

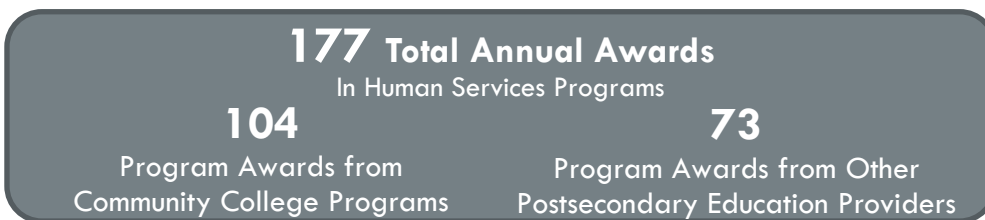
# Social Work and Human Services

*Inland Empire/Desert Region (Riverside and San Bernardino counties)*

## Summary



Over the next five years (2022-2027), social and human service assistant employment is projected to




**The Inland Empire/Desert Centers of Excellence**

 **Recommends**

**Expanding Human Services Programs**  
to meet the need for more workers in the region

## Introduction

California Community College human services programs (TOP 2104.00) prepare students for employment through the instruction of the theory and practice of providing human and social services to individuals and communities. These programs also include the preparation for work in public and private human services organizations (Taxonomy of Programs, 2023). The knowledge, skills, and abilities trained by the human services programs lead to two occupations, collectively referred to as the human services occupational group.

The human services occupational group comprises one community college-level and one bachelor's degree-level occupation. Both occupations are included in this report to illuminate job opportunities for individuals who may choose to obtain up to a two-year degree or transfer to a four-year educational institution. This report's recommendation focuses on the community college-level job's employment demand, earnings, and educational supply metrics.

The **community college-level occupation** in this report requires a high school diploma or equivalent and some on-the-job training. Just over one-third (34%) of incumbent workers in this occupation have a community college-level education, some college or an associate degree, as their highest educational attainment. The community college-level occupation is:

- Social and Human Service Assistants (SOC 21-1093)

This report's **bachelor's degree-level occupation** typically requires workers to obtain a four-year degree before entering employment. Approximately 16% of workers in this occupation have a community college-level education, some college or an associate degree, as their highest educational attainment. The bachelor's degree-level occupation is:

- Child, Family, and School Social Workers (SOC 21-1021)

## Job Demand

In 2022, the Inland Empire/Desert region had 5,443 community college-level social and human service assistant jobs. By 2027, employment is projected to increase by 16%; 828 annual job openings are expected due to new job growth and job replacement needs.

The bachelor's degree-level child, family, and school social workers occupation had 4,269 jobs in 2022. Over the next five years, this occupation is projected to increase employment by 13% and have 523 annual job openings. Exhibit 1 displays the job counts, five-year projected job growth, openings, and the share of incumbent workers aged 55 years and older.

*Exhibit 1: Five-year projections for the human services occupational group, Inland Empire/Desert Region, 2022-2027*

Occupation	2022 Jobs	2027 Jobs	5-Yr % Change	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
Social and Human Service Assistants	5,443	6,287	16%	4,140	828	25%
<b>Community College Total</b>	<b>5,443</b>	<b>6,287</b>	<b>16%</b>	<b>4,140</b>	<b>828</b>	<b>25%</b>
Child, Family, and School Social Workers	4,269	4,808	13%	2,616	523	22%
<b>Bachelor's Degree Total</b>	<b>4,269</b>	<b>4,808</b>	<b>13%</b>	<b>2,616</b>	<b>523</b>	<b>22%</b>
<b>Total</b>	<b>9,713</b>	<b>11,095</b>	<b>14%</b>	<b>6,756</b>	<b>1,351</b>	<b>24%</b>

Source: Lightcast 2023.3

In addition to the traditional labor market data provided in this report, a search of human services online job advertisements (ads) was conducted to reveal the names of employers seeking these workers, including the time it takes to fill positions, earnings information, and in-demand skills.

Exhibit 2 displays the number of job ads posted during the last 12 months and the regional average time to fill these jobs. Over the last 12 months, there were 332 ads posted for human services occupational group jobs in the Inland Empire/Desert Region. Employers filled online job ads for human services positions in 32 days, three days longer than the average across all occupations, indicating that employers face similar challenges filling human services positions as other positions.

*Exhibit 2: Job ads and time to fill, Inland Empire/Desert Region, September 2022 through August 2023*

Occupation	Job Ads (CA)	Statewide Average Time to Fill (Days)
<b>Community-College-Level</b>		
Social and Human Service Assistants	241	32
<b>Bachelor's Degree-Level</b>		
Child, Family, and School Social Workers	91	31
<b>Total</b>	<b>332</b>	<b>32</b>

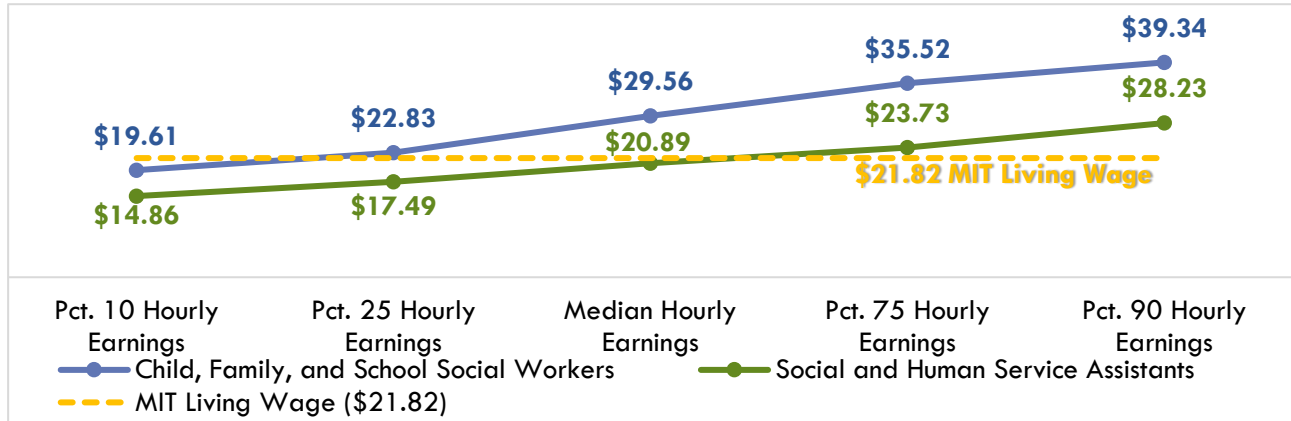
Source: Lightcast 2023.3

## Earnings

Community colleges should ensure their training programs lead to employment opportunities that provide a living wage. The MIT living wage calculator estimates that an individual must earn \$21.82 per hour or \$45,386 annually to be self-sufficient in California (Glasmeier, 2022).

The hourly earnings for the community college-level social and human service assistants do not surpass the living wage standard until the 75<sup>th</sup> percentile, indicating that only the top 25% of workers earn a living wage. The 25<sup>th</sup> percentile earnings for the bachelor's degree-level child, family, and school social workers exceeds the living wage standard, indicating that at least 75% of workers in this classification earn a living wage. Exhibit 3 displays the hourly earnings for the human services occupational group in the Inland Empire/Desert Region.

Exhibit 3: Hourly earnings by percentile for the human services occupational group, Inland Empire/Desert Region, 2022

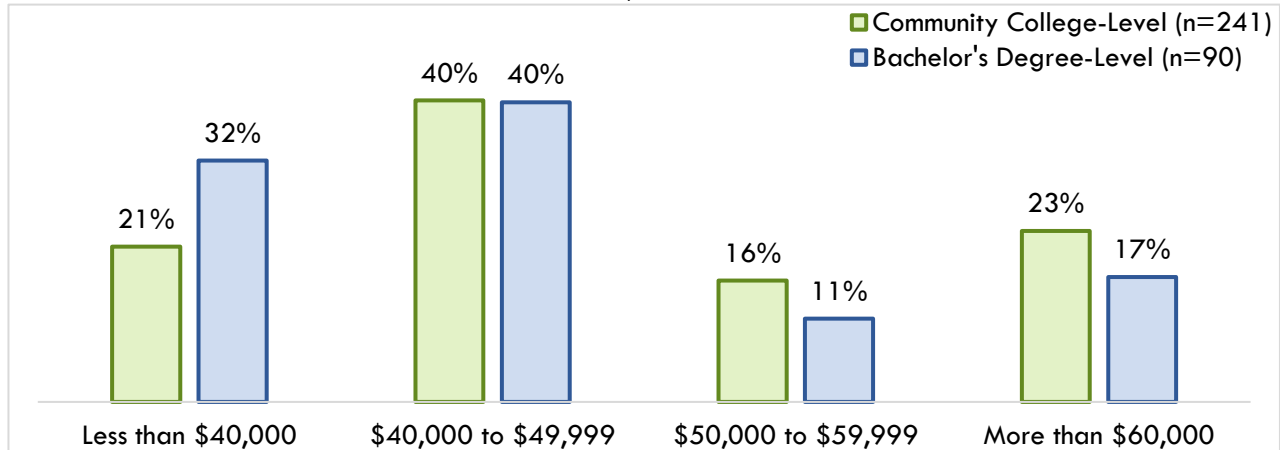


Source: Lightcast 2023.3

### Advertised Salary from Online Job Ads

Exhibit 4 displays online job ad salary data for the human services occupational group over the last 12 months. Online job ad salary information reveals that employers are willing to pay workers in the human services occupational group an average of \$45,800 annually, above the region's \$45,386 annual (\$21.82 hourly) living wage standard. The salary figures are prorated to reflect full-time, annual wage status.

Exhibit 4: Advertised salary information, Inland Empire/Desert Region, September 2022 through August 2023



Source: Lightcast 2023.3

### Online Job Advertisements: Job Titles, Employers, Skills, Education, & Work Experience

Exhibit 5 displays the job titles most frequently included in ads for the human services occupational group over the last 12 months. Displaying job titles may provide insight into the positions available to students after completing a program. Over the last 12 months, outreach specialist was the most frequently posted job title

for community college-level human services jobs, while child behavior interventionist was the most frequently posted bachelor’s degree-level job title.

*Exhibit 5: Job titles most frequently included in job ads for the human services occupational group, Inland Empire/Desert Region, September 2022 through August 2023*

Occupation	Top Job Titles
Community College-Level (n=241)	<ul style="list-style-type: none"> <li>• Outreach Specialists</li> <li>• Social Services Assistants</li> <li>• Resident Care Coordinators</li> <li>• Victim Advocates</li> <li>• Care Coordinators</li> </ul>
Bachelor's Degree-Level (n=91)	<ul style="list-style-type: none"> <li>• Child Behavior Interventionists</li> <li>• Family Advocates</li> <li>• Youth Specialists</li> <li>• Case Managers</li> <li>• Child Welfare Social Workers</li> <li>• Family Specialists</li> </ul>

Source: Lightcast 2023.3

Displaying the names of employers posting the most job ads for human services jobs provides insight into where students may find employment after completing a program. Over the last 12 months, Inland Regional Center posted the most job ads seeking community college-level human services workers, and Optima Family Services posted the most job ads for child, family, and school social workers. Exhibit 6 displays the employers that posted the most job ads during the last 12 months.

*Exhibit 6: Employers posting the most job ads for the human services occupational group, Inland Empire/Desert Region, September 2022 through August 2023*

Occupation	Top Employers
Community-College-Level (n=241)	<ul style="list-style-type: none"> <li>• Inland Regional Center</li> <li>• San Bernardino County</li> <li>• Reach Out</li> <li>• Atria Senior Living</li> <li>• Family Assistance Program</li> <li>• Riverside County</li> </ul>
Bachelor's Degree-Level (n=91)	<ul style="list-style-type: none"> <li>• Optima Family Services</li> <li>• Stars Behavioral Health Group</li> <li>• California State University, San Bernardino</li> <li>• Trinity Youth Services</li> <li>• OPARC</li> <li>• Walden Family Services</li> </ul>

Source: Lightcast 2023.3

Exhibit 7 lists a sample of specialized and employability skills employers seek for workers to fill positions in the human services occupational group. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as "soft skills." The skills requested in job ads may be utilized to guide curriculum development.

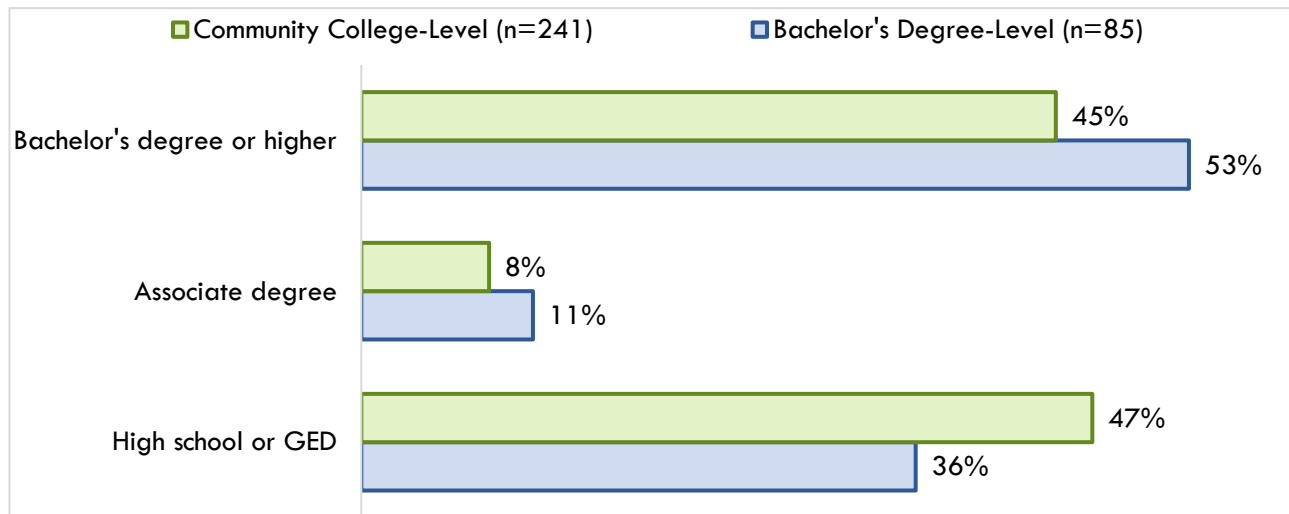
Exhibit 7: Sample of in-demand skills from employer job ads, Inland Empire/Desert Region, September 2022 through August 2023

Occupation	Specialized skills	Employability skills
Community College-Level (n=241)	<ul style="list-style-type: none"> <li>• Social Work</li> <li>• Case Management</li> <li>• Crisis Intervention</li> <li>• Psychology</li> <li>• Auditing</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Multilingualism</li> <li>• Advocacy</li> <li>• Customer Service</li> <li>• Management</li> </ul>
Bachelor's Degree-Level (n=91)	<ul style="list-style-type: none"> <li>• Social Work</li> <li>• Psychology</li> <li>• Mental Health</li> <li>• Child Development</li> <li>• Treatment Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Advocacy</li> <li>• Coordinating</li> <li>• Organizational Skills</li> <li>• Time Management</li> </ul>

Source: Lightcast 2023.3

Exhibit 8 displays the minimum advertised education requirements for the human services occupational group. Most employers (about 55%) indicated they were seeking a community college-level worker with an associate degree or less of educational attainment. About 53% of employers sought bachelor' degree-level human service workers with a four-year degree or higher.

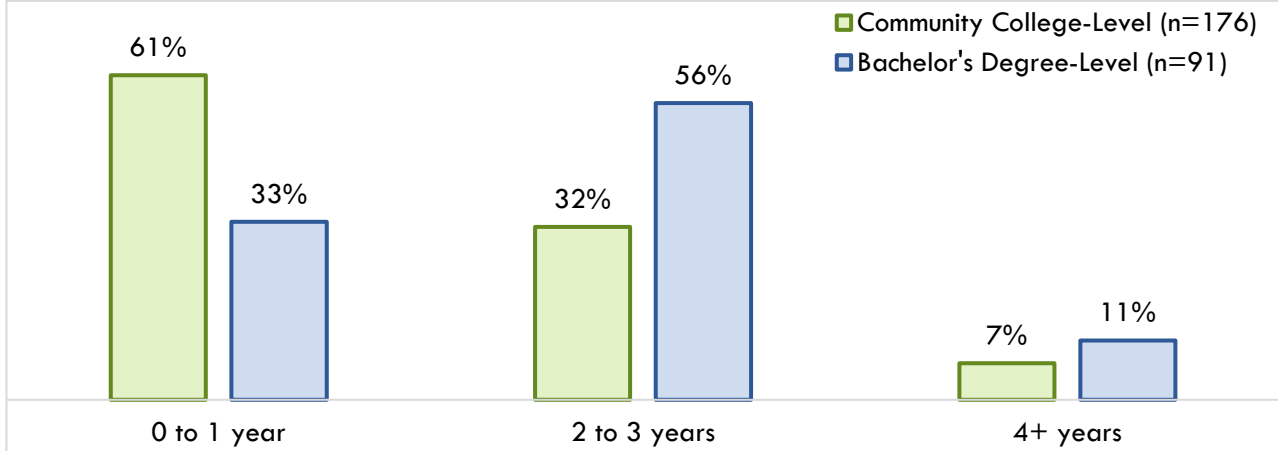
Exhibit 8: Minimum advertised education requirements for the human services occupational group, Inland Empire/Desert Region, September 2022 through August 2023



Source: Lightcast 2023.3

Exhibit 9 displays the real-time work experience requirements from employer job ads. Between 89% and 93% of employers sought workers in the human services occupational group with less than three years of previous work experience. Over 60% of employers seeking community college-level workers requested one year or less of work experience.

Exhibit 9: Real-time work experience requirements, Inland Empire/Desert Region, September 2022 through August 2023



Source: Lightcast 2023.3

## Student Completions and Programs Outcomes

Exhibit 10 displays student completions for human services programs (TOP 2104.00) over the last three academic years (2019-22). In the previous three academic years, two regional community colleges issued 104 annual average awards in human services programs. The student completion and outcome methodology are available in the Appendix.

Exhibit 10. Annual average community college awards for human services programs, Inland Empire/Desert Region, Academic Years 2019-2022

TOP 2105.10 - Human services (Local Program Title)	Academic Year 2019-20	Academic Year 2020-21	Academic Year 2021-22	Total CC Annual Average Awards, Academic Years 2019-22
<b>Moreno Valley College</b> (Behavioral Therapist/Careers in Social Work/Child Welfare and Family Studies/Drug and Alcohol Studies/Family Studies/Military Social Work/Social Justice System Studies/Social Work Administration Studies/Social Work, Human Services, and Counseling Practices)				<b>61</b>
Associate Degree	17	21	27	22
Certificate 16 < 30-semester units	21	26	27	25
Credit Award < 6-semester units	9	23	11	14
<b>San Bernardino Valley College</b> (Career Management in the Public Sector/Human Services/Social Work and Human Services)				<b>43</b>
Associate Degree	35	43	30	36
Certificate 30 < 60-semester units	7	5	9	7
<b>Total</b>	<b>89</b>	<b>118</b>	<b>104</b>	<b>104</b>

Source: MIS Data Mart, COCI

California program outcome data may provide useful insight into the likelihood of success for the proposed program. Community college student outcome information based on the selected TOP code and region is provided in Exhibit 11.

*Exhibit 11. 2104.00 – Human services strong workforce program outcomes, Inland Empire/Desert Region, Academic Year 2020-2021 (Unless Noted)*

<b>Strong Workforce Program Metrics: 2104.00 – Human Services</b>	<b>Inland Empire/Desert Region</b>	<b>California Region</b>
Unduplicated count of enrolled students (2021-22)	672	8,587
Completed 9+ career education units in one year (2021-22)	26%	23%
Students who attained a noncredit workforce milestone in a year (2021-22)	-	65%
Students who earned a degree, certificate, or attained apprenticeship (2021-22)	62	788
Job closely related to the field of study (2019-2020)	70%	65%
Median annual earnings (all exiters)	\$32,956	\$33,482
Median change in earnings (all exiters)	6%	24%
Attained a living wage (completers and skills-builders)	60%	49%

Sources: LaunchBoard Community College Pipeline and Strong Workforce Program Metrics

Exhibit 12 displays awards for other postsecondary education providers reported in social work programs (CIP 44.0701). Completion data is compiled from the Integrated Postsecondary Education Data System (IPEDS) for the most recent two years. Three other regional postsecondary education providers issued 73 bachelor's degree awards annually over the last two academic years.

*Exhibit 12. Other educational providers social work programs, two-year annual average credentials, Inland Empire/Desert Region, Academic Years 2019-2021*

<b>44.0701 – Social Work</b>	<b>Other Educational Providers Annual Average Credentials, 2019-21</b>
<b>California Baptist University</b>	
Bachelor's degree	0
<b>California State University, San Bernardino</b>	
Bachelor's degree	52
<b>La Sierra University</b>	
Bachelor's degree	22
<b>Total</b>	<b>73</b>

Source: IPEDS



## Summary of Findings & Recommendation

The knowledge, skills, and abilities trained by human services programs (TOP 2104.00) lead to one community college-level occupation and one bachelor's degree-level occupation. This report's recommendation focuses solely on the community college-level job. Over the next five years (2022-2027), employment for the community college-level social and human services occupation is projected to increase by 16% and have 828 annual job openings. This occupation provides median earnings of \$20.89 per hour, below the \$21.82 hourly MIT living wage standard. The 75<sup>th</sup> percentile earnings for this occupation is \$23.73 per hour, indicating that at least the top 25% of earners in this classification surpass the living wage standard.

Over the last three academic years, regional community colleges issued 104 annual average awards in human services programs (TOP 2104.00). Other regional postsecondary educational institutions issued 73 annual average awards in related social work programs (CIP 44.0701). Combined, postsecondary education providers in the region issued 177 annual average awards in human services programs.

The Centers of Excellence recommends expanding human services programs to meet the region's demand for more social and human service assistant workers. Colleges should partner with relevant employers and confirm their demand for human services workers and the skills students require to earn a living wage shortly after exiting this program.

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September 2023

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## Appendix: Occupation definitions, sample job titles, five-year projections, and earnings for human services occupations

### **Occupation Definitions (SOC code), Education and Training Requirement, Community College Education Attainment**

#### **Child, Family, and School Social Workers (21-1021)**

Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children. May assist parents, arrange adoptions, and find foster homes for abandoned or abused children. In schools, they address such problems as teenage pregnancy, misbehavior, and truancy. May also advise teachers.

**Sample job titles:** Adoption Social Worker, Case Manager, Case Worker, Child Protective Services Social Worker (CPS Social Worker), Family Protection Specialist, Family Resource Coordinator, Family Service Worker, Foster Care Social Worker, School Social Worker, Youth Services Specialist

*Entry-Level Educational Requirement: Bachelor's degree*

*Training Requirement: None*

*Work Experience: None*

*Incumbent workers with a Community College Award or Some Postsecondary Coursework: 16%*

#### **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.

**Sample job titles:** Addictions Counselor Assistant, Advocate, Clinical Assistant, Residential Care Assistant, Social Services Aide, Social Services Assistant, Social Work Assistant, Social Work Associate, Social Worker Assistant

*Entry-Level Educational Requirement: High school diploma or equivalent*

*Training Requirement: Less than one month on-the-job training*

*Work Experience: None*

*Incumbent workers with a Community College Award or Some Postsecondary Coursework: 34%*

## Appendix: Methodology

Exhibit 10 displays the average annual California Community College (CCC) awards conferred during the three academic years between 2019 and 2023 from the California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart. Awards are the combined total of associate degrees and certificates issued during the timeframe, divided by three in this case to calculate an annual average. This is done to minimize the effect of atypical variations that might be present in a single year.

Community college student outcome information is from LaunchBoard and is based on the selected TOP code and region. These metrics are based on records submitted to the California Community Colleges Chancellor's Office Management Information Systems (MIS) by community colleges, which come from self-reported student information from CCC Apply and the National Student Clearinghouse. Employment and earnings metrics are sourced from California's Employment Development Department's Unemployment Insurance database records. When available, outcomes for completers are reported to demonstrate the impact that earning a degree or certificate can have on employment and earnings. For more information on the types of students included for each metric, please see the web link for LaunchBoard's Strong Workforce Program Metrics Data Element Dictionary in the References section (LaunchBoard, 2023a). Finally, employment in a job closely related to the field of study comes from self-reported student responses on the CTE Employment Outcomes Survey (CTEOS), administered by Santa Rosa Junior College (LaunchBoard, 2023).

Table 1. 2022 to 2027 job growth, wages, entry-level education, training, and work experience required for the human services occupational group in the Inland Empire/Desert Region (Riverside and San Bernardino Counties combined)

Occupation (SOC)	2022 Jobs	5-Year Change	5-Year % Change	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 <sup>th</sup> to 90 <sup>th</sup> percentile)	Median Hourly Wage (50 <sup>th</sup> percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
Child, Family, and School Social Workers (21-1021)	4,269	538	13%	523	\$19.61 to \$39.34	\$29.56	\$61,300	Bachelor's degree & None	None
<b>Bachelor's Degree Total</b>	<b>4,269</b>	<b>538</b>	<b>13%</b>	<b>523</b>	-	-	-	-	-
Social and Human Service Assistants (21-1093)	5,443	844	16%	828	\$14.86 to \$28.23	\$20.89	\$44,500	High school diploma or equivalent and less than one month	None
<b>Community College Total</b>	<b>5,443</b>	<b>844</b>	<b>16%</b>	<b>828</b>	-	-	-	-	-
<b>Total</b>	<b>9,713</b>	<b>1,382</b>	<b>14%</b>	<b>1,351</b>	-	-	-	-	-

Source: Lightcast 2023.3