



## CALL TO ACTION

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## THE CSW STORY

For over a decade, Constituent Services Worldwide (CSW) has quietly reshaped the lives of D.C.'s most vulnerable residents through a homegrown model of education, experience, employment, and entrepreneurship (E4: Lifecycle). CSW was established in 2011 to continue Marion Barry Summer Youth Employment Programs created by Ward 7 Advisory Neighborhood Commissioner, Dr. Robert Jordan, after a two-term administration. CSW started with a Fairfax Village 800 sq. ft condo and a vision—to expand on the legacy of the Marion Barry and reach residents who've long been left behind. Over the course of 14 years, CSW has grown into a Capitol Hill 6,500 square foot operation that supports our Department of Labor Workforce Innovation Act (WIOA), Supplemental Nutrition Assistance Program (SNAP), Mayor's Office of Returning Citizens (MORCA), Department of Energy and Environment of Human Services (DHS) Temporary Assistance for Needy Family (TANF) programs, and over 35 small and local business entrepreneurs.

The E4 Lifecycle solution efficiently allocates

nationwide government program funds to maximize social benefits while converting government benefit recipients to contributors to the local economy tax base or higher education. Multiple investments into social services experiments subsidized by CSW has produced a formula for achieving an 87% certification rate an average investment under \$5,000 per participant. The program delivers a 2x return on investment for government and tax payers with measurable returns: reducing dependency on public assistance and turning residents into wage earners, taxpayers, college students, and even business

### CSW Media



# THE FIGHT

CSW entered 2025 with a \$5 million dollar budget and has been a \$4 million dollar company for the past two calendar years (2023 and 2024). After sweeping cuts to CSW contracts at the U.S Department of Education and Federal Communication Commission in February 2025, CSW was a \$3 million dollar company. After the D.C. budget was reset to 2024 levels and subsequent cuts to state and local DOES and DHS programs, CSW became a \$1 million dollar company. The CSW social services contracts that have been terminated or paused impact a pipeline of 400 temporary assistance for needy family (TANF), 110 supplemental nutrition assistance program (SNAP) participants, 70-100 dislocated workers, seniors, and youth, 20-30 returning citizens, and 10-15 No Benefit Scholarship (NO BS) recipients. This is the first time in the 14-year history of CSW we must fight to stay open to continue serving D.C. residents with education, experience, employment and entrepreneurship opportunities. Dr. Robert Jordan and his entire staff are fighting through September 30, 2025 to broker a solution through government, philanthropic, or foundation resources until budgets are restored.

## The School Numbers



**3,000+**  
Certifications Issued



**2,000+**  
Students Served



**92%**  
Course Completion



**87%**  
Overall Certification Rate



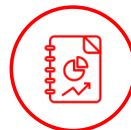
**91%**  
CompTIA A+ Certification Rate



**400**  
Annual TANF Customers



**110**  
Annual SNAP Customers



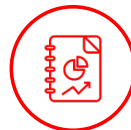
**60**  
Annual Dislocated Workers



**50**  
Annual Seniors



**20**  
Annual Returning Citizens



**10** Annual  
No Benefit Scholarship Recipients

## The School Impact

- OSSE licensed post-secondary adult education school with the largest variety of Workforce Investment Council (WIC)
- Only provider offering credentials in culinary, cosmetology, pharmacy technician, green infrastructure, special police officer, paralegal, property management, and associate degrees free of charge in the District.
- Cross-agency provider of free educational courses for Returning Citizens, TANF, Youth, and SNAP Customers
- Largest provider of Workforce Innovation Opportunity Act Individual Training Accounts (ITAs) for the past 3 consecutive years
- Largest provider of Penn Foster Associate Degrees on the East Coast (Free to TANF Participants)
- First and only Education, Experience, Employment, and Entrepreneurship (E4) Service Center operation creating jobs and incubating small business in the heart of Capitol Hill.

## Business Incubation

- 21 Small businesses established to-date through entrepreneurship program
- 35+ local business and entrepreneurship income and job generating projects per year

Support CSW



## Onsite Services

- CASAS, PearsonVue, Certiport, and ACT WorkKeys Testing Onsite
- Drug and Alcohol Testing for MORCA and OSSE onsite
- WIOA, SNAP, and TANF Technical Assistance

## Awards and Recognition

- 2012 Mayor's Sustainability Award
- 2014 Department of Youth Rehabilitative Services (DYRS) Outstanding Business Partner of the Year Award
- 2018 Best Urban BMP in the Bay (BUBBA) Award
- 2021 Alliance for the Chesapeake Bay Award
- 2023 Washington Business Journal Philanthropy Award
- 2024 National Small Business Industry Awards Finalist in the Workforce and Internship category
- 2024 Serve DC Public-Private-Partnership Award
- 2024 DISB HBCU Partner Showcase
- 2025 Moxie Award Finalist for Education (October 2025)S

## Above and Beyond

- 10 Year Partnership with UDC to build the Green Infrastructure workforce in DC
- First provider to issue laptops to TANF customers and establish supplier networks for other providers during COVID-19
- Partnered with Comcast Internet Essentials to provide free Internet Service for TANF customer during COVID-19
- Trusted to lead the District's Contact Tracing certifications as part of the Re-Open DC response
- Appointed to the Mayors Healthcare Task Force with industry peers
- Only provider to independently fund college education for DC TANF residents
- Partnered with DISB and DMPED to purchase and renovate a comprehensive social services and educational center in the heart of Capitol Hill
- Established Lean Six Sigma training as a foundational course for DCIA program