



# Program Endorsement Brief

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HUMAN SERVICES IN THE GREATER SACRAMENTO REGION

North/Far North Center of Excellence  
MARCH 2021

## Table of Contents

Summary.....	2
Introduction .....	3
Occupational Demand.....	4
Wages .....	5
Job Postings.....	6
Occupations and Job Titles .....	6
Employers .....	7
Skills and Certifications.....	7
Education and Training Requirements.....	9
Educational Supply .....	10
Community College Supply .....	10
Non-Community College Supply .....	11
Findings .....	12
Recommendations.....	13
Appendix A. Methodology and Sources.....	14

**COVID-19 Statement:** This report includes employment projection data by EMSI. EMSI’s projections are modeled on recorded (historical) employment figures and incorporate several underlying assumptions, including the assumption that the economy during the projection period will be at approximately full employment or potential output. To the extent that a recession or labor shock, such as the economic effects of COVID-19, can cause long-term structural change, they may impact the projections. At this time, it is not possible to quantify the impact of COVID-19 on projections of industry and occupational employment. Other measures such as unemployment rates and monthly industry employment estimates will reflect the most recent information on employment and jobs in the state and, in combination with input from local employers, may help validate current and future employment needs as depicted here.

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## Summary

The North/Far North Center of Excellence for Labor Market Research prepared this report to provide regional labor market supply and demand data for the selected occupations in the North (Greater Sacramento) subregion. This report is intended to help determine whether there is demand in the local labor market that is not being met by the supply from existing community college programs.

Please note other occupations, such as mental health counselors, substance abuse counselors, and social workers could be considered a part of a career pathway for human services. However, this report focuses on occupations that align to middle skill definition - that is, jobs that require more education than a high school diploma but less than a four-year degree. While the typical entry-level education of counselors and social workers is a bachelor's degree, many workers hold master-level degrees in practice. As such, those occupations have been excluded from this report.

Key findings include:

- The North (Greater Sacramento) region held just over 6,600 jobs for human services occupations in 2019. Human services jobs are projected to increase by 12% over the next five years, adding almost 800 new jobs to the Greater Sacramento area.
- Human service occupations are projected to have 885 annual openings in the North (Greater Sacramento) subregion.
- Entry-level wages for the selected human service occupations range from just below the living wage threshold to \$17.55 per hour.
- Up to 35% of incumbent workers in social and human service assistant, community health worker, and community and social service specialist roles have education levels consistent with community college offerings (some college or associate degree).
- Awards data analysis shows that postsecondary training providers conferred an average of 164 certificates and degrees in alcohol and controlled substance and human services programs over the last three academic years.

## Introduction

The North/Far North Center of Excellence was asked to provide labor market information for a proposed program at a regional community college. This report focuses on the following Standard Occupational Classification (SOC) occupations and codes:

- Social and Human Services Assistants (21-1093)
- Community Health Workers (21-1094)
- Community and Social Service Specialists, All Other (21-1099)
- For a closer review of mental and behavioral health career pathways, including counselor and social worker occupations, please see the North Center of Excellence's study "Greater Sacramento Mental and Behavioral Health Workforce Needs Assessment (December 2020)."<sup>1</sup>

A review of related programs revealed the following program(s), and Taxonomy of Programs (TOP) code(s) are appropriate for inclusion in this report:

- Alcohol and Controlled Substances (2104.40)
- Human Services (2104.00)

The corresponding Classification of Instructional Programs (CIP) code(s) are:

- Substance Abuse/Addiction Counseling (51.1501)
- Human Services, General (44.0000)

The SOC titles, SOC codes, and job descriptions from the Bureau of Labor Statistics (BLS) and O\*Net OnLine are shown below.

### **Social and Human Services Assistants (21-1093)**

Assist other social and human service providers in providing client services in various 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 help social workers develop, organize, and conduct programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

### **Community Health Workers (21-1094)**

Promote health within a community by assisting individuals in adopting healthy behaviors. Serve as an advocate for individuals' health needs by helping community residents effectively communicate 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.

### **Community and Social Service Specialists, All Other (21-1099)**

All community and social service specialists not listed separately. Please visit O\*Net OnLine for more information.

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<sup>1</sup> <http://coeccc.net/Search.aspx?id=3625>

## Occupational Demand

Exhibit 1 summarizes the five-year projected job growth for the North (Greater Sacramento) selected occupations, North/Far North, and California.

**Exhibit 1. Employment and projected demand, 2019-2024<sup>2</sup>**

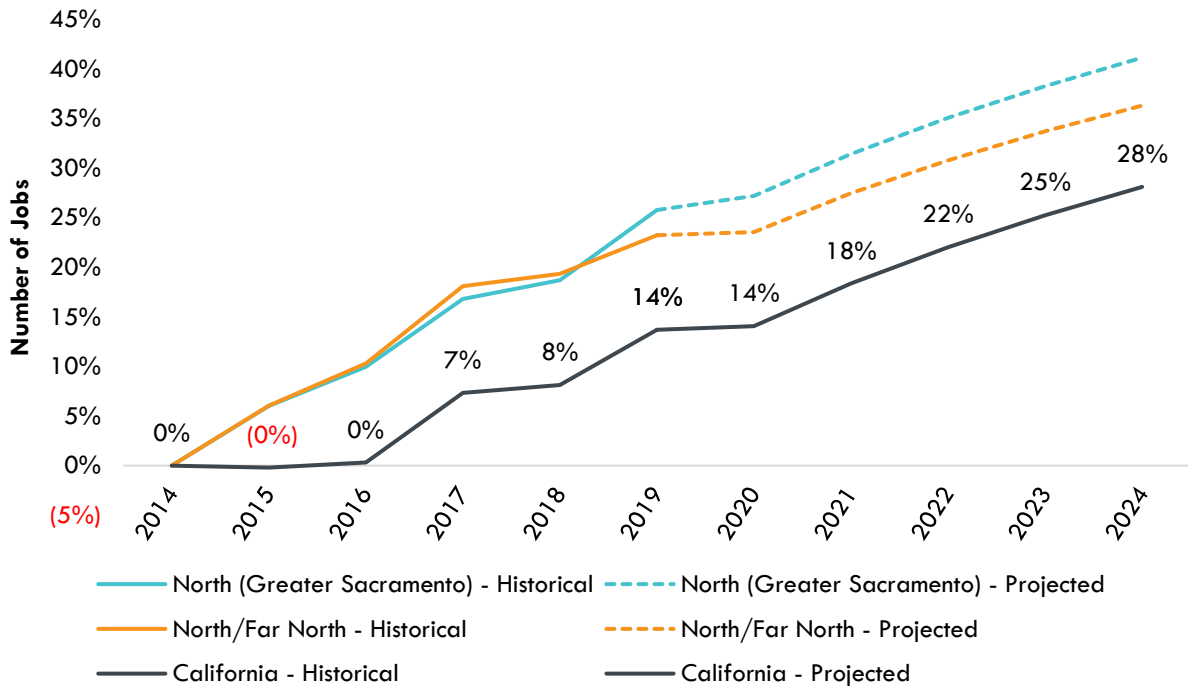
Occupation	2019 Jobs	2024 Jobs	2019-2024 Jobs Change	2019-2024 Jobs % Change	2019-2024 Annual Openings
Social and Human Service Assistants	4,909	5,553	645	13%	681
Community Health Workers	634	707	74	12%	78
Community and Social Service Specialists, All Other	1,092	1,184	92	8%	126
<b>North (Greater Sacramento)</b>	<b>6,634</b>	<b>7,445</b>	<b>811</b>	<b>12%</b>	<b>885</b>
Social and Human Service Assistants	7,187	8,000	813	11%	972
Community Health Workers	807	896	88	11%	98
Community and Social Service Specialists, All Other	1,614	1,732	118	7%	183
<b>North/Far North</b>	<b>7,797</b>	<b>9,608</b>	<b>10,628</b>	<b>1,019</b>	<b>11%</b>
Social and Human Service Assistants	56,526	64,467	7,942	14%	7,970
Community Health Workers	6,510	7,359	849	13%	822
Community and Social Service Specialists, All Other	17,133	18,501	1,367	8%	1,964
<b>California</b>	<b>70,512</b>	<b>80,169</b>	<b>90,327</b>	<b>10,158</b>	<b>13%</b>

Exhibit 2 compares the percent change in the number of jobs between 2014 through 2019 and the projected changes through 2024. The rate of change is indexed to the total number of jobs in 2014.

**Exhibit 2. Changes in employment, 2014-2024<sup>3</sup>**

<sup>2</sup> EMSI 2021.1; QCEW, Non-QCEW, and Self-employed.

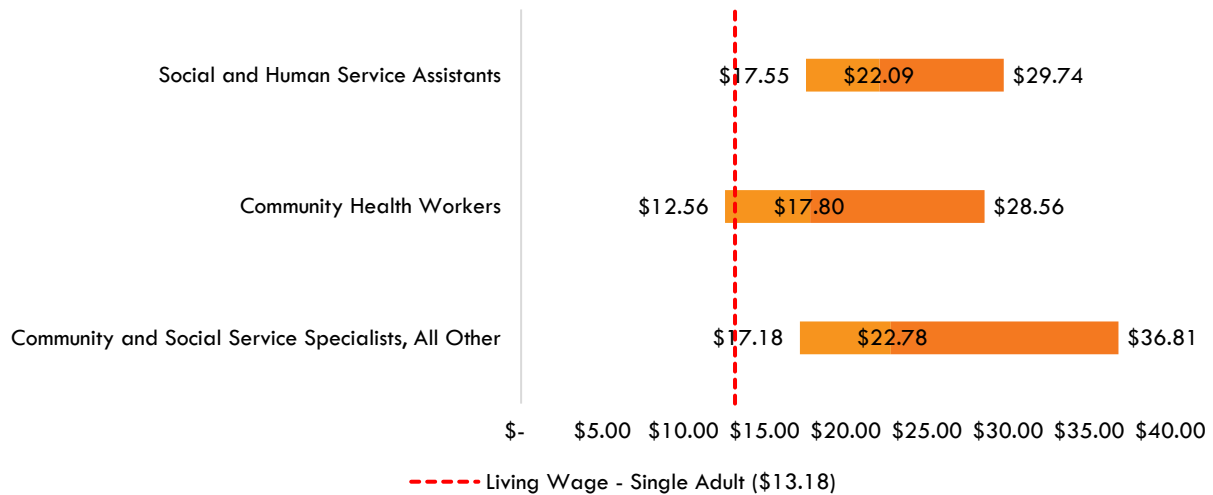
<sup>3</sup> Ibid.



## Wages

Exhibit 3 compares the entry-level, median, and experienced wages for the selected occupations to the North (Greater Sacramento) living wage for a single adult - \$13.18 per hour.<sup>4</sup>

**Exhibit 3. Comparison of wages by occupation, 2019<sup>5</sup>**



<sup>4</sup> Living wage is defined as the level of income a single adult with no children must earn to meet basic needs, including food, housing, transportation, healthcare, taxes, and other miscellaneous basic needs. The 25th-percentile and 75th-percentile hourly wages are used as proxy for entry-level and experienced-level wages.

<sup>5</sup> Ibid.

## Job Postings

This section of the report analyzes recent data from online job postings (real-time LMI). Online job postings may provide additional insight into recent changes in the labor market that are not captured by historical data. Job postings data comes from Burning Glass Labor Insights and represents new listings posted online within the last year, from March 1, 2020, to February 28, 2021. The NFN COE identified 502 new online job postings for the selected occupations in the North (Greater Sacramento) region.

### Occupations and Job Titles

Exhibit 4 details the number of online job postings for the selected occupations.

#### Exhibit 4. Number of job postings by occupation

SOC Code	Occupation	Job Postings	Share of Job Postings
21-1093	Social and Human Service Assistants	362	72%
21-1099	Community and Social Service Specialists, All Other	99	20%
21-1094	Community Health Workers	41	8%
<b>Total Job Postings</b>		<b>502</b>	<b>100%</b>

Exhibit 5 shows the top 10 job titles with the most job postings and the share of job postings. All 643 job postings included a job title.

#### Exhibit 5. Top jobs titles for selected occupations in North (Greater Sacramento)

Job Title	Job Postings	Share of Job Postings
Community Resource Specialist	21	4%
Social Services Assistant	18	4%
Outreach Specialist	17	3%
Home Visitor	17	3%
Community Development Specialist	12	2%
Resident Care Coordinator	8	2%
Community Liaison	8	2%
Safehouse Advocate	7	1%
Social Services Aide	6	1%
Program Records Coordinator	6	1%

## Employers

Exhibit 6 shows the top 10 employers with the most job postings for the selected occupations. Thirteen percent of job postings did not include an employer.

### Exhibit 6. Top employers for selected occupations in North (Greater Sacramento)

Employer	Job Postings	Share of Job Postings
Weave Incorporated	20	4%
The Mentor Network	18	4%
Sacramento Children's Home	13	3%
Progressive Employment Concepts	11	2%
State of California	9	2%
Management Trust	9	2%
International Rescue Committee	9	2%
Telecare Corporation	8	2%
Stars Behavioral Health Group	8	2%
SEIU Local 2015	8	2%

## Skills and Certifications

Exhibit 7 shows the specialized skills most requested by employers for the selected occupations. Ten percent of job postings did not include at least three skills.

### Exhibit 7. Top skills for selected occupations in North (Greater Sacramento)

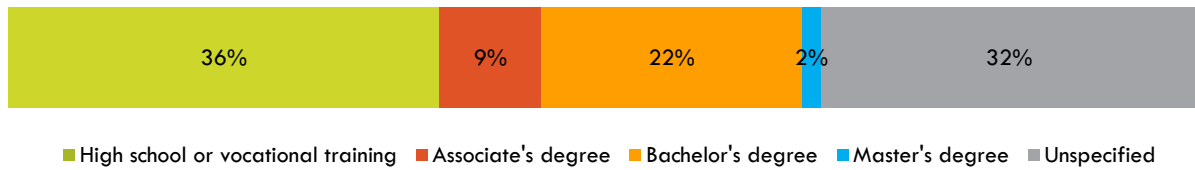
Specialized Skill	Job Postings	Share of Job Postings
Social Services	124	25%
Case Management	106	21%
Scheduling	83	17%
Customer Service	82	16%
Psychology	80	16%
Crisis Intervention	79	16%



Specialized Skill	Job Postings	Share of Job Postings
Mental Health	69	14%
Parenting	52	10%
Staff Management	50	10%
Public Health and Safety	49	10%

Exhibit 8 shows the minimum level of education required by employers for job postings within the selected occupations. Thirty-six percent of job postings did not specify a preferred education level.

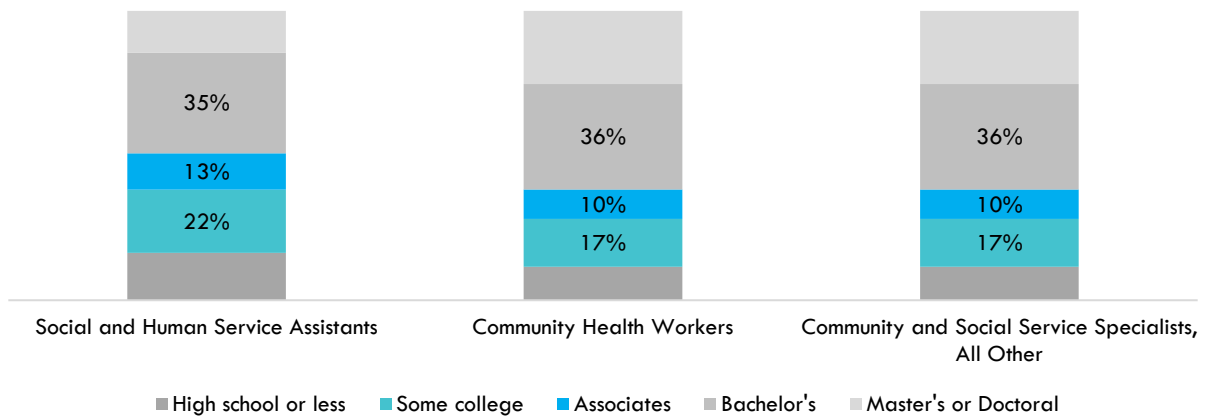
**Exhibit 8. Employer-preferred minimum education levels for selected occupations**



## Education and Training Requirements

The U.S. Census Bureau and Bureau of Labor Statistics collected data on education achieved by workers employed in occupations. Exhibit 9 shows the national-level educational attainment of the current workforce in the selected occupations.

**Exhibit 9. Educational attainment for selected occupations, 2019**



The Bureau of Labor Statistics (BLS) uses a system to assign categories for entry-level education, work experience in a related occupation, and typical on-the-job training to each occupation for which the BLS publishes projections data. Exhibit 10 shows the entry-level job requirements for the selected occupations.

**Exhibit 10. Typical education, training, and work experience for selected occupations**

Occupation	Typical Entry-Level Education Required	Work Experience Required	Typical On-the-job Training Required
Social and Human Service Assistants	High school diploma or equivalent	None	Short-term on-the-job training
Community Health Workers	High school diploma or equivalent	None	Short-term on-the-job training
Community and Social Service Specialists, All Other	Bachelor's degree	None	None

## Educational Supply

Educational supply for an occupation can be estimated by analyzing the number of awards issued in related Taxonomy of Programs (TOP) or Classification of Instructional Programs (CIP) codes. Exhibit 11 shows the TOP and CIP codes related to the selected occupations.

**Exhibit 11. Related TOP and CIP programs and codes for the selected occupations**

TOP Programs and Codes	Aligned CIP Programs and Codes
Alcohol and Controlled Substances (2104.40)	Substance Abuse/Addiction Counseling (51.1501)
Human Services (2104.00)	Human Services, General (44.0000)

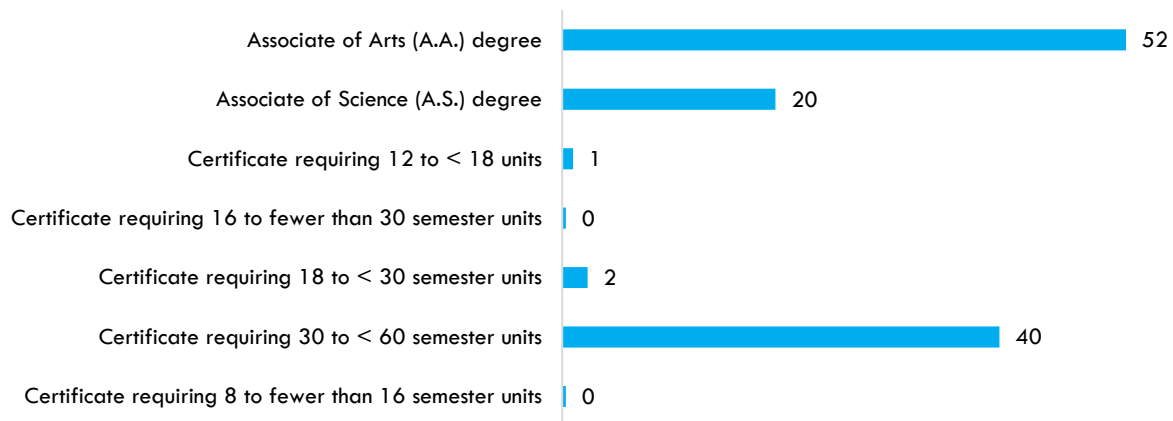
## Community College Supply

Exhibits 12 and 13 compare the average number of degrees conferred in human service programs by North (Greater Sacramento) postsecondary training providers over the last three academic years.

**Exhibit 12. Community college awards (certificates and degrees), 2017-18 through 2019-20**

Program	College	Annual Awards 2017-18	Annual Awards 2018-19	Annual Awards 2019-20	3-Year Annual Awards Average
Alcohol and Controlled Substances - 2104.40	American River	21	14	14	16
	Cosumnes River	3	7	10	7
	Lake Tahoe	0	3	1	1
	Woodland	6	9	9	8
	Yuba	10	12	15	12
	<i>Subtotals</i>		40	45	49
Human Services- 2104.00	American River	29	20	24	24
	Cosumnes River	16	19	22	19
	Woodland	8	4	3	5
	Yuba	9	5	5	6
	Folsom Lake	13	12	10	12
	Sacramento City	3	7	5	5
	<i>Subtotals</i>		78	67	69
<b>Grand Totals</b>		<b>118</b>	<b>112</b>	<b>118</b>	<b>116</b>

**Exhibit 13. Annual average awards by type, 2017-18 through 2019-20**



**Non-Community College Supply**

While many programs provide training to parallel occupations (such as social workers, counselors, and psychologists), COE focuses on programs that align with existing community college training. Transfer pathways that lead to social work and clinical psychology were excluded from this dataset.

Exhibit 14 shows the average number of degrees conferred in North (Greater Sacramento) postsecondary training providers in related programs over the last three academic years. Please note that non-community college supply data lags by one year.

**Exhibit 14. Non-community college awards (certificates and degrees), 2016-17 through 2018-19**

Program	College	Award Types	Annual Awards 2016-17	Annual Awards 2017-18	Annual Awards 2018-19	3-Year Annual Average
Substance Abuse/Addiction Counseling - 51.1501	InterCoast Colleges - Rancho Cordova	Award of at least 1 but less than 2 years	7	19	13	13
	William Jessup University	Award of at least 1 but less than 2 years	11	9	8	9
<b>Grand Totals</b>			<b>18</b>	<b>28</b>	<b>21</b>	<b>22</b>

## Findings

- The North (Greater Sacramento) region held just over 6,600 jobs for human services occupations in 2019. Social and human service assistants held nearly three-quarters of these jobs (n = 4,900). The remaining positions were held by community and social service specialists (16%) and community health workers (9%).
- Human services jobs are projected to increase by 12% over the next five years, adding 800 new jobs to the Greater Sacramento area. This new job growth is projected to occur mostly among social and human service assistants, with nearly 650 new jobs by 2024.
- Over the next five years, human service occupations are projected to have 885 annual openings in the North (Greater Sacramento) subregion. More than half of the projected openings are for social and human service assistants.
- Entry-level wages for the selected human service occupations range from just below the living wage threshold to \$17.55 per hour. Community health workers have the lowest entry-level wage at \$12.56 per hour, 62 cents below the living wage threshold for a single adult in the Greater Sacramento area. Social and human service assistants have the highest entry-level wage, at \$17.55 per hour.
- According to real-time labor market information, there were 502 online job postings for human service occupations between March 1, 2020, and February 28, 2021. Seventy-two percent or almost three-quarters of online job postings were for social and human service assistants.
- While 32% of the job postings did not specify a minimum educational level, 45% of job postings required at most an associate's degree, and 22% of job postings required a bachelor's degree.
- Between 27% and 35% of incumbent workers in the selected human service occupations have education levels consistent with community college offerings (some college or associate degree). A slightly larger share of workers (36%) holds a bachelor's degree, suggesting that a four-year degree may benefit workers seeking jobs in these occupations.
- Postsecondary awards data analysis shows that North subregion community colleges conferred an average of 116 certificates and degrees in alcohol and controlled substance and human services programs over the last three academic years. The types of awards most often conferred include the associate of arts degree (n = 52), a certificate requiring 30- to less than 60-semester units (n = 40), and the associate of science degree (n = 20).
- Between 2016-17 and 2018-19, non-community college postsecondary institutions conferred an average of 48 awards (certificates requiring at least one but less than two years) in substance abuse/addiction counseling programs in the Greater Sacramento area.
- Postsecondary awards data analysis shows that North subregion community colleges conferred an average of 116 certificates and degrees in alcohol and controlled substance and human services programs over the last three academic years. The types of awards most often conferred include

the associate of arts degree (n = 52), a certificate requiring 30- to less than 60-semester units (n = 40), and the associate of science degree (n = 20).

- Between 2016-17 and 2018-19, non-community college postsecondary institutions conferred an average of 48 awards (certificates requiring at least one but less than two years) in substance abuse/addiction counseling programs in the Greater Sacramento area.

## Recommendations

- The supply gap analysis shows that based on a three-year average of annual awards in the North (Greater Sacramento) region human services and substance abuse training programs and projected yearly openings, the region seems to have room for new training programs for these occupations.
  - Human services and controlled substance training programs issued an average of 164 awards over the last three years, and there are 1,197 projected annual openings for jobs related to human service occupations.
  - Moreover, a significant portion of projected demand is for occupations with education requirements consistent with community college offerings (i.e., middle-skill occupations). Fifty-six percent of projected annual job openings are for social and human service assistants, which requires a minimum of a high school diploma and short-term on-the-job training.
- The North/Far North Center of Excellence recommends moving forward with the program, focused on training for the selected middle-skill occupations.
- For community colleges interested in exploring mental health counselor and social work career pathways, the North/Far North Center of Excellences recommends conducting a separate analysis for those occupations, focusing on transfer-oriented tracks.

COE Recommendation		
Move forward with the program	Proceed with caution	Program is not recommended
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix A. Methodology and Sources

Occupations in this report were identified using O\*Net. This report's findings were determined using labor market data from the Bureau of Labor Statistics (BLS), U.S. Census Bureau data from Emsi, and jobs posting data from Burning Glass.

Sources used for data analysis purposes in this report include:

Cal-PASS Plus LaunchBoard. California Community Colleges Chancellor's Office.  
<https://www.calpassplus.org/LaunchBoard/Home.aspx>.

Emsi. <https://www.economicmodeling.com/>. EMSI occupational employment data are based on final EMSI industry data and final EMSI staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors).

Educational Attainment for Workers 25 Years and Older by Detailed Occupation, 2016-2017. Bureau of Labor Statistics. <https://www.bls.gov/emp/tables/educational-attainment.htm#>.

Integrated Postsecondary Education Data System (IPEDS). National Center for Education Statistics. U.S. Department of Education. <https://nces.ed.gov/ipeds/>.

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<https://labormarketinfo.edd.ca.gov/>.

Management Information Systems (MIS) Data Mart. California Community Colleges Chancellor's Office.  
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<http://www.selfsufficiencystandard.org/>

"Taxonomy of Programs." California Community Colleges Chancellor's Office. June 2012, 6<sup>th</sup> Edition.  
<https://www.cccco.edu/-/media/CCCCO-Website/About-Us/Divisions/Educational-Services-and-Support/Academic-Affairs/What-we-do/Curriculum-and-Instruction-Unit/Files/TOPmanual6200909corrected12513pdf.ashx>.

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