



## Labor Market Analysis: 2104.00 – Human Services

### Social Work and Human Services –

Certificate requiring 16 to fewer than 30 semester units

Los Angeles Center of Excellence, October 2025

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

## SUMMARY

This report analyzes whether local labor market demand is being met by community college programs aligned with the identified middle-skill occupations<sup>1</sup> 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 some college/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

- 3,059 annual job openings are projected in the region through 2029. This number is greater than the three-year average of 1,112 awards conferred by educational institutions in the region.

<sup>1</sup> 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 have entry-level wages **below** Los Angeles County’s self-sufficiency standard hourly wage (\$24.03/hour).<sup>2</sup>

### **Educational Attainment**

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

### **Community college supply**

- 19 community colleges issued awards related to human services in the greater LA/OC region.
- 720 awards (degrees and certificates) were conferred on average each year between 2022 and 2024.

### **Other postsecondary supply**

- 4 educational institutions in the LA/OC region have conferred awards in programs related to human services over the past three years.
- 392 awards were conferred on average each year by other postsecondary institutions throughout the greater LA/OC region between 2021 and 2023.

## **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)**<sup>3</sup>
- **Community Health Workers (21-1094)**<sup>4</sup>

## **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 11% through 2029. There will be more than 3,000 job openings per year through 2029 due to job growth and replacements. The majority of jobs in 2024 for these middle-skill human services occupations (85%) were located in Los Angeles County.

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<sup>2</sup> Center for Women’s Welfare, University of Washington. (2024). *The self-sufficiency standard for California 2024.* <http://selfsufficiencystandard.org/California>.

<sup>3</sup> [Social and Human Service Assistants \(bls.gov\)](#)

<sup>4</sup> [Community Health Workers \(bls.gov\)](#)

### Exhibit 1: Current employment and occupational demand, Los Angeles and Orange counties<sup>5</sup>

| Geography    | 2024 Jobs     | 2029 Jobs     | 2024-2029 Change | 2024-2029 % Change | Annual Openings |
|--------------|---------------|---------------|------------------|--------------------|-----------------|
| Los Angeles  | 20,287        | 22,680        | 2,393            | 12%                | 2,626           |
| Orange       | 3,567         | 3,902         | 335              | 9%                 | 432             |
| <b>Total</b> | <b>23,855</b> | <b>26,582</b> | <b>2,728</b>     | <b>11%</b>         | <b>3,059</b>    |

### Detailed Occupation Data

Exhibit 2 displays the current employment and projected occupational demand for each of the target occupations in Los Angeles County. 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 County<sup>6</sup>

| Occupation                          | 2024 Jobs     | 2029 Jobs     | 5-Yr % Change | Annual Openings | % Aged 55 and older | % Full Time Workers |
|-------------------------------------|---------------|---------------|---------------|-----------------|---------------------|---------------------|
| Social and Human Service Assistants | 16,296        | 18,193        | 12%           | 2,103           | 25%                 | 76%                 |
| Community Health Workers            | 2,814         | 3,070         | 9%            | 339             | 23%                 | Data unavail.       |
| <b>Total</b>                        | <b>19,109</b> | <b>21,263</b> | <b>11%</b>    | <b>2,442</b>    | <b>-</b>            | <b>-</b>            |

## 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.

### 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 \$21.90 and \$23.12. Experienced workers can expect to earn wages between \$29.29 and \$29.31, which are higher than the self-sufficiency standard.

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

<sup>6</sup> 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 Los Angeles County

| Occupation                          | Entry-Level Hourly Earnings (25 <sup>th</sup> Percentile) | Median Hourly Earnings | Experienced Hourly Earnings (75 <sup>th</sup> Percentile) | Median Annual Earnings* |
|-------------------------------------|---|------------------------|---|-------------------------|
| Social and Human Service Assistants | \$21.90   | \$24.23                | \$29.29   | \$50,400                |
| Community Health Workers            | \$23.12   | \$24.87                | \$29.31   | \$51,700                |

\*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 \$20.58 and \$22.30 (Exhibit 4). Experienced workers can expect to earn wages between \$27.55 and \$28.29, which are higher than the self-sufficiency standard.

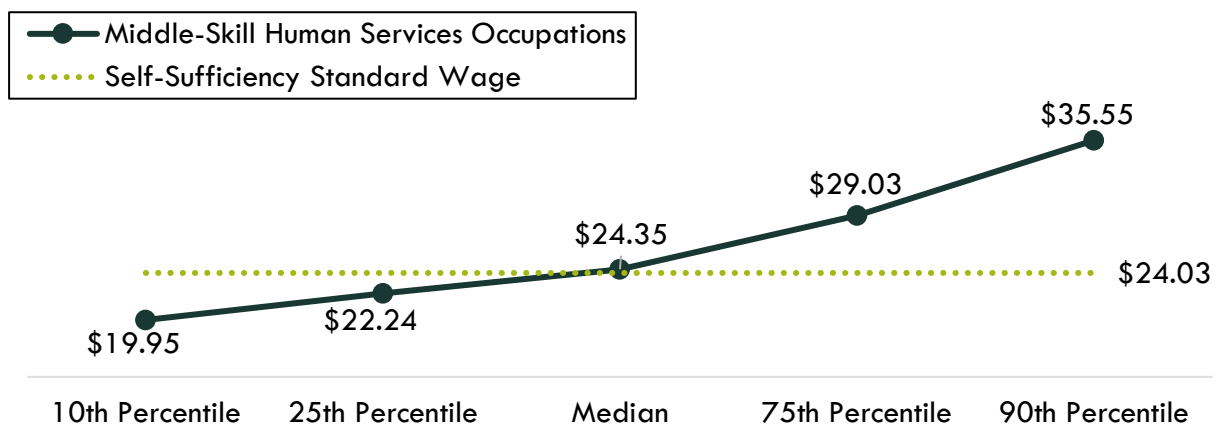
### Exhibit 4: Earnings for occupations in Orange County

| Occupation                          | Entry-Level Hourly Earnings (25 <sup>th</sup> Percentile) | Median Hourly Earnings | Experienced Hourly Earnings (75 <sup>th</sup> Percentile) | Median Annual Earnings* |
|-------------------------------------|---|------------------------|---|-------------------------|
| Social and Human Service Assistants | \$20.58   | \$22.79                | \$27.55   | \$47,400                |
| Community Health Workers            | \$22.30   | \$24.01                | \$28.29   | \$49,900                |

\*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 \$22.24; 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 target occupations, Los Angeles and Orange counties



## JOB POSTINGS

There were 857 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 (52%) were for *community health workers*, followed by *social and human services assistants* (48%).

**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  |
|---|---|--|
| <ul style="list-style-type: none"> <li>Community health workers</li> <li>Social services assistants</li> <li>Life enrichments assistants</li> <li>Outreach workers</li> <li>Peer support specialists</li> <li>Peer navigators</li> <li>Community health navigators</li> </ul> | <ul style="list-style-type: none"> <li>Social work</li> <li>Community health</li> <li>Mental health</li> <li>Discharge planning</li> <li>Disabilities</li> <li>Bilingual (Spanish/English)</li> </ul> | <ul style="list-style-type: none"> <li>Healthcare Staffing Professionals*</li> <li>Providence</li> <li>Healthcare In Action</li> <li>Park Regency Retirement Center</li> <li>St. Johns Community Health</li> </ul> |

\*Staffing companies

In the greater Los Angeles/Orange County region, 62% of the target 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 target occupations, Los Angeles and Orange counties**

| Education Level                            | Job Postings | % of Job Postings |
|--|--------------|-------------------|
| Bachelor's degree                          | 145          | 27%               |
| Associate degree                           | 34           | 6%                |
| High school diploma or vocational training | 356          | 67%               |

**EDUCATIONAL ATTAINMENT**

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for the target occupations in this report (Exhibit 9). However, the national-level

data indicates between 38% and 48% of workers in the field have completed some college/an associate degree or less 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 programs that have historically trained for the occupations of interest. The colleges with the most completions in the region are Mt. San Antonio, East LA, and Long Beach

**Exhibit 10: Regional community college awards (certificates and degrees), 2022-2024**

| TOP Code                       | Program                      | College            | 2021-22 Awards | 2022-23 Awards | 2023-24 Awards | 3-Year Average |
|--------------------------------|------------------------------|--------------------|----------------|----------------|----------------|----------------|
| 1261.00                        | Community Health Care Worker | Cerritos           | -              | 1              | 1              | 1              |
|                                |                              | LA Pierce          | 6              | 83             | 14             | 34             |
|                                |                              | LA Valley          | -              | 77             | 84             | 54             |
|                                |                              | Mt San Antonio     | 13             | -              | -              | 4              |
|                                |                              | Rio Hondo          | 1              | -              | -              | 0              |
|                                |                              | <b>LA Subtotal</b> | <b>20</b>      | <b>161</b>     | <b>99</b>      | <b>93</b>      |
|                                |                              | Cypress            | 1              | 1              | -              | 1              |
|                                |                              | Orange Coast       | 7              | 8              | 1              | 5              |
|                                |                              | <b>OC Subtotal</b> | <b>8</b>       | <b>9</b>       | <b>1</b>       | <b>6</b>       |
| <b>Supply Subtotal/Average</b> |                              |                    | <b>28</b>      | <b>170</b>     | <b>100</b>     | <b>99</b>      |
| 2104.00                        | Human Services               | Cerritos           | 32             | 47             | 48             | 42             |
|                                |                              | Glendale           | 7              | 9              | 6              | 7              |
|                                |                              | LA City            | 10             | 5              | 5              | 7              |
|                                |                              | LA Valley          | -              | 5              | 19             | 8              |
|                                |                              | Long Beach         | 25             | 63             | 29             | 39             |
|                                |                              | Rio Hondo          | 16             | 50             | 45             | 37             |
|                                |                              | <b>LA Subtotal</b> | <b>90</b>      | <b>179</b>     | <b>152</b>     | <b>140</b>     |
|                                |                              | Coastline          | 19             | 18             | 7              | 15             |
|                                |                              | Cypress            | 38             | 19             | 25             | 27             |
|                                |                              | Golden West        | -              | -              | 1              | 0              |

| TOP Code                       | Program                           | College            | 2021-22 Awards | 2022-23 Awards | 2023-24 Awards | 3-Year Average |
|--------------------------------|-----------------------------------|--------------------|----------------|----------------|----------------|----------------|
|                                |                                   | Saddleback         | 27             | 22             | 12             | 20             |
|                                |                                   | Santa Ana          | 50             | 39             | 28             | 39             |
|                                |                                   | Santiago Canyon    | 3              | 4              | 6              | 4              |
|                                |                                   | <b>OC Subtotal</b> | <b>137</b>     | <b>102</b>     | <b>79</b>      | <b>106</b>     |
| <b>Supply Subtotal/Average</b> |                                   |                    | <b>227</b>     | <b>281</b>     | <b>231</b>     | <b>246</b>     |
| 2104.40                        | Alcohol and Controlled Substances | East LA            | 68             | 85             | 138            | 97             |
|                                |                                   | Glendale           | 16             | 20             | 11             | 16             |
|                                |                                   | LA City            | 15             | 4              | 18             | 12             |
|                                |                                   | LA Pierce          | 30             | 42             | 35             | 36             |
|                                |                                   | LA Southwest       | 9              | 16             | 6              | 10             |
|                                |                                   | Long Beach         | 42             | 35             | 35             | 37             |
|                                |                                   | Mt San Antonio     | 127            | 68             | 120            | 105            |
|                                |                                   | Rio Hondo          | 14             | 13             | 10             | 12             |
|                                |                                   | West LA            | 7              | 12             | 11             | 10             |
|                                |                                   | <b>LA Subtotal</b> | <b>328</b>     | <b>295</b>     | <b>384</b>     | <b>336</b>     |
|                                |                                   | Cypress            | 12             | 15             | 16             | 14             |
|                                |                                   | Saddleback         | 28             | 23             | 20             | 24             |
|                                |                                   | <b>OC Subtotal</b> | <b>40</b>      | <b>38</b>      | <b>36</b>      | <b>38</b>      |
| <b>Supply Subtotal/Average</b> |                                   |                    | <b>368</b>     | <b>333</b>     | <b>420</b>     | <b>374</b>     |
| 2104.50                        | Disability Services               | N. Orange Adult    | 1              | -              | -              | 0              |
|                                |                                   | <b>OC Subtotal</b> | <b>1</b>       | <b>-</b>       | <b>-</b>       | <b>0</b>       |
| <b>Supply Subtotal/Average</b> |                                   |                    | <b>1</b>       | <b>-</b>       | <b>-</b>       | <b>0</b>       |
| <b>Supply Total/Average</b>    |                                   |                    | <b>624</b>     | <b>784</b>     | <b>751</b>     | <b>720</b>     |

Exhibit 11 displays the community college awards broken down by award type. In this case, the majority of awards issued by community colleges are certificates (53%).

**Exhibit 11: Community college awards by award type, 2022-2024**

| Award Type        | # of Awards | % of Awards |
|-------------------|-------------|-------------|
| A.A./A.S. degrees | 230         | 32%         |
| Certificates      | 379         | 53%         |
| Noncredit awards  | 111         | 15%         |
| <b>Total</b>      | <b>720</b>  | <b>100%</b> |

## 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 12 shows the number of awards conferred by this institution in relevant programs. Due to different data collection periods, the most recent data is from 2021 to 2023. Between 2021 and 2023, other postsecondary college institutions in the region conferred an average of 392 bachelor's and sub-baccalaureate award. Sub-baccalaureate awards include associate degrees, postsecondary awards, and other academic awards that typically take fewer than four years to complete.

**Exhibit 12: Other regional postsecondary awards, 2021-2023**

| CIP Code                    | Program                                  | Postsecondary Institution | 2020-21 Awards | 2021-22 Awards | 2022-23 Awards | 3-Year Average |
|-----------------------------|--|---------------------------|----------------|----------------|----------------|----------------|
| 44.0000                     | Human Services, General                  | CSU-Dominguez Hills       | 123            | 128            | 100            | 117            |
|                             |  | CSU-Fullerton             | 291            | 271            | 262            | 275            |
|                             |  | Mount Saint Mary's Univ.  | 1              | -              | -              | 0              |
| 51.2208                     | Community Health and Preventive Medicine | Pitzer College            | 1              | -              | -              | 0              |
| <b>Supply Total/Average</b> |  |                           | <b>416</b>     | <b>399</b>     | <b>362</b>     | <b>392</b>     |

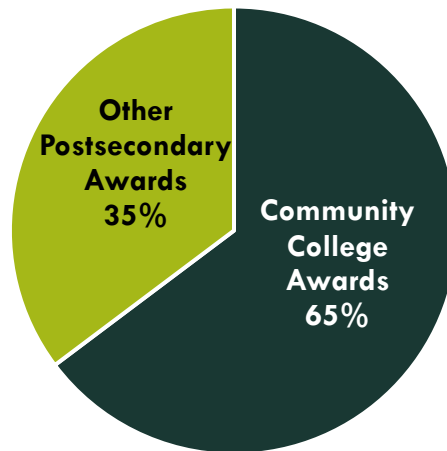
Exhibit 13 shows the breakdown of other postsecondary awards by award type. The majority of awards issued by other postsecondary schools are bachelor's degrees (100%).

**Exhibit 13: Other postsecondary awards by award type, 2021-2023**

| Award Type               | # of Awards | % of Awards |
|--------------------------|-------------|-------------|
| Bachelor's degrees       | 392         | 100%        |
| Sub-baccalaureate awards | >1          | 0%          |
| <b>Total</b>             | <b>392</b>  | <b>100%</b> |

Exhibit 14 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 14: 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.<sup>7</sup>
- **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.<sup>8</sup>

<sup>7</sup> [Social and Human Service Assistants \(bls.gov\)](https://www.bls.gov)

<sup>8</sup> [Community Health Workers \(bls.gov\)](https://www.bls.gov)

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**DATA 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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