**Community Service Officers**

**Labor Market Information Report**

**De Anza College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

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# Recommendation

Because there are no Standard Occupational Classification (SOC) codes that align with Community Service Officer, which is an emerging occupation, traditional labor market demand data is not available.

Data was gathered from Burning Glass online job postings over the last 12 months, with a keyword search on “Community Service Officer” in the job title and then separately in the body of the job postings. This data provides some valuable information on number of job postings, as well as top job titles and top employers. However, without SOC codes, any attempt to determine a traditional labor market gap for this emerging occupation using annual openings and annual awards from TOP 2105.00 - Administration of Justice, would not add any value to understanding if there is sufficient demand to warrant a program in this emerging area.

Two pieces of data provided by De Anza College are the most relevant data points available related to determining the labor market demand for Community Service Officers:

* The proposed certificate program has been reviewed and endorsed by the South Bay Regional Public Safety Training Consortium and the Santa Clara County Police Chief's Association, who affirmed their support to address the need of local law enforcement agencies for trained and qualified CSO candidates.
* De Anza College administered a survey at the Santa Clara County Police Chief's Association meeting in June 2018, which revealed there were approximately 115 community service officers employed at different agencies throughout the county. With the improvement in the financial status of local governments, it is anticipated that agencies will increase their hiring of Community Service Officers due to the lower personnel costs and dedication to community policing.

This report also provides student outcomes data on employment and earnings for programs on TOP 2105.00 - Administration of Justice in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at colleges in the state and region, as well as to outcomes across all CTE programs at De Anza College and in the region.

# Introduction

This report profiles the Community Service Officers (CSOs) in the 12 county Bay Region and Silicon Valley sub-region (Santa Clara county) for a proposed new certificate program at De Anza College. Because CSOs are an emerging occupation, labor market information from the California EDD and similar sources is not readily available. Positions for CSOs are categorized together with those for police officers and other related roles, making it difficult to determine the demand for this occupation.

Community Service Officers are non-sworn law enforcement professionals trained to provided a wide range of non-hazardous policing functions; including property crime investigation and reporting, responding to non-injury accidents, directing traffic, and fielding public calls for information and assistance. The CSO function is a relatively recent inclusion to the law enforcement field. The classification was created to relieve sworn law enforcement officers from routine community policing duties, whereby increasing their availability to respond to emergency and hazardous enforcement duties and engage in proactive policing.

De Anza College's proposed Community Service Officer Certificate of Achievement-Advanced program was developed under the advisement of South Bay law enforcement agencies to create alternate career pathways apart from those of sworn duty officers. The proposed certificate program has been reviewed and endorsed by the South Bay Regional Public Safety Training Consortium and the Santa Clara County Police Chief's Association, who affirmed their support to address the need of local law enforcement agencies for trained and qualified CSO candidates.

In the absence of traditional labor market data, De Anza College's Administration of Justice Department conducted their own survey of local law enforcement agencies to determine their current and projected need for CSOs. This survey, which was administered at the Santa Clara County Police Chief's Association meeting in June 2018, revealed that there were approximately 115 community service officers employed at different agencies throughout the county. With the improvement in the financial status of local governments, it is anticipated that agencies will increase their hiring of Community Service Officers due to the lower personnel costs and dedication to community policing.

### Job Postings in Bay Region and Silicon Valley Sub-Region

**Table 1a. Number of Job Postings in Bay Region with “Community Service Officer” in the Job Title by Occupation for latest 12 months (April 2018– March 2019)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Occupation** | **Bay** | **Occupation** | **Bay** |
| Police Patrol Officers (33-3051.01) | 31 | Parking Enforcement Workers (33-3041.00) | 2 |
| **TOTAL** | **33** |

*Source: Burning Glass*

**Table 1b. Number of Job Postings in Bay Region with “Community Service Officer” in Body of Posting by Occupation for latest 12 months (April 2018– March 2019)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Occupation** | **Bay** | **Occupation** | **Bay** |
| Police Patrol Officers (33-3051.01) | 37 | Police, Fire, and Ambulance Dispatchers (43-5031.00) | 2 |
| Correctional Officers and Jailers (33-3012.00) | 3 | Community and Social Service Specialists, All Other (21-1099.00) | 1 |
| Medical and Health Services Managers (11-9111.00) | 3 | First-Line Supervisors of Police and Detectives (33-1012.00) | 1 |
| First-Line Supervisors of Office and Administrative Support Workers (43-1011.00) | 2 |  |  |
| **TOTAL** | **50** |

**Table 2a. Number of Job Postings in Silicon Valley sub-region with “Community Service Officer” in the Job Title by Occupation for latest 12 months (April 2018– March 2019)**

|  |  |
| --- | --- |
| **Occupation** | **Silicon Valley** |
| Police Patrol Officers (33-3051.01) | 12 |

*Source: Burning Glass*

**Table 2b. Number of Job Postings in Silicon Valley sub-region with “Community Service Officer” in Body of Posting by Occupation for latest 12 months (April 2018– March 2019)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Occupation** | **Silicon Valley** | **Occupation** | **Silicon Valley** |
| Police Patrol Officers (33-3051.01) | 17 | Correctional Officers and Jailers (33-3012.00) | 1 |
| First-Line Supervisors of Office and Administrative Support Workers (43-1011.00) | 2 | Community and Social Service Specialists, All Other (21-1099.00) | 1 |
| **Total** | **21** |

*Source: Burning Glass*

**Table 3a. Top Job Titles with “Community Service Officer” in Title of Posting for latest 12 months (April 2018– March 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Common Title** | **Bay** | **Silicon Valley** | **Common Title** | **Bay** | **Silicon Valley** |
| Community Service Officer | 26 | 11 | Community Service Specialist/Officer | 1 | 0 |
| Community Service Officer/Jailor | 2 | 0 | Intern | 1 | 0 |
| Dispatcher | 2 | 0 | Police Officer | 1 | 1 |
| Community Detention Officer | 1 | 0 |  |  |  |

*Source: Burning Glass*

**Table 3b. Top Job Titles with “Community Service Officer” in Body Posting for latest 12 months (April 2018– March 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Common Title** | **Bay** | **Silicon Valley** | **Common Title** | **Bay** | **Silicon Valley** |
| Community Service Officer | 26 | 11 | Community Service Officer/Jailor | 2 |  |
| Police Officer | 7 | 6 | Police, Support Services, Pool | 2 | 2 |
| Dispatcher | 4 |  | Community Service Specialist | 1 | 1 |
| Community Services Officer | 3 | 1 | Intern | 1 |  |
| Program Services Coordinator | 3 |  | Police Sergeant | 1 |  |

*Source: Burning Glass*

**Table 4a. Top Employers Posting Jobs with “Community Service Officer” in Title of Posting for latest 12 months (April 2018– March 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employer** | **Bay** | **Employer** | **Bay** | **Employer** | **Silicon Valley** |
| City Hayward | 5 | City Salinas | 1 | California State University | 3 |
| California State University | 4 | City San Jose | 1 | San Jose State University | 3 |
| City Monterey | 3 | City Santa Cruz | 1 | California State University Office Of The Chancellor | 2 |
| San Jose State University | 3 | City Seaside | 1 | City San Jose | 1 |
| California State University Office Of The Chancellor | 2 | Csu California Mechatronics Center | 1 | CSU California Mechatronics Center | 1 |
| East Bay Regional Park District | 2 | Jacksonville Sheriff& X2019 S Office | 1 | San Jos | 1 |
| City Berkeley | 1 | Jacksonville Sheriffs Office | 1 |  |  |
| City Concord | 1 | San Jos | 1 |  |  |
| City Fremont | 1 | Santa Rosa Junior College | 1 |  |  |
| City Newark | 1 | City Salinas | 1 |  |  |

*Source: Burning Glass*

**Table 4b. Top Employers Posting Jobs with “Community Service Officer” in Body of Posting for 12 months (April 2018– March 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employer** | **Bay** | **Employer** | **Bay** | **Employer** | **Silicon Valley** |
| California State University | 6 | City Petaluma | 1 | California State University | 4 |
| City Hayward | 5 | City Salinas | 1 | San Jose State University | 3 |
| East Bay Regional Park District | 4 | City San Jose | 1 | California State University Office Of The Chancellor | 2 |
| California State University Office Of The Chancellor | 3 | City Santa Clara | 1 | Ca Technology | 1 |
| City Monterey | 3 | City Santa Cruz | 1 | City Of Santa Clara Police Department | 1 |
| San Jose State University | 3 | CSU California Mechatronics Center | 1 | City Pleasanton | 1 |
| City Pleasanton | 2 | Foothill College | 1 | City San Jose | 1 |
| Ca Technology | 1 | Foothill De Community College District | 1 | City Santa Clara | 1 |
| City Berkeley | 1 | Golawenforcement Com | 1 | Csu California Mechatronics Center | 1 |
| City Concord | 1 | Jacksonville Sheriff& X2019 S Office | 1 | Foothill College | 1 |
| City Fremont | 1 | Jacksonville Sheriffs Office | 1 | Foothill De Community College District | 1 |
| City Newark | 1 | Santa Clara Police Department | 1 | Golawenforcement Com | 1 |
| City Of Santa Clara Police Department | 1 |  |  |  |  |

*Source: Burning Glass*

# Educational Supply

There are 23 community colleges in the Bay Region issuing 1,929 awards on average annually (last 3 years) on TOP 2105.00 - Administration of Justice. There are six colleges in the Silicon Valley Sub-Region issuing 240 awards on average annually (last 3 years) on this TOP code.

**Table 5. Awards on TOP 2105.00 - Administration of Justice** **in the Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **College** | **Sub-Region** | **Associate Degrees** | **Certificates or Other Credit Awards** | **Total Awards** |
| Cabrillo | Santa Cruz & Monterey | 18 |  | 18 |
| Chabot Hayward | East Bay | 43 |  | 43 |
| Contra Costa | East Bay | 7 | 11 | 18 |
| Deanza | Silicon Valley | 39 |  | 39 |
| Diablo Valley | East Bay | 75 | 55 | 130 |
| Evergreen Valley | Silicon Valley | 61 |  | 61 |
| Gavilan | Silicon Valley | 46 | 9 | 55 |
| Hartnell | Santa Cruz & Monterey | 88 | 36 | 124 |
| Las Positas | East Bay | 22 |  | 22 |
| Los Medanos | East Bay | 44 | 12 | 56 |
| Marin | North Bay | 6 | 2 | 8 |
| Merritt | East Bay | 31 | 5 | 36 |
| Mission | Silicon Valley | 4 |  | 4 |
| Monterey | Santa Cruz & Monterey | 19 | 31 | 50 |
| Napa | North Bay | 42 | 18 | 59 |
| Ohlone | East Bay | 9 | 3 | 12 |
| San Francisco | Mid-Peninsula | 46 | 13 | 59 |
| San Jose City | Silicon Valley | 26 | 4 | 31 |
| San Mateo | Mid-Peninsula | 56 | 22 | 78 |
| Santa Rosa | North Bay | 75 | 798 | 873 |
| Skyline | Mid-Peninsula | 34 | 10 | 44 |
| Solano | North Bay | 41 | 16 | 57 |
| West Valley | Silicon Valley | 51 |  | 51 |
| **Total Bay Region** | **883** | **1,046** | **1,929** |
| **Total Silicon Valley Sub-Region** | **227** | **13** | **240** |

# Gap Analysis

As stated in the beginning of this report, a traditional gap analysis for occupations in an emerging industry sector is challenging to accomplish since the occupation (SOC) codes do not accurately capture the emerging occupations, and therefore one is not provided in this report.

There were 33 postings in the Bay region over the last 12 months with “Community Service Officer” mentioned in the Job Title of the posting, with 12 in the Silicon Valley sub-region. There were 50 postings in the Bay region over the last 12 months with “Community Service Officer” mentioned in the Body of the job posting, with 21 in the Silicon Valley sub-region.

# Student Outcomes

**Table 6. Four Employment Outcomes Metrics for Students Who Took Courses on Administration of Justice (TOP 2105.00)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay (All CTE Programs) | DeAnza College (All CTE Programs) | State (2105.00) | Bay (2105.00) | Silicon Valley (2105.00) | DeAnaz College (2105.00) |
| % Employed Four Quarters After Exit | 74% | 69% | 80% | 82% | 84% | 84% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $10,272 | $13,610 | $19,149 | $21,456 | $8,820 |
| Median % Change in Earnings | 46% | 55% | 29% | 27% | 26% | 81% |
| % of Students Earning a Living Wage | 63% | 60% | 66% | 72% | 75% | 57% |

*Source: Launchboard Pipeline (version available on 4/9/19)*

# Skills, Certifications and Education

**Table 7. Top Skills for Job Postings with “Community Service Officer” in the Bay Region (April 2018 – March 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skill** | **Postings** | **Skill** | **Postings** | **Skill** | **Postings** |
| Public Health and Safety | 19 | Technical Support | 7 | Presentation of Evidence | 5 |
| Cardiopulmonary Resuscitation (CPR) | 13 | Animal Control | 6 | Scheduling | 5 |
| Surveillance | 13 | Community Relations | 6 | Subpoena Preparation | 5 |
| Repair | 12 | Data Entry | 6 | Telecommunications | 5 |
| Prevention of Criminal Activity | 11 | Information Systems | 6 | Adult Education | 4 |
| Surveillance System Monitoring | 11 | Record Keeping | 6 | Emergency Services | 4 |
| Issuing Receipts | 10 | Towing Vehicles | 6 | Business Process | 3 |
| Law Enforcement or Criminal Justice Experience | 10 | Warrants | 6 | Cash Register Operation | 3 |
| Customer Service | 8 | Cleaning | 5 | Criminal Justice | 3 |
| Administrative Functions | 7 | Commercial Security | 5 | Electrocardiogram (EKG / ECG) | 3 |
| Clerical Duties | 7 | Infographics | 5 | Emergency Preparedness | 3 |
| Staff Management | 7 | Phone Systems | 5 | Information Security | 3 |

*Source: Burning Glass*

**Table 8. Certifications for Job Postings with “Community Service Officer” in the Bay Region (April 2018 - March 2019)**

Note: 26% of records have been excluded because they do not include a certification.

|  |  |  |  |
| --- | --- | --- | --- |
| **Certification** | **Postings** | **Certification** | **Postings** |
| Driver's License | 35 | Community Service | 1 |
| Typing Certification | 9 | Polygraph | 1 |
| Police Officer | 8 | Public Safety Certificate | 1 |
| First Aid CPR AED | 4 | Security Guard Certification | 1 |
| CDL Class C | 1 |  |  |

**Table 9. Education for Job Postings with “Community Service Officer” in the Bay Region**

Note: 50% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |
| --- | --- |
| **Education (minimum advertised)** | **Latest 12 Mos. Postings** |
| High school or vocational training | 21 (84%) |
| Bachelor’s Degree | 0 (0%) |
| Master’s or Doctoral Degree |  4 (16%) |

*Source: Burning Glass*

# Methodology

Occupations for this report were identified by use of skills listed in O\*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://www.calpassplus.org/Launchboard/)

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor’s Office MIS system

# Contacts

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