



Philosophy of Congreso's Primary Client Management (PCM™) Approach

Congreso's Primary Client Management (PCM™) approach to service delivery creates a standard for engaging, assessing, and influencing clients across all Congreso client management programs. The PCM™ approach focuses on influencing client's choices about high school graduation, participation in secondary education, and employment in a way that is both directive and client-centered. Even if a program or service does not specifically target education or employment, Congreso service providers look for opportunities to "raise the issue" of education and employment with clients in connection with the health, safety and/or crisis interventions they provide.

At the same time, the PCM™ approach recognizes the influence of health and family conditions on individual client choices. Primary Client Managers link clients to services (many within Congreso) that strengthen health and family conditions that support education and employment. PCMs look for ways to engage family members in helping the client reach their goals and may refer family and household members to needed services.

Congreso provides PCM™ services to all clients within agency client management programs. Clients ages 8 to 35 receive particular emphasis in Congreso's service strategy based on research that demonstrates the decisions of youth and young adults can determine the level of self-sufficiency for a lifetime.

Primary Client Managers provide guiding relationships for clients as they navigate lifestyle choices and the services that can influence and support them. Congreso Primary Client Managers work with clients until they reach their education, employment, health and/or family goals (with the exception of clients who refuse services or funder mandates to discharge).

Congreso clients belong to one of three service tiers. Each tier describes a different level of service intensity and/or data tracking. Congreso created the service tiers based on multiple factors including mandatory/voluntary client enrollment, frequency of contact, and expected duration of services.