

June 2020

# Labor Market Analysis

## Disability Services



California  
Community  
Colleges



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Prepared by the Central Valley/Mother Lode Center of Excellence

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**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.

*If for any reason this document is not accessible or if you have specific needs for readability, please contact us and we will do our utmost to accommodate you with a modified version. To make a request, contact Nora Seronello by phone at (209) 575-6894 or by email [seronellon@mjc.edu](mailto:seronellon@mjc.edu).*

# Summary

Please note the COVID-19 statement on page 2 when considering this report's findings.

This study conducted by the Central Valley/Mother Lode Center of Excellence examines labor market demand, wages, skills, and postsecondary supply for disability services. Three occupations related to disability services were identified for Taft College:

- 21-1093, Social and Human Service Assistants
- 21-1099, Community and Social Service Specialists, All Other
- 21-1094, Community Health Workers

## Key findings:

- **Occupational demand** — Nearly 5,000 workers were employed in jobs related to disability services in 2019 in the South Central Valley/Southern Mother Lode (SCV/SML) subregion. The largest occupation is social and human service assistants with 3,724 workers in 2019, a projected growth rate of 15% over the next five years, and 588 annual openings.
- **Wages** — Community and social service specialists, all other, earn the highest entry-level wages of \$17.14/hour in the subregion and \$15.87/hour in the region.
- **Employers** — Employers with the most job postings in the subregion are The Mentor Network, Westcare Foundation, and City of Fresno.
- **Occupational titles** — The most common occupational title in job postings in the subregion is social and human service assistants. The most common job title is social services coordinator.
- **Skills and certifications** — The top baseline skill is communication, the top specialized skill is case management, and the top software skill is Microsoft Office. The most in-demand certification is a driver's license.
- **Education** — A high school diploma is typically required for social and human service assistants, and community health workers. A bachelor's degree is typically required for community and social service specialists, all other.
- **Supply** — Analysis of postsecondary completions in the region shows that on average zero awards were conferred in the Central Valley/Mother Lode region each year.

Based on a comparison of occupational demand and supply, there is an undersupply of 761 trained workers in the subregion and 1,184 workers in the region. The Center of Excellence recommends that Taft College work with the Healthcare Regional Director, the college's advisory board, and local industry in the development of programs to address the shortage of disability services workers in the region.

# Introduction

The Central Valley/Mother Lode Center of Excellence was asked by Taft College to provide labor market information for disability services. Review of the Taxonomy of Programs (TOP) and Classification of Instructional Programs (CIP) found the following programs are appropriate for this analysis:

- TOP 210450 - Disability Services

The geographical focus for this report is the South Central Valley/Southern Mother Lode (SCV/SML) subregion, but regional demand and supply data has been included for broader applicability and use. The average living wage for a single adult in the South Central Valley/Southern Mother Lode (SCV/SML) subregion is \$10.30/hour.<sup>1</sup> Analysis of the program and occupational data related to disability services resulted in the identification of applicable occupations. The Standard Occupational Classification (SOC) System codes and titles used in this report are:

- 21-1093, Social and Human Service Assistants
- 21-1099, Community and Social Service Specialists, All Other
- 21-1094, Community Health Workers

The occupational titles, job descriptions, sample job titles, and knowledge and skills from the Bureau of Labor Statistics and O\*NET OnLine are shown below. O\*NET data was not available for Community and Social Service Specialists, All Other.

## **Social and Human Service Assistants**

**Job Description:** Assist 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.

**Knowledge:** Psychology, Customer and Personal Service, English Language, Therapy and Counseling, Sociology and Anthropology

**Skills:** Active Listening, Service Orientation, Social Perceptiveness, Speaking, Writing

## **Community Health Workers**

**Job Description:** Assist individuals and communities to adopt healthy behaviors. Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health. May provide information on available resources, provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid and blood pressure screening. May collect data to help identify community health needs.

**Knowledge:** Customer and Personal Service, English Language, Education and Training, Administration and Management, Medicine and Dentistry

**Skills:** Active Listening, Social Perceptiveness, Speaking, Writing, Reading Comprehension

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<sup>1</sup> The term "living wage" in Center of Excellence reports is calculated by averaging the self-sufficiency wages from the Insight Center's California Family Needs Calculator for each county in the subregion: <https://insightccd.org/tools-metrics/self-sufficiency-standard-tool-for-california/>.

# Occupational Demand

The South Central Valley/Southern Mother Lode subregion employed 4,910 workers in disability services occupations in 2019 (Exhibit 1). The largest occupation is social and human service assistants with 3,724 workers in 2019. This occupation is projected to grow by 15% over the next five years and has the greatest number of projected annual openings, 588.

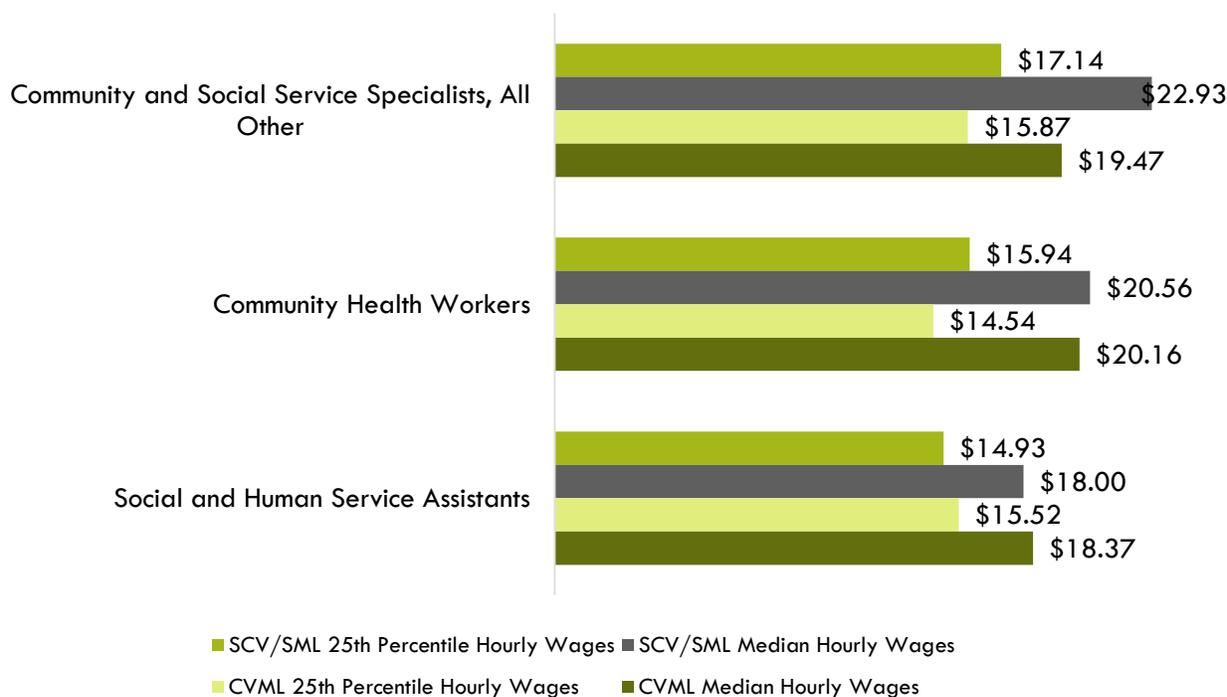
**Exhibit 1. Disability services employment and occupational projections in the SCV/SML subregion**

Occupation	2019 Jobs	2024 Jobs	5-Year Change	5-Year % Change	Annual Openings
Social and Human Service Assistants	3,724	4,287	563	15%	588
Community and Social Service Specialists, All Other	809	911	102	13%	117
Community Health Workers	377	426	49	13%	55
<b>Total</b>	<b>4,910</b>	<b>5,624</b>	<b>714</b>	<b>15%</b>	<b>761</b>

# Wages

Exhibit 2 compares the entry-level and experienced wages of the disability services occupations. Community and social service specialists, all other, earn the highest entry-level wages of \$17.14/hour in the subregion and \$15.87/hour in the region.

**Exhibit 2. Entry-level and experienced wage comparison in the SCV/SML subregion and region**



# Job Postings

There were 164 job postings for the three occupations in the SCV/SML subregion from December 2019 to May 2020. The employers with the most job postings are listed in Exhibit 3.

**Exhibit 3. Top employers of disability services workers by number of job postings**

Employer	Job Postings	% of Job Postings
The Mentor Network	12	8%
Westcare Foundation	7	5%
City Fresno	5	3%
Brookdale Senior Living	4	3%
Centro La Familia Advocacy Services Inc	4	3%
Westcare	4	3%
Encompass Health	3	2%
Enriching Lives	3	2%
Family Healthcare Network	3	2%
Kaweah Delta Health Care Dst	3	2%

Exhibit 4 shows how job postings for the targeted occupations in the SCV/SML subregion are distributed across seven O\*NET OnLine occupations. The occupational title social and human service assistants is listed in 125 job postings, followed by community and social service specialists, all other, 32. Note how postings for social and human service assistants dominate the results. Common job titles in postings include social services coordinator, 12 job postings, outreach specialist, 11 job postings, and community outreach specialist, 10 job postings.

**Exhibit 4. Top occupational titles in job postings for disability services**

Occupational Title	Job Postings	% of Job Postings
Social and Human Service Assistants	125	76%
Community and Social Service Specialists, All Other	32	20%
Community Health Workers	7	4%

## Salaries

Exhibit 5 shows the “Market Salaries” for disability services occupations that are calculated by Burning Glass which uses a machine learning model built off of millions of job postings every year, and accounts for adjustments based on locations, industry, skills, experience, education requirements, among other variables.

**Exhibit 5. Salaries for disability services**

Market Salary Percentile	Salary Amount
10th Percentile	\$28,126
25th Percentile	\$33,070
50th Percentile	\$37,879
75th Percentile	\$47,095
90th Percentile	\$57,468

## Education

Of the 164 job postings, 117 listed an education level preferred for the positions being filled. Of those, 52% requested a bachelor's degree, 46% requested a high school diploma or vocational training, and 20% requested an associate degree (Exhibit 6).

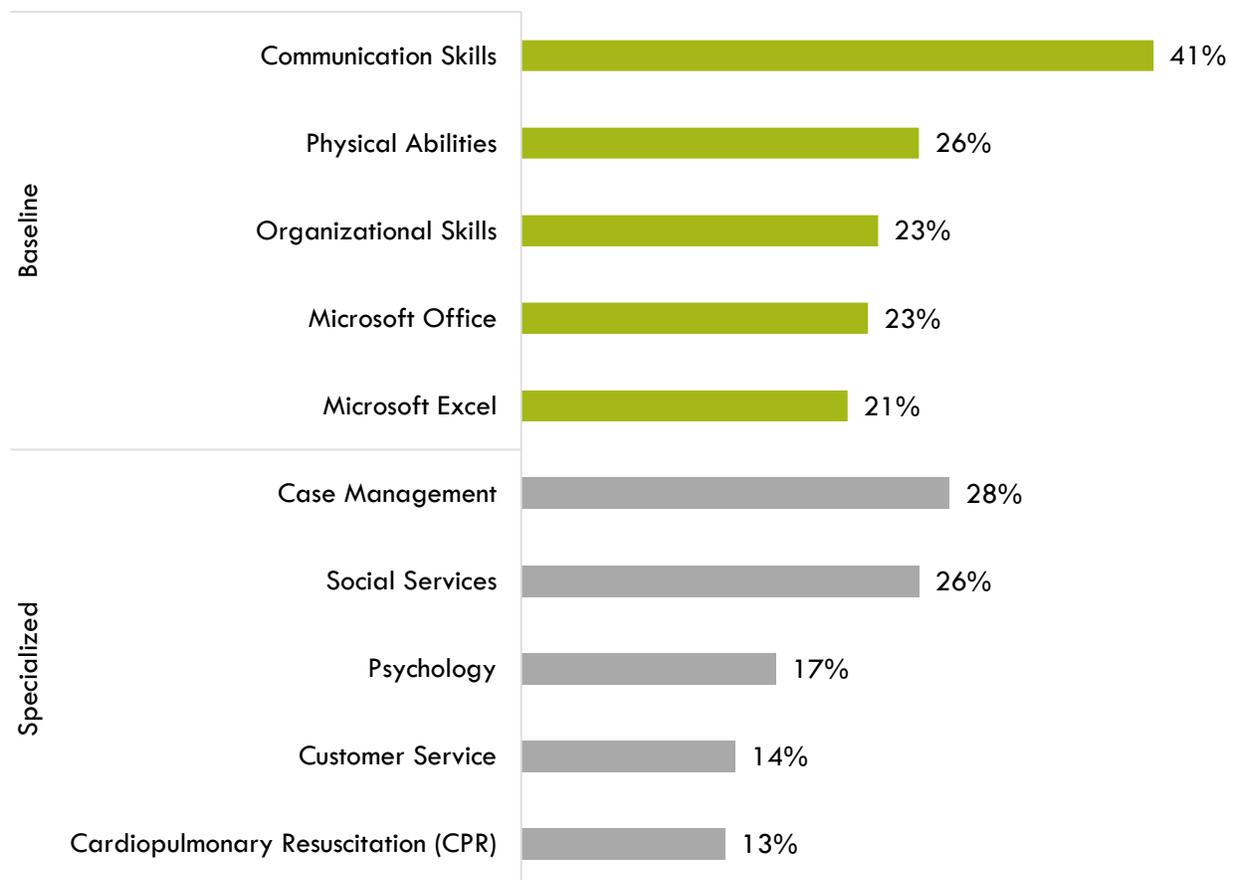
**Exhibit 6. Education levels requested in job postings for disability services**

Education level	% of Job Postings
Bachelor's degree	52%
High school or vocational training	46%
Associate degree	20%
Master's degree	4%
Doctoral degree	1%

## Baseline and Specialized Skills

Exhibit 7 depicts the top baseline and specialized skills for the targeted occupations. The three most important baseline skills are communication, 41% of job postings, physical abilities, 26%, and organizational skills, 23%. The top three specialized skills are case management, 28% of job postings, social services, 26%, and psychology, 17%.

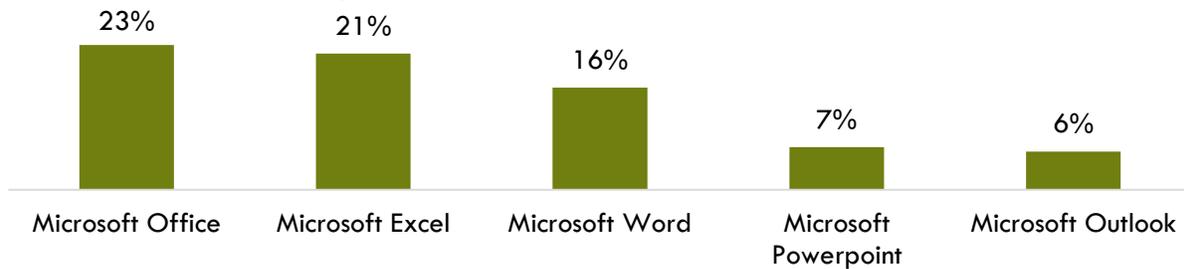
**Exhibit 7. In-demand disability services baseline and specialized skills**



### Software Skills

Analysis also included the software skills most in demand by employers. Microsoft Office and Microsoft Excel rank first and second (Exhibit 8).

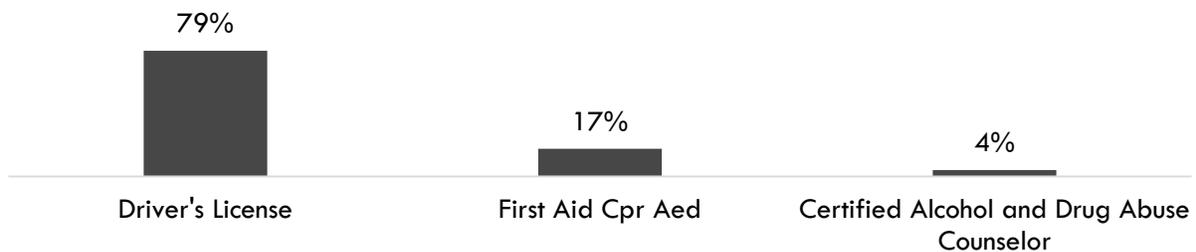
**Exhibit 8. In-demand disability services software skills**



### Certifications

Of the 164 job postings, 75 contained certification data. Of those, 79% indicated a need for a driver's license. The next top certifications are First Aid/CPR/AED and Certified Alcohol and Drug Abuse Counselor (Exhibit 9). (Due to the low number of job postings with certifications listed, the chart below may not be representative of the full sample.)

**Exhibit 9. Top disability services certifications requested in job postings**



## Education, Work Experience & Training

A high school diploma is typically required for social and human service assistants, and community health workers (Exhibit 10). A bachelor's degree is typically required for community and social service specialists, all other.

**Exhibit 10. Education, work experience, training, and Current Population Survey results for disability services occupations<sup>2</sup>**

Occupation	Typical Entry-level Education	Work Experience Required	Typical On-The-Job Training	CPS
Social and Human Service Assistants	High school diploma or equivalent	None	Short-term	35.7%
Community Health Workers	High school diploma or equivalent	None	Short-term	29.1%
Community and Social Service Specialists, All Other	Bachelor's degree	None	None	29.1%

<sup>2</sup> "Labor Force Statistics from the Current Population Survey," Bureau of Labor Statistics, <https://www.bls.gov/cps/>.

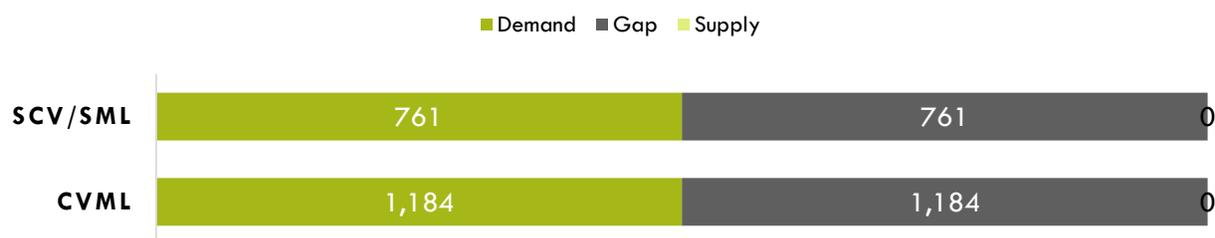
# Supply

Analysis of program data from the California Community Colleges Chancellor's Office Data Mart included the TOP code 210450 - Disability Services. Analysis of the last three years of TOP code data shows that, on average, zero awards were conferred in the Central Valley/Mother Lode region.

## Gap Analysis

There is an undersupply of 761 disability services workers in the SCV/SML subregion and 1,184 workers in the region (Exhibit 12).

**Exhibit 11. Disability services workforce annual demand and supply in the SCV/SML subregion and region**



# Student Outcomes

Employment and wage outcomes from the California Community College Chancellor's Cal-PASS Plus LaunchBoard for the TOP codes related to disability services were not available.

# Conclusion

The entry-level wages of the three occupations exceed the SCV/SML subregion's average living wage. There were 164 job postings in the past six months for occupations related to disability services in the subregion. Analysis of skills and certification requirements in job postings indicates:

- The top baseline skill is communication, and the top specialized skill is case management.
- The top software skill is Microsoft Office.
- The top certification is a driver's license.

There is an undersupply of trained workers, a shortage of 761 in the SCV/SML subregion and 1,184 in the region.

# Recommendation

Based on these findings, it is recommended that Taft College work with the Healthcare Regional Director, the college's advisory board, and local industry in the development of programs to address the shortage of disability services workers in the region.

# Appendix A: Methodology & Data Sources

## Data Sources

Labor market and educational supply data compiled in this report derive from a variety of sources. Data were drawn from external sources, including the Economic Modeling Specialists, Inc., the California Community Colleges Chancellor's Office Management Information Systems Data Mart, and the National Center for Educational Statistics (NCES) Integrated Postsecondary Education Data System (IPEDS). Below is the summary of the data sources found in this study.

Data Type	Source
Labor Market Information/Population Estimates and Projections/Educational Attainment	Economic Modeling Specialists, Intl. (EMSI). 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). Occupational wage estimates also affected by county-level EMSI earnings by industry: <a href="http://economicmodeling.com">economicmodeling.com</a> .
Typical Education Level and On-the-job Training	Bureau of Labor Statistics (BLS) uses a system to assign categories for entry-level education and typical on-the-job training to each occupation for which BLS publishes projections data: <a href="https://www.bls.gov/emp/tables/educational-attainment.htm">https://www.bls.gov/emp/tables/educational-attainment.htm</a> .
Labor Force, Employment and Unemployment Estimates	California Employment Development Department, Labor Market Information Division: <a href="http://labormarketinfo.edd.ca.gov">labormarketinfo.edd.ca.gov</a> .
Job Posting and Skills Data	Burning Glass: <a href="http://burning-glass.com/">burning-glass.com/</a> .
Additional Education Requirements/ Employer Preferences	The O*NET Job Zone database includes over 900 occupations as well as information on skills, abilities, knowledge, work activities and interests associated with specific occupations: <a href="http://onetonline.org">onetonline.org</a> .

## Key Terms and Concepts

**Annual Job Openings:** Annual openings are calculated by dividing the number of years in the projection period by total job openings.

**Education Attainment Level:** The highest education attainment level of workers age 25 years or older.

**Employment Estimate:** The total number of workers currently employed.

**Employment Projections:** Projections of employment are calculated by a proprietary Economic Modeling Specialists, Intl. (EMSI) formula that includes historical employment and economic indicators along with national, state, and local trends.

**Living Wage:** The cost of living in a specific community or region for one adult and no children. The cost increases with the addition of children.

**Occupation:** An occupation is a grouping of job titles that have a similar set of activities or tasks that employees perform.

**Percent Change:** Rate of growth or decline in the occupation for the projected period; this does not factor in replacement openings.

**Replacements:** Estimate of job openings resulting from workers retiring or otherwise permanently leaving an occupation. Workers entering an occupation often need training. These replacement needs, added to job openings due to growth, may be used to assess the minimum number of workers who will need to be trained for an occupation.

**Total Job Openings (New + Replacements):** Sum of projected growth (new jobs) and replacement needs. When an occupation is expected to lose jobs, or retain the current employment level, number of openings will equal replacements.

**Typical Education Requirement:** represents the typical education level most workers need to enter an occupation.

**Typical On-The-Job Training:** indicates the typical on-the-job training needed to attain competency in the skills needed in the occupation.