La Raza | 9 |
| University California | 14 | Healthright 360 | 10 | Sutter Health Sacramento Sierra Region | 8 |
| Laica De La Raza Inc | 14 | County Marin | 10 | East Bay Innovations | 8 |
| Contra Costa Arc | 13 | Compass Sls & Ils | 10 | Army National Guard | 8 |
| Thrive Support Services, Inc | 12 | Alternative Family Services | 10 | Amazon | 8 |
| New Belgium Brewing Co | 12 | Wu Yee Childrens Services | 9 | University California | 7 |

*Source: Burning Glass*

# Educational Supply

There are 11 community colleges in the Bay Region issuing 206 awards on average annually (last 3 years) on TOP 2104.00 - Human Services. There are five colleges in the East Bay Sub-Region issuing 63 awards on average annually (last 3 years) on this TOP code.

**Table 7. Awards on TOP 2104.00 - Human Services in Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate 18+ units | Certificate Low unit | Total |
| Berkeley City College  | East Bay |  1  |  2  |  6  |  9  |
| Cabrillo College  | Santa Cruz - Monterey |  13  |  10  |  29  |  52  |
| Cañada College  | Mid-Peninsula |  5  |  11  |  8  |  24  |
| Chabot College  | East Bay |  3  |  |  1  |  4  |
| Contra Costa College  | East Bay |  6  |  14  |  22  |  42  |
| Las Positas College  | East Bay |  |  1  |  |  1  |
| Merritt College  | East Bay |  3  |  4  |  |  7  |
| Monterey Peninsula College  | Santa Cruz - Monterey |  2  |  1  |  |  3  |
| Napa Valley College  | North Bay |  7  |  5  |  |  12  |
| Santa Rosa Junior College  | North Bay |  9  |  14  |  |  23  |
| Solano College  | North Bay |  13  |  16  |  |  29  |
| **Total Bay Region** |  **62**  |  **78**  |  **66**  |  **206**  |
| **Total East Bay Sub-Region** |  **13**  |  **21**  |  **29**  |  **63**  |

# *Source: Data Mart*

Note: The annual average for awards is 2015-16 to 2017-18.

# Gap Analysis

Based on the data included in this report, there is a labor market gap in the Bay region with 2,173 annual openings for the Human Services occupational cluster and 206 annual (3-year average) awards for an annual undersupply of 1,967 students. In the East Bay Sub-Region, there is also a gap with 599 annual openings and 63 annual (3-year average) awards for an annual undersupply of 536 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 2104.00 - Human Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay (All CTE Programs) | Chabot College (All CTE Programs) | State (2104.00) | Bay (2104.00) | East Bay (2104.00) | Chabot College (2104.00) |
| % Employed Four Quarters After Exit | 74% | 74% | 61% | 63% | 53% | n/a |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $9,425 | $11,835 | $13,712 | $8,330 | n/a |
| Median % Change in Earnings | 46% | 71% | 52% | 35% | 32% | n/a |
| % of Students Earning a Living Wage | 63% | 60% | 41% | 41% | 54% | n/a |

*Source: Launchboard Pipeline (version available on 12/10/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Human Services** **Occupations in Bay Region (December 2018 - November 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Administrative Support | 584 | Psychology | 173 | Project Management | 103 |
| Scheduling | 571 | Mental Health | 171 | Employee Relations | 102 |
| Data Entry | 470 | Staff Management | 154 | Developmental Disabilities | 100 |
| Customer Service | 444 | General Office Duties | 149 | Social Services Industry Knowledge | 100 |
| Onboarding | 386 | Crisis Intervention | 140 | Filing | 98 |
| Case Management | 385 | Organizational Development | 137 | Treatment Planning | 95 |
| Human Resource Information System (HRIS) | 330 | Social Media | 133 | Performance Appraisals | 94 |
| Social Services | 272 | Cardiopulmonary Resuscitation (CPR) | 132 | Prospective Clients | 94 |
| Spreadsheets | 263 | Copying | 132 | Mailing | 90 |
| Record Keeping | 253 | Labor Relations | 131 | Customer Billing | 89 |
| Administrative Functions | 222 | Appointment Setting | 127 | Conflict Management | 88 |
| Benefits Administration / Management | 219 | Customer Contact | 114 | Business Administration | 87 |
| New Hire Orientation | 204 | Workers' Compensation | 111 | Health and Human Services | 86 |
| Payroll Processing | 187 | Job Evaluation | 104 | Performance Analysis | 85 |
| Budgeting | 183 | Applicant Tracking System | 103 | Data Collection | 84 |

*Source: Burning Glass*

**Table 10. Certifications for Human Services** **Occupations in Bay Region (December 2018 - November 2019)** Note: 79% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

|  |  |  |  |
| --- | --- | --- | --- |
| Certification | Postings | Certification | Postings |
| Driver's License | 454 | Facilitation Certification | 7 |
| First Aid CPR AED | 100 | Administrative Services Credential | 7 |
| Domestic Violence | 32 | Professional in Human Resources | 6 |
| Social Work License | 29 | ServSafe | 4 |
| Licensed Clinical Social Worker (LCSW) | 16 | Home Health Aide | 4 |
| Counseling Certification | 14 | Home Care Certificate | 4 |
| Security Clearance | 12 | Crisis Intervention Certification | 4 |
| Cdl Class C | 12 | Senior Professional in Human Resources | 3 |
| Certified Medical Assistant | 11 | Paralegal Certification | 3 |
| Typing Certification | 9 | Mental Health Certification | 3 |
| National Institute of Standards and Technology (NIST) | 8 | Certified Child Care Provider | 3 |
| Registered Nurse | 7 | Certified Case Manager (CCM) | 3 |

*Source: Burning Glass*

**Table 11. Education Requirements for Human Services** **Occupations in Bay Region**

Note: 40% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |  |
| --- | --- | --- |
| Education (minimum advertised) | Latest 12 Mos. Postings | Percent 12 Mos. Postings |
| High school or vocational training | 724 | 41% |
| Associate Degree | 272 | 15% |
| Bachelor’s Degree or Higher | 711 | 44% |

*Source: Burning Glass*

# Methodology

Occupations for this report were identified by use of skills listed in O\*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://www.calpassplus.org/Launchboard/)

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor’s Office MIS system

# Contacts

For more information, please contact:

* Doreen O’Donovan, Research Analyst, for Bay Area Community College Consortium (BACCC) and Centers of Excellence (CoE), doreen@baccc.net or (831) 479-6481
* John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, jcarrese@ccsf.edu or (415) 267-6544