



**ECONOMIC &
WORKFORCE
DEVELOPMENT**
through the
CALIFORNIA
COMMUNITY
COLLEGES

**BUSINESS AND WORKFORCE
PERFORMANCE IMPROVEMENT INITIATIVE**



**Occupational Profile Report
For Cerro Coso Community College**

Social and Human Services Assistants

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Scope of Report

This Occupational Profile Report provides basic occupational information, projections, wages, and skills needed for Social and Human Services Assistants. Alternate Occupational Titles: Case Management Aide, Community Support Worker, Human Service Worker, Mental Health Aide, Social Work Assistant

This report includes data for Cerro Coso College's service area, which covers three counties: Inyo, CA (6027), Kern, CA (6029), and Mono, CA (6051)

Job Description & Primary Tasks

The standard job description for Social and Human Services Assistant (SOC 21-1093) is to:

Assist professionals from a wide variety of fields, such as psychology, rehabilitation, or social work, to provide client services, as well as support for families. May assist clients in identifying available benefits and social and community services and help clients obtain them. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or adult daycare.

Sample of reported job titles:

Advocate, Human Services Program Specialist, Mental Health Technician, Addictions Counselor Assistant, Caseworker, Independent Living Specialist, Activities of Daily Living Specialist, Case Manager, Family Development Specialist, Family Self-Sufficiency Specialist

Primary Tasks for Social and Human Services Assistants include:

- Provide information and refer individuals to public or private agencies or community services for assistance.
- Keep records and prepare reports for owner or management concerning visits with clients.
- Visit individuals in homes or attend group meetings to provide information on agency services, requirements and procedures.
- Advise clients regarding food stamps, child care, food, money management, sanitation, or housekeeping.
- Submit reports and review reports or problems with superior.
- Oversee day-to-day group activities of residents in institution.
- Interview individuals and family members to compile information on social, educational, criminal, institutional, or drug history.
- Meet with youth groups to acquaint them with consequences of delinquent acts.
- Transport and accompany clients to shopping areas or to appointments, using automobile.

Required Knowledge, Skills & Abilities

The required knowledge to become a successful Social and Human Services Assistant includes:

- *Customer and Personal Service* — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- *English Language* — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- *Psychology* — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- *Therapy and Counseling* — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- *Education and Training* — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- *Clerical* — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- *Public Safety and Security* — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- *Sociology and Anthropology* — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- *Law and Government* — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- *Computers and Electronics* — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

The required skill sets include:

- *Active Listening* — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- *Speaking* — Talking to others to convey information effectively.
- *Writing* — Communicating effectively in writing as appropriate for the needs of the audience.
- *Reading Comprehension* — Understanding written sentences and paragraphs in work related documents.
- *Social Perceptiveness* — Being aware of others' reactions and understanding why they react as they do.

- *Critical Thinking* — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- *Time Management* — Managing one's own time and the time of others.
- *Service Orientation* — Actively looking for ways to help people.
- *Monitoring* — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

The most important abilities are:

- *Oral Comprehension* — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- *Oral Expression* — The ability to communicate information and ideas in speaking so others will understand.
- *Speech Clarity* — The ability to speak clearly so others can understand you.
- *Speech Recognition* — The ability to identify and understand the speech of another person.
- *Problem Sensitivity* — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- *Deductive Reasoning* — The ability to apply general rules to specific problems to produce answers that make sense.
- *Information Ordering* — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- *Written Expression* — The ability to communicate information and ideas in writing so others will understand.
- *Written Comprehension* — The ability to read and understand information and ideas presented in writing.

(source: O*Net Center - Occupational Information Network, www.online.onetcenter.org)

Occupational Earnings

In 2006, hourly and annual¹ wages for full-time Social and Human Service Assistants in Kern/Inyo/Mono were:

	Hourly	Annual ¹
Low	\$7.69	\$15,995
Median	\$11.75	\$24,440
High	\$19.31	\$40,165

Statewide, the median hourly wages for this occupation in the same year were **\$13.96**.

(Source: Economic Modeling Specialists Inc., www.economicmodeling.com)

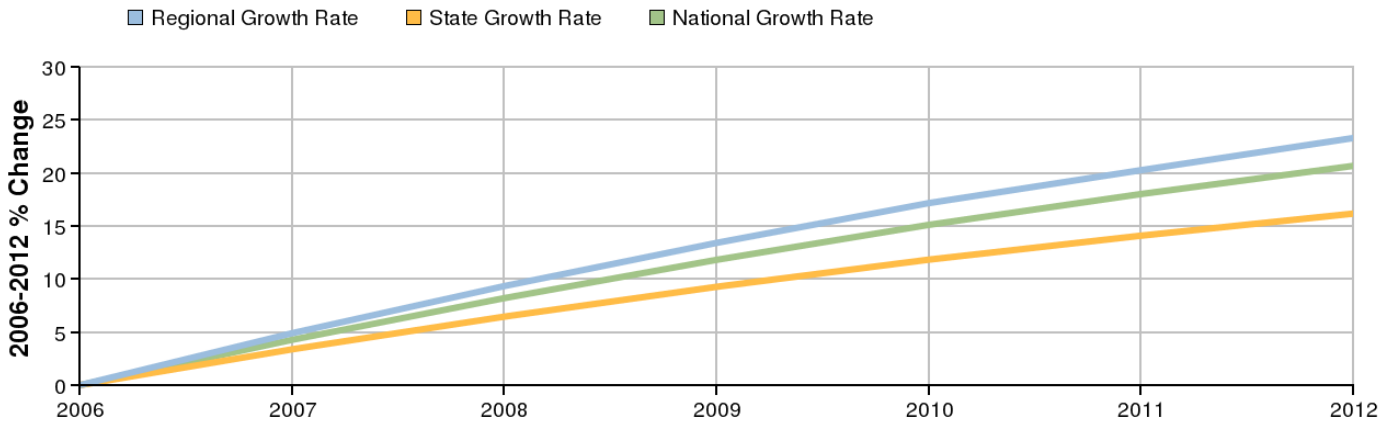
¹ Since the used source did not provide annual wages, annual pay for Social and Human Service Assistants was calculated using the following logic: hourly pay x 260 paid days a year x 8 hours a day.

Occupational Information

The Kern/Inyo/Mono area can expect rather high (23.3%) increase in jobs for Social and Human Service Assistants through 2012, which is above the average growth rate for this occupation in the state (16%). However, this growth in the region will only equate to 147 new jobs over the 5-year period.

Basic Information	
2006 Occupational Jobs	632
2012 Occupational Jobs	779
Total Change	147
Total % Change	23.29%
2006 Median Hourly Earnings	\$11.75

Occupational Job Growth Summary

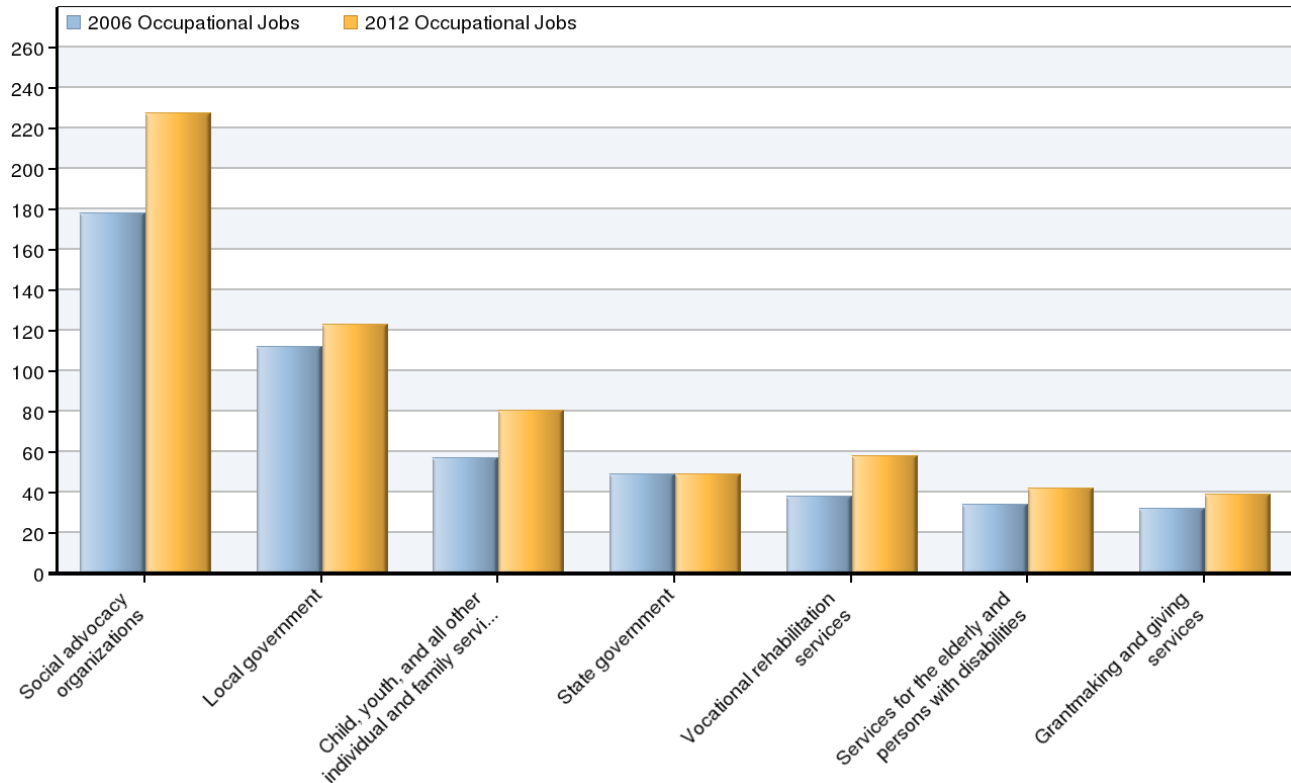


Region	2006 Jobs	2012 Jobs	Change	% Change	2006 Median Hourly Earnings
Regional (Inyo, Mono, Kern) Total	632	779	147	23%	\$11.75
State (California) Total	32,534	37,793	5,259	16%	\$14.12
National (USA) Total	362,994	438,006	75,012	21%	\$12.16

Source: EMSI Complete Employment - September 2007

Top Industries for Social and Human Services Assistants

As classified by the North American Industry Classification System (NAICS) codes, the following illustrate the top seven industries that employ Social and Human Service Assistants within Kern/Inyo/Mono area. Social advocacy organizations (NAICS 81330) and public administration industry (NAICS 93000 and 92000) employ the most Social and Human Service Assistants.

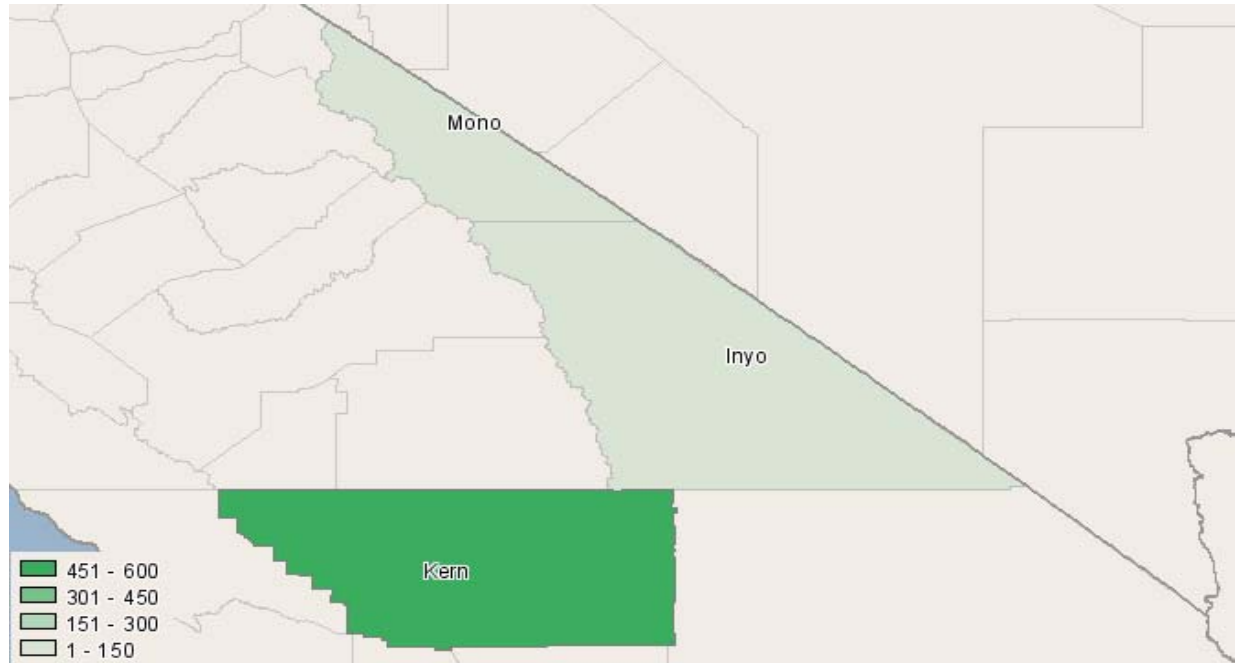


NAICS Code	Name	2006 Jobs	2012 Jobs	Change	% Change
81330	Social advocacy organizations	178	228	50	28%
93000	Local government	112	123	11	10%
6241A	Child, youth, and all other individual and family services	57	80	23	41%
92000	State government	49	49	0	0%
62430	Vocational rehabilitation services	38	58	20	53%
62412	Services for the elderly and persons with disabilities	34	42	8	23%
81320	Grantmaking and giving services	32	39	7	22%

Source: EMSI Complete Employment - September 2007

Regional Occupational Concentration

Most jobs (95% of all jobs in the three-county area) for Social and Human Service Assistants are concentrated in Kern County, and very few are in Inyo and Mono Counties.



County	2006 Jobs
Kern, CA (6029)	596
Inyo, CA (6027)	28
Mono, CA (6051)	<10

Source: EMSI Complete Employment - September 2007

Education and Training

Most Common Educational/Training Level for this occupation is moderate-term on-the-job training.

Distribution of Educational Attainment

Occupation	Percent of employees aged 25 to 44 in the occupation whose highest level of educational attainment is-		
	High School or Less	Some College	Bachelor Degree or More
Social and human service assistants	14.9%	27.9%	57.2%
Counselors, Social Workers, and Other Social Service Specialists	11.2%	19.6%	69.1%
Community and Social Services	11.3%	20.2%	68.5%
Total, All Occupations	40.5%	27.4%	32%

Source: CareerOneStop.Org

Major Employers

Some major employers for Social and Human Service Assistants in Kern, Inyo and Mono Counties are:

Merit System Services (Inyo, Mono)	(916) 263-3604
Wild Iris Women's Services (Inyo)	(760) 873-6601
Alliance Against Family Violence (Kern)	(661) 322-0931
Bakersfield Association for Retarded Citizens (Kern)	(661) 834-2272
Delano Assoc. for the Developmentally Disabled (Kern)	(661) 721-3220

(Source: California Labor Market Information Division (LMID), Select Careers 2005)

Appendix A shows social and human service organizations in the three county area.

The listing of these businesses can be provided by the Inland Empire Center of Excellence under a separate cover.

APPENDIX A: How to Utilize this Report

About Us - Description of BWPI

The Business and Workforce Performance Improvement (BWPI) initiative is focused on building the capacity of the colleges in the area of economic and workforce development to enhance their ability to deliver education and training services to businesses and workers in high growth industries, new technologies, and other clusters of opportunities.

The Centers of Excellence (COE) within BWPI provide information regarding workforce trends, increasing awareness and visibility about the colleges' economic and workforce development programs and services, and building partnerships with business and industry.

The goal is to position the colleges as THE workforce partners of choice to business and industry and ensure that college programs are current and responsive. This will contribute to the overall economic vitality of the communities in which they serve.

How to Use This Report

The Centers of Excellence within the Business and Workforce Performance Improvement Initiative of the California Community College Economic and Workforce Development Program have undertaken Environmental Scanning to provide targeted and valuable information to community colleges on high growth industries and occupations.

This report is intended to assist the decision-making process of California community college administrators and planners in addressing local and regional workforce needs and emerging job opportunities in the workplace as they relate to college programs. The information contained in this report can be used to guide program offerings, strengthen grant applications, and support other economic and workforce development efforts. This report is designed to provide current industry data that will:

- Define potential strategic opportunities relative to an industry's emerging trends and workforce needs
- Influence and inform local college program planning and resource development
- Promote a future-oriented and market responsive way of thinking among stakeholders.

This Environmental Scan included a review of the California Regional Economies Project reports and Employment Development Department (EDD) Labor Market Information (LMID) projections that cover the communities in this region, as well as many other sources as referenced.

Important Disclaimer

All representations included in this Environmental Scan product/study have been produced from a secondary review of publicly and/or privately available data and/or research reports. Efforts have been made to qualify and validate the accuracy of the data and the reported findings. The purpose of the Environmental Scan is to assist the California Community Colleges to respond to emerging market needs for workforce performance improvement.

However, neither the Business and Workforce Performance Improvement Centers of Excellence, COE host college or California Community Colleges Chancellor's Office are responsible for applications or decisions made by recipient community colleges or their representatives based upon this study including components or recommendations.

Additional Information

The Business and Workforce Performance Improvement Initiative is funded in part by the Chancellor's Office, California Community Colleges, Economic and Workforce Development Program. The total grant amount (grant number 07-305-013 for \$205,000) represents compensation for multiple documents or written reports through the Center of Excellence.

Our mission is to strengthen California's workforce and advance economic growth through education, training and job development.

APPENDIX B: GIS Map

Social and Human Service Organizations in Mono, Inyo and Kern Counties

