



Labor Market Analysis: 2104.00 – Human Services

Social Work/Human Services – Certificate requiring 8 to fewer than 16 semester units

Los Angeles Center of Excellence, November 2024

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 two identified middle-skill occupations in the region. While entry-level wages are lower than the self-sufficiency standard wage in both Los Angeles and Orange counties, more than one-third of current workers in the field have completed an associate degree or less education as their highest level of 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

- 3,220 annual job openings are projected in the region through 2028. This number is greater than the three-year average of 1,248 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

- Both occupations in this report have entry-level wages **below** Los Angeles County's self-sufficiency standard hourly wage (\$24.03/hour).²

Educational Attainment

- A high school diploma or equivalent is the typical entry-level education for the middle-skill human services occupations, according to the Bureau of Labor Statistics (BLS).
- 38%-48% of workers in the field have completed an associate degree or less education, according to national educational attainment data.

Community college supply

- 18 community colleges issued awards related to community health and/or human services in the greater LA/OC region.
- 665 awards (degrees and certificates) were conferred on average each year between 2021 and 2023.

Other postsecondary supply

- 15 educational institutions in the LA/OC region have conferred awards in programs related to community health and/or human services over the past three years.
- 583 awards were conferred on average each year by other postsecondary institutions throughout the greater LA/OC region between 2020 and 2022.

TARGET OCCUPATIONS

LA COE prepared this report to provide regional labor market and postsecondary supply data related to two middle-skill occupations. [For full occupation descriptions, please see Appendix.](#)

- **Social and Human Service Assistants (21-1093)**³
- **Community Health Workers (21-1094)**⁴

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 14% through 2028. There will be more than 3,200 job openings per year through 2028 due to job growth and replacements. The majority of jobs in 2023 for these middle-skill human services occupations (80%) were located in Los Angeles County.

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 \(bls.gov\)](#)

Exhibit 1: Current employment and occupational demand, Los Angeles and Orange counties⁵

Geography	2023 Jobs	2028 Jobs	2023-2028 Change	2023-2028 % Change	Annual Openings
Los Angeles	19,106	21,746	2,640	14%	2,575
Orange	4,716	5,405	689	15%	645
Total	23,821	27,151	3,329	14%	3,220

Detailed Occupation Data

Exhibit 2 displays the current employment and projected occupational demand for each of the target occupations in Los Angeles County. Positive scores for automation resilience⁶ reflect a lower-than-average threat of the occupation(s) being replaced by automation, while negative scores reflect a greater-than-average risk of automation. 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 County⁷

Occupation	2023 Jobs	2028 Jobs	5-Yr % Change	Annual Openings	Auto-mation Resilience	% Aged 55 and older	% Full Time Workers
Social and Human Service Assistants	16,640	18,982	14%	2,261	10.6	25%	76%
Community Health Workers	2,466	2,764	12%	315	19.4	24%	Data unavail.
Total	19,106	21,746	14%	2,575	-	-	-

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 Los Angeles/Orange County region.

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.

⁶ Automation risk is calculated based on the percentage of time spent on high-risk compared to low-risk work, the number of high-risk jobs in compatible occupations, and the overall industry automation risk.

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.

Los Angeles County

Both 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 \$19.10 and \$21.44. (Exhibit 3). Experienced workers can expect to earn wages between \$28.58 and \$29.87, 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	\$19.10	\$23.50	\$29.87	\$48,900
Community Health Workers	\$21.44	\$24.11	\$28.58	\$50,100

*Rounded to the nearest \$100

Orange County

Both 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 \$18.09 and \$20.55 (Exhibit 4). Experienced workers can expect to earn wages between \$27.41 and \$28.32, which are higher than the self-sufficiency standard.

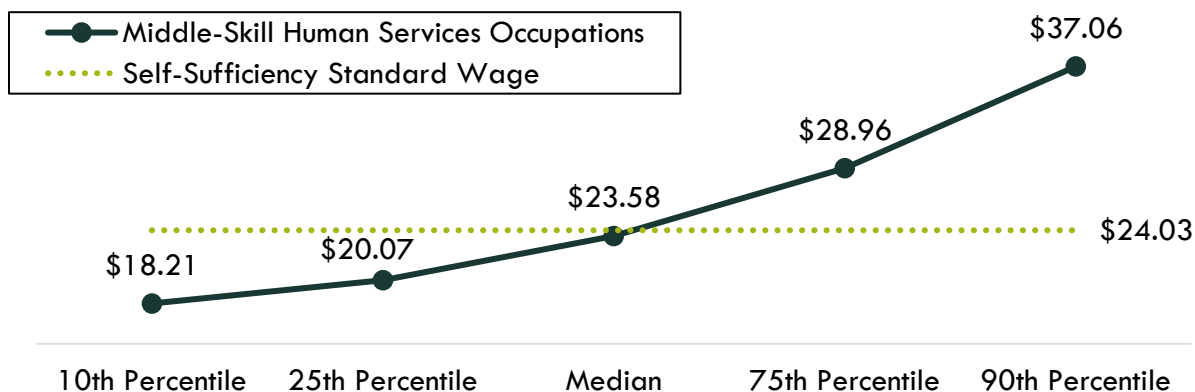
Exhibit 4: Earnings for occupations in Orange County

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	\$18.09	\$22.27	\$28.32	\$46,300
Community Health Workers	\$20.55	\$23.11	\$27.41	\$48,100

*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 \$20.07; this is below 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 middle-skill human services occupations, Los Angeles and Orange counties



JOB POSTINGS

There were 2,889 online job postings related to middle-skill human 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 (84%) were for *social and human service assistants*, followed by *community health workers* (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 - Social services assistants - Peer navigators - Life skills coaches - Home visitors	- Social work - Case management - Mental health - Community health - Bilingual (Spanish/English)	- Volunteers of America - Healthcare Staffing Professionals - Mercy House - University of California - Providence

In the greater Los Angeles/Orange County region, 63% of the middle-skill human services 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 middle-skill occupations related to human services, Los Angeles and Orange counties

Education Level	Job Postings	% of Job Postings
Bachelor's degree	590	32%
Associate degree	234	13%
High school diploma or vocational training	993	55%

EDUCATIONAL ATTAINMENT

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for middle-skill human services occupations (Exhibit 9). However, the national-level data indicates between 38% and 48% of workers in the field have completed an associate degree or less education as their highest level of educational attainment. 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

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 codes 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 LA Pierce.

Exhibit 10: Regional community college awards (certificates and degrees), 2021-2023

TOP Code	Program	College	2020-21 Awards	2021-22 Awards	2022-23 Awards	3-Year Average
1261.00	Community Health Care Worker	Cerritos	-	-	1	0
		LA Pierce	1	6	83	30
		LA Valley	-	-	77	26
		Mt San Antonio	51	13	-	21
		Rio Hondo	-	1	-	0
		LA Subtotal	52	20	161	78
		Cypress	-	1	1	1
		Orange Coast	-	7	8	5
		OC Subtotal	-	8	9	6
Supply Subtotal/Average			52	28	170	83
2104.00	Human Services	Cerritos	34	32	47	38
		Glendale	3	7	9	6
		LA City	18	10	5	11
		LA Valley	-	-	5	2
		Long Beach	26	25	63	38
		Rio Hondo	1	16	50	22
		LA Subtotal	82	90	179	117
		Coastline	26	19	18	21
		Cypress	28	38	19	28
		Saddleback	17	27	22	22
		Santa Ana	89	50	39	59
		Santiago Canyon	-	3	4	2
		OC Subtotal	160	137	102	133
Supply Subtotal/Average			242	227	281	250
2104.40	Alcohol and Controlled Substances	East LA	42	68	85	65
		Glendale	9	16	20	15
		LA City	20	15	4	13
		LA Pierce	39	30	42	37

TOP Code	Program	College	2020-21 Awards	2021-22 Awards	2022-23 Awards	3-Year Average
		LA Southwest	11	9	16	12
		Long Beach	62	42	35	46
		Mt San Antonio	57	127	68	84
		Rio Hondo	8	14	13	12
		West LA	8	7	12	9
		LA Subtotal	256	328	295	293
		Cypress	17	12	15	15
		Saddleback	20	28	23	24
		OC Subtotal	37	40	38	38
		Supply Subtotal/Average	293	368	333	331
2104.50	Disability Services	N. Orange Adult	-	1	-	0
		OC Subtotal	-	1	-	0
		Supply Subtotal/Average	-	1	-	0
		Supply Total/Average	587	624	784	665

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 middle-skill human services occupations. Exhibit 11 shows the number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent data is from 2020 to 2022. Between 2020 and 2022, other postsecondary college institutions in the region conferred an average of 583 bachelor's and sub-baccalaureate awards. Sub-baccalaureate awards include associate degrees, postsecondary awards, and other academic awards that typically take fewer than four years to complete. Of the awards in Exhibit 11, the majority (87%) are bachelor's degrees, followed by sub-baccalaureate awards (13%).

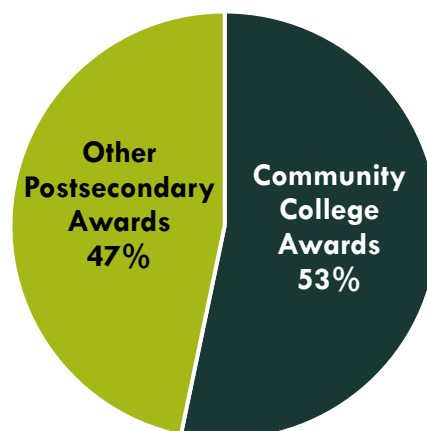
Exhibit 11: Other regional postsecondary awards, 2020-2022

CIP Code	Program	Postsecondary Institution	2019-20 Awards	2020-21 Awards	2021-22 Awards	3-Year Average
		Azusa Pacific Univ.	48	34	36	39
		CSU-Long Beach	69	65	72	69
		CSU-Los Angeles	224	198	227	216
		Chapman Univ.	3	8	10	7
		Mount Saint Mary's Univ.	22	18	11	17
		Pacific Oaks College	-	-	1	0
		Touro Univ. Worldwide	17	12	5	11

CIP Code	Program	Postsecondary Institution	2019-20 Awards	2020-21 Awards	2021-22 Awards	3-Year Average
		University of Massachusetts Global	123	132	148	134
		Whittier College	9	8	14	10
		World Mission Univ.	-	-	2	1
51.1501	Substance Abuse/Addiction Counseling	Galaxy Medical College	-	3	6	3
		InterCoast Colleges-Santa Ana	57	1	-	19
		InterCoast Colleges-West Covina	6	66	92	55
51.2208	Community Health and Preventive Medicine	Pitzer College	-	1	-	0
Supply Total/Average			578	546	624	583

Exhibit 12 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 community colleges in the greater Los Angeles/Orange County region.

Exhibit 12: 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.⁸

- **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.⁹

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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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⁸ [Social and Human Service Assistants \(bls.gov\)](https://www.bls.gov)

⁹ [Community Health Workers \(bls.gov\)](https://www.bls.gov)