

YDC Claims Administration and Settlement Fund

RESOLUTION PROCEEDING LIVE HEARING INTERVIEW SPECIAL CIRCUMSTANCES OF CLAIMANT

A Resolution Proceeding involving a live hearing of a claimant is meant to assist the Administrator in understanding events and context as recalled by a claimant and identified in a claim. A live hearing interview is conducted in a conversational manner and in a trauma-informed setting to the greatest extent possible.

Claimants should inform claims administration staff, *in advance of* a live hearing of special circumstances unique to that claimant that could impact a live hearing interview and the ability to be trauma informed, victim centered, safe and secure.

The more information pertaining to unique special circumstances of a claimant, the better the Administrator and the trauma-informed professional can perform the live hearing. There are many types of unique circumstances. Here are some examples:

- Current physical illness
- Mobility issues
- Terminal illness
- Current homelessness
- Current severe mental illness
- Current active drug use
- Current resident (in-patient) at a drug or alcohol treatment facility or recently completed or left treatment
- Current resident at a department of corrections facility or recently released
- Current personal crisis (may be unrelated to hearing although important to know)
- Dangerousness concerns
- Cognitive functioning concerns or limitations
- Communication barriers
- Hearing impairment
- Visual impairment
- Need for interpreter
- High levels of agitation
- Any other unique circumstances that could potentially adversely impact the live hearing
- Attendance of victim advocate or support person

NOTE FOR CLAIMANT'S COUNSEL: Please inform claims administration staff of special circumstances as early as possible once a resolution proceeding is selected. We understand that claimant's counsel may learn of these circumstances just prior to a scheduled hearing, and we would still like to be made aware of any individual claimant circumstances that could impact hearings.