

# Community Health Workers and Social and Human Service Assistants

## Labor Market Analysis: San Diego County

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September 2017

### Summary

The following summarizes findings from the labor market analysis below for two occupational titles: *Social and Human Service Assistants* and *Community Health Workers*:

- Between 2016 and 2021, community health workers and social and human service assistants are projected to increase in San Diego County and in California
- Employers in San Diego County will need to hire 454 workers annually to fill new jobs and to backfill jobs due to attrition such as retirement or turnover
- Between 2014 and 2016, there have been over 150 online job postings for Social and Human Service Assistants annually in San Diego County, with approximately 13-16 online job postings for Community Health Workers
- Community health workers and social and human service assistants in the 25th percentile and above make more than the self-sufficient wage (\$13.09 per hour) for a single adult in San Diego County
- Comparing the demand of labor or annual openings with the supply of labor from both the region's community colleges and other postsecondary institutions, there is a supply gap for these occupations

### Introduction

This report provides labor information for Community Health Work occupations in the San Diego and Imperial counties, and analyzes the following occupational code in the Standard Occupational Classification (SOC)<sup>1</sup> system:

**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. Sample reported job titles include:

- Social Work Assistant
- Social Services Coordinator
- Residential Assistant
- Community Coordinator\*
- Social Services Assistant\*
- Residential Assistant

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<sup>1</sup> The Standard Occupational Classification (SOC) system is used by federal statistical agencies to classify workers into occupational categories for the purpose of collecting, calculating or disseminating data. [bls.gov/soc](http://bls.gov/soc).

- Family Support Worker
- Social Work Associate
- Care Coordinator
- Peer Specialist
- Family Support Worker
- Social Work Associate
- Group Housing Coordinator
- Social Services Representative

\*Occupational titles with an asterisk appeared in two different labor market data sources: Burning Glass and Economic Modeling Specialists, Int'l (EMSI).

**Community Health Workers (SOC 21-1094):** 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. Sample reported job titles include:

- Community Health Worker (CHW)\*
- Community Health Outreach Worker
- Community Nutrition Educator
- Community Health Program Coordinator
- Community Health Promoter
- Community Health Program Representative
- Apprise Counselor

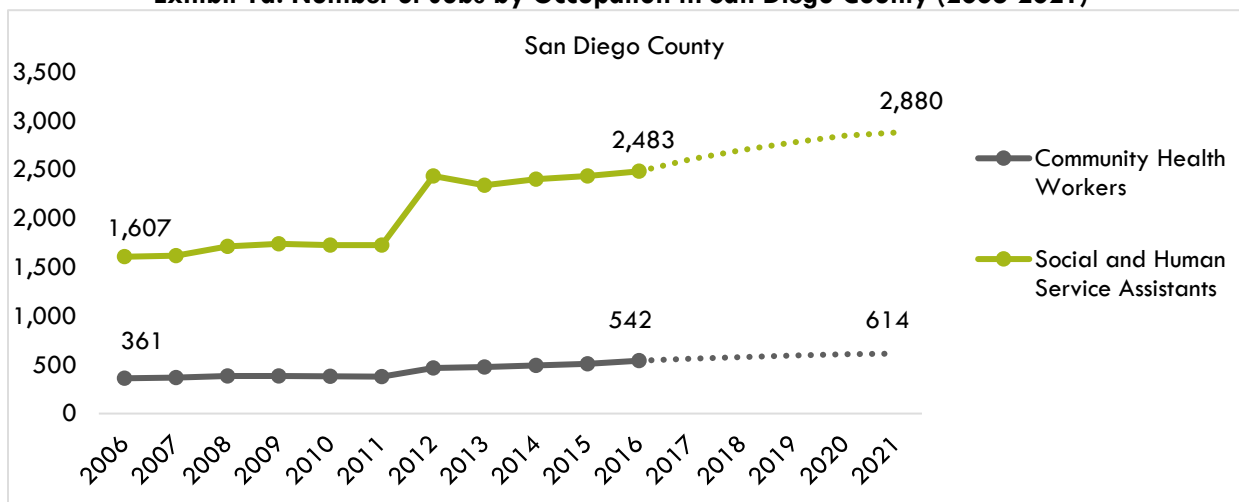
\*Occupational titles with an asterisk appeared in labor market data from two sources: Burning Glass and EMSI.

## Occupational Demand

### Projected Occupational Demand

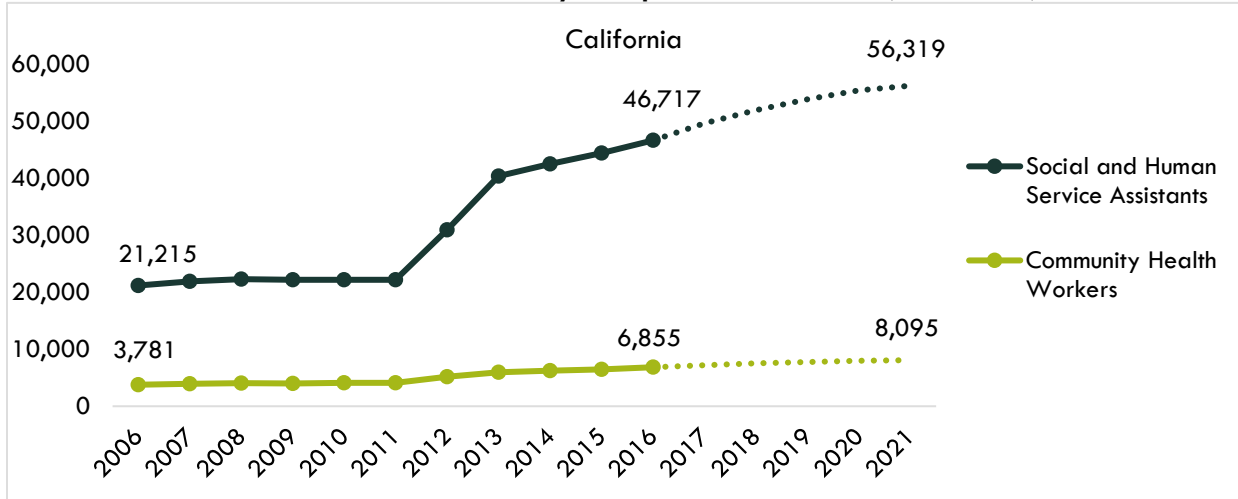
Between 2016 and 2021, community health workers and social and human service assistants are projected to increase in San Diego County and in California (Exhibits 1a & 1b).

**Exhibit 1a: Number of Jobs by Occupation in San Diego County (2006-2021)<sup>2</sup>**



<sup>2</sup> Economic Modeling Specialists, Int'l. (EMSI). Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego County (6073). 2017.03 Class of Worker. QCEW + Non-QCEW + Self-employed. 2006-2021.

**Exhibit 1b: Number of Jobs by Occupation in California (2006-2021)<sup>3</sup>**



Employers in San Diego County will need to hire 454 workers annually to fill new jobs and to backfill jobs due to attrition such as retirement or turnover (Exhibit 2).

**Exhibit 2: Annual Openings and Five-Year Projections in San Diego County<sup>4</sup>**

Occupation	2016-2021 Change	2016-2021 % Change	Annual Openings
Social and Human Service Assistants	397	16%	375
Community Health Worker	72	13%	79
<b>Total</b>	<b>469</b>	<b>18%</b>	<b>454</b>

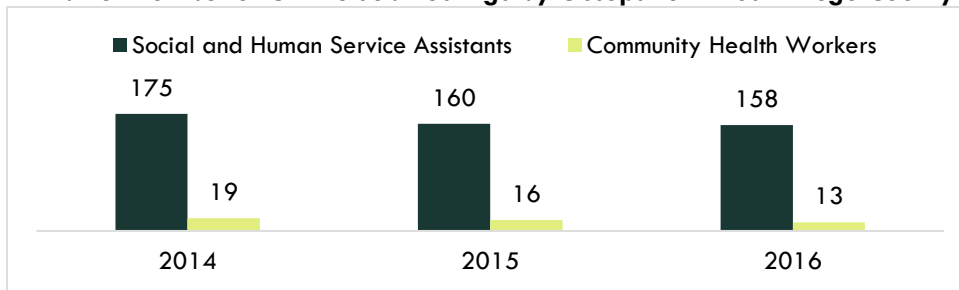
### Online Job Postings

Exhibit 3 illustrates the number of online job postings for community health workers and social and human service assistants between 2014 and 2016 in San Diego County.

<sup>3</sup> EMSI. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego County (6073). 2017.03 Class of Worker. QCEW + Non-QCEW + Self-employed. 2006-2021.

<sup>4</sup> EMSI. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego County (6073). 2017.03 Class of Worker. QCEW + Non-QCEW + Self-employed. 2006-2021.

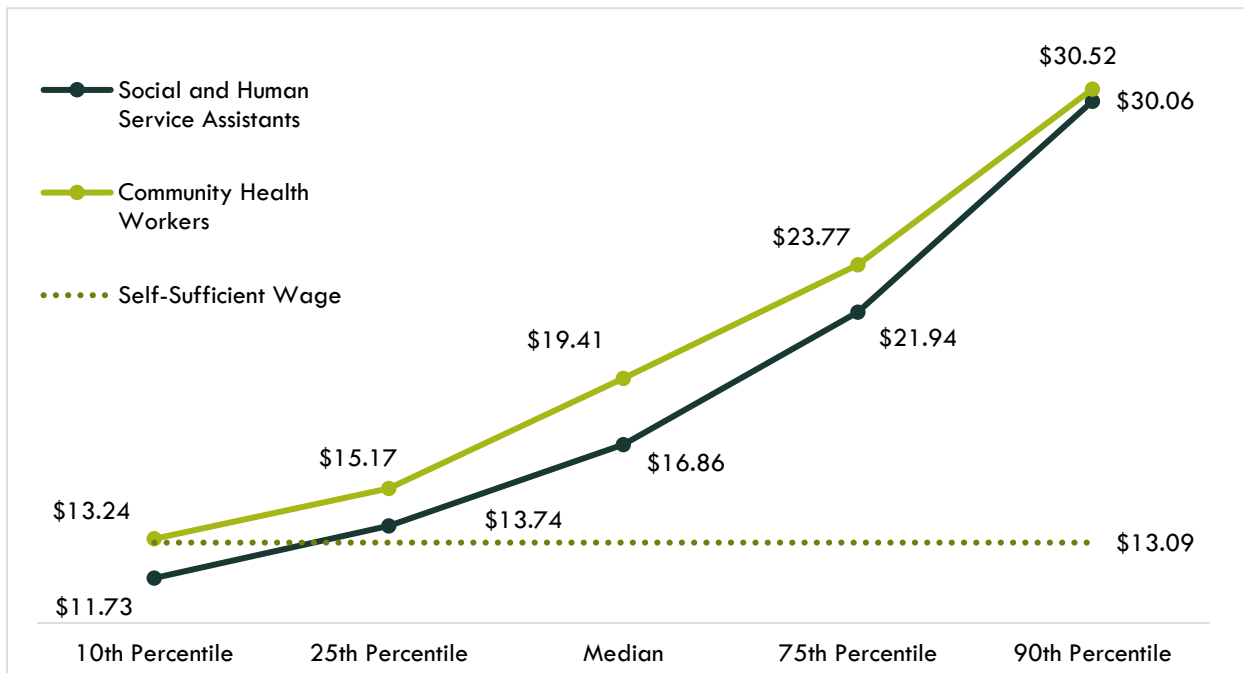
**Exhibit 3: Number of Online Job Postings by Occupation in San Diego County (2014-2016)<sup>5</sup>**



## Earnings

Community health workers and social and human service assistants in the 25<sup>th</sup> percentile and above make more than the self-sufficient wage (\$13.09 per hour)<sup>6</sup> for a single adult in San Diego County (Exhibit 4).

**Exhibit 4: Earnings by Occupation in San Diego County<sup>7</sup>**



## Educational Supply

Both community colleges and other educational institutions provide training for these occupations in San Diego County. Exhibit 5 lists the Taxonomy of Programs (TOP) codes associated with each occupation.

<sup>5</sup> Labor Insight Jobs. Burning Glass Technologies. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego, CA. Full year 2014, 2015 and 2016.

<sup>6</sup> The self-sufficient wage in San Diego for one adult is \$13.09 ([insightcced.org/tools-metrics/self-sufficiency-standard-tool-for-california](http://insightcced.org/tools-metrics/self-sufficiency-standard-tool-for-california))

<sup>7</sup> EMSI. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego County (6073). 2017.03 Class of Worker. QCEW + Non-QCEW + Self-employed. 2016-2021.

**Exhibit 5: TOP Codes by Occupation in San Diego County**

Social and Human Service Assistants	Community Health Workers
126100: Community Health Care Workers	126100: Community Health Care Worker
130100: Family and Consumer Sciences, General	130900: Gerontology
130560: Parenting and Family Education	210400: Human Services
130570: Foster and Kinship Care	210440: Alcohol and Controlled Substances
130800: Family Studies	210450: Disability Services
210400: Human Services	
210440: Alcohol and Controlled Substances	
210450: Disability Services	

Exhibit 6 shows the annual average regional community college awards (associate degrees and certificates) conferred during the three academic years between 2013 and 2016, as well as other awards granted outside the California Community Colleges from 2012 to 2015, with the relevant TOP code. Please note an award is not equivalent to a single person in search of a job opening since a student may earn more than one award, such as an associate degree in addition to a certificate.

**Exhibit 6: Number of Awards (Certificates and Degrees) Conferred by Postsecondary Institutions by Occupation (Program Year 2012-13 through PY2015-16 Average)**

TOP06	TOP06 Title	3-Yr Annual Average Supply (PY13-14 to PY15-16)	3-Yr Annual Average CC Awards (PY13-14 to PY15-16)	Other Educational Institutions 3-Yr Annual Average Awards (PY12-13 to PY14-15)
<b>126100</b>	<b>Community Health Care Workers</b>	<b>1</b>	<b>1</b>	<b>0</b>
	San Diego City		1	
<b>210400</b>	<b>Human Services</b>	<b>84</b>	<b>84</b>	<b>0</b>
	Cuyamaca		36	
	Imperial		7	
	MiraCosta		0	
	San Diego City		25	
	Southwestern		17	
<b>210440</b>	<b>Alcohol and Controlled Substances</b>	<b>130</b>	<b>107</b>	<b>23</b>
	Imperial		8	
	Palomar		32	

	San Diego City		67	
210450	Disability Services	2	2	0
	Grossmont		2	
	Total	216	193	23

## Demand vs. Supply

Comparing the demand of labor or annual openings (Exhibit 3) with the supply of labor from both the region's community colleges and other postsecondary institutions (Exhibit 6), there is a supply gap for these occupations (Exhibit 7).

### Exhibit 7: Demand based on Annual Openings Compared to Supply based on Average Annual Awards in San Diego County

San Diego County Institutions	Demand (Annual Openings)	Supply (Total Annual Average Supply)	Supply Gap or Oversupply
Community Colleges and Other Postsecondary Educational Institutions	454	216	238
Community Colleges Only	454	193	261

**Please note** that this is a basic analysis of supply and demand of labor for these occupations. This data should be used to discuss the potential gaps or oversupply of workers for these occupations; however, it should not be the only basis for determining whether or not a program should be developed. Additionally, the data does not include workers who are currently in the labor force that could fill these positions or workers that are not captured by publicly available data.

## Student Outcomes

Based on the information available in the CTE LaunchBoard,<sup>8</sup> students who took courses in the related TOP codes exhibited the following outcomes:

### Exhibit 8: Strong Workforce Program Metrics by TOP Code in San Diego & Imperial (2014-2015)

Metric	126100: Community Health Care Workers	210400: Human Services	210440: Alcohol and Controlled Substances	210450: Disability Services
Employed in the second fiscal quarter after exit <sup>9</sup>	N/A <sup>10</sup>	65%	56%	N/A

<sup>8</sup> Strong Workforce Program data available for 2014-15

<sup>9</sup> Among all exiters with a valid SSN, the percentage who were employed two quarters after exiting the Community college system

<sup>10</sup> Insufficient data in LaunchBoard

Median earnings in the second fiscal quarter after exit <sup>11</sup>	N/A	\$5,241	\$6,298	N/A
Median change in earnings <sup>12</sup>	N/A	84%	36%	N/A
Attained a living wage <sup>13</sup>	N/A	21%	47%	N/A

## Top Employers and Work Locations

Exhibit 9 lists the top industries and employers for community health workers and health and human service assistants in San Diego County.

### Exhibit 9: Top Industries by Occupation in San Diego County

Occupation(s)	Top Employers	Top Industries
Human and Social Service Assistants	<ul style="list-style-type: none"> <li>University of California</li> <li>Telecare Corporation</li> <li>Public Consulting Group, Inc.</li> <li>ResCare, Inc.</li> <li>Family Health Centers, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>Health Care and Social Assistance</li> <li>Public Administration</li> <li>Educational Services</li> <li>Other Services</li> <li>Accommodation and Food Services</li> </ul>
Community Health Workers	<ul style="list-style-type: none"> <li>Family Health Centers of San Diego</li> <li>Texas Home Health</li> <li>Scripps Research Institute</li> <li>Lakeside</li> <li>Kindred Real Estate at KW</li> </ul>	<ul style="list-style-type: none"> <li>Educational Services</li> <li>Health Care and Social Assistant</li> <li>Real Estate and Rental and Leasing</li> <li>Other Services (except Public Administration)</li> <li>Finance and Insurance</li> </ul>

<sup>11</sup> Among exiting students, the median second quarter earnings one year after the year in which they exited the California community college system

<sup>12</sup> Among exiting students with a valid SSN, the percentage change in earnings one year before and one year after exiting the California community college system

<sup>13</sup> Among completers and skills-builders who exited, the proportion of students who attained a living wage

## Skills, Education and Certifications

The following exhibit indicates the educational attainment by occupation found nationally in the current labor force (Exhibit 10).<sup>14</sup>

**Exhibit 10: National Educational Attainment by Occupation**

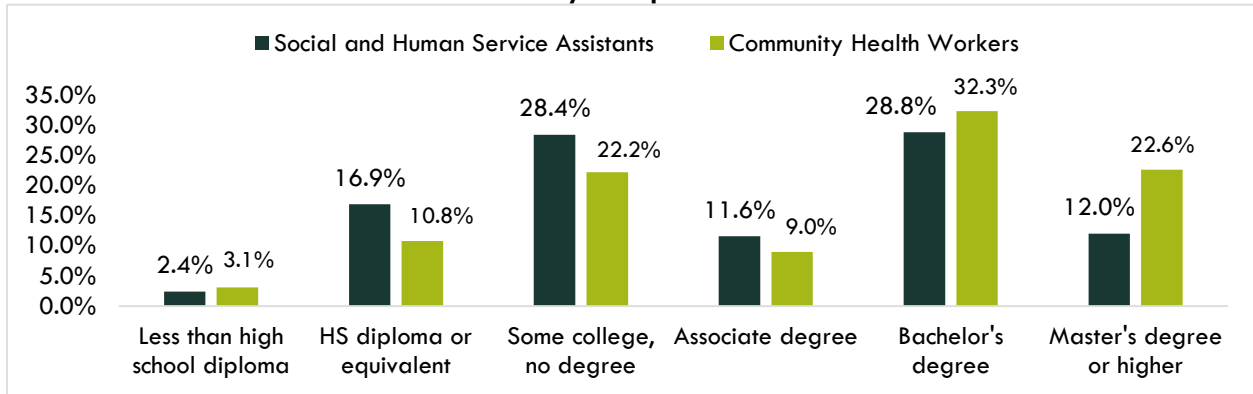


Exhibit 11 lists the top specialized, soft and software skills that appeared in online job postings for community health workers and health and human service assistants.

**Exhibit 11: Top Skills by Occupation in San Diego County<sup>15</sup>**

Occupation	Specialized Skills	Soft Skills	Software Skills
Human and Social Service Assistants	<ul style="list-style-type: none"> <li>Case management</li> <li>Microsoft Office</li> <li>Social services</li> <li>Mental Health</li> <li>Customer service</li> </ul>	<ul style="list-style-type: none"> <li>Bilingual</li> <li>English</li> <li>Communication Skills</li> <li>Spanish</li> <li>Problem Solving</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Office</li> <li>Microsoft Excel</li> <li>Microsoft Word</li> <li>Microsoft Vista</li> <li>Word Processing</li> </ul>
Community Health Workers	<ul style="list-style-type: none"> <li>Data Entry</li> <li>Customer Service</li> <li>Electronic Medical Records</li> <li>HIPAAA</li> <li>Medical Coding</li> </ul>	<ul style="list-style-type: none"> <li>Writing</li> <li>Bilingual</li> <li>English</li> <li>Communication Skills</li> <li>Computer Skills</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Office</li> <li>Microsoft Excel</li> <li>Microsoft PowerPoint</li> <li>Microsoft Word</li> </ul>

Exhibit 12 displays the top certifications requested by employers in online job postings.

<sup>14</sup> EMSI. Job Postings Analytics. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego County (6073). 2017.03 Class of Worker. QCEW + Non-QCEW + Self-employed. 2016-2021.

<sup>15</sup> Labor Insight Jobs. Burning Glass Technologies. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego, CA. Full year 2014, 2015 and 2016.



**Exhibit 12: Top Certifications in Job Postings by Occupation in San Diego County<sup>16</sup>**

Occupation	Top Certifications (Number of Job Postings, 2016)
Human and Social Service Assistants	<ul style="list-style-type: none"> <li>• First Aid CPR AED (11)</li> <li>• Medical Terminology Certification (6)</li> <li>• Registered Nurse (6)</li> <li>• Licensed Vocational Nurse (LVN)</li> <li>• Social Work License</li> <li>• Board Certified/Board Eligible</li> </ul>
Community Health Workers	<ul style="list-style-type: none"> <li>• HIV Counseling (1)</li> <li>• Food Service Certification (1)</li> </ul>

**Sources**

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists, International (EMSI)

Employment Development Department, Labor Market Information Division, OES

Employment Development Department, Unemployment Insurance Dataset

Career Technical Education (CTE) LaunchBoard

Statewide CTE Outcomes Survey

Living Insight Center for Community Economic Development

California Community Colleges Chancellor’s Office Management Information Systems (MIS)

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<sup>16</sup> Labor Insight Jobs. Burning Glass Technologies. Community Health Workers (21-1094). Social and Human Service Assistants (21-1093). San Diego, CA. Full year 2014, 2015 and 2016.