

Definition of “Hot Spots”

1. Specialized services for difficult to-serve-populations – high utilizers of service who do not achieve desired clinical outcomes;
2. Services for those with the greatest unmet needs – may be defined as highest cost clients; most clinically impaired clients; or a sub-set of clients who need services and a gap in the continuum of care exists;
3. Services that divert people from more restrictive and typically higher-cost settings (eg., hospitals, jails/prisons, out-of-home placement for children, nursing facilities, etc.); and
4. Incentives to engage clients who are difficult to engage in behavioral health services and likely are costly to other systems.