

# 030526\_AVN-CLN- QTR-001.2\_Quote\_Register\_FNL\_FAB -DIR

## Quote Register

**Artefact ID:** AVN-CLN-QTR-001.2

**Date:** 03/05/2026

**Status:** FINAL

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*Notable verbatim utterances from the six audio files captured on 1 May 2026. Speaker attribution is taken from the corrected dual-engine transcripts (v2). Quotes are grouped by file, in order of appearance. Bracket notation [...] indicates minor cleanup of disfluencies for readability; the source transcripts retain the raw form.*

*Speaker legend: Kelly Mortazavi (case manager, Avina) shown navy. Erin Webb (client) shown red. Other (third party on phone in file 03) shown grey. File labels v1 through v6 match the original PLAUD recording IDs.*

## File v1

**Erin:** “I am literally in crisis, fight or flight. And when someone is in crisis, fight or flight, they don't need to go on a 30-day treatment center.” (*theme: treatment-refusal*)

**Erin:** “I'm not demanding. I'm fucking begging them for them to just let me get on my fucking two feet for once. No boyfriend, no distractions. Give me 30 days.” (*theme: family-finance*)

**Erin:** “I never wanted to be in L.A. I never wanted to come back here. I hated here.” (*theme: family-history*)

**Erin:** “I'm gonna kill myself, because this is the fucking nastiest shit I can fucking think of.” (*theme: threat*)

**Erin:** “How I want it is I'm going to go fucking strangle myself with a belt in my car fucking tonight and fuck all y'all.” (*theme: threat*)

**Kelly:** “They have given you a real chance.” (*theme: kelly-frame*)

**Kelly:** “You have to have an opportunity to prove yourself.” *(theme: kelly-frame)*

**Kelly:** “Go work during the day. You're only working 14 hours a week. A normal work week is 40 hours.” *(theme: kelly-confront)*

**Kelly:** “I'm trying to give you the tools to help you do this on your own.” *(theme: kelly-role)*

**Kelly:** “This is an opportunity for them to be a parent. To get you the right help, the right resources.” *(theme: kelly-frame)*

**Kelly:** “When someone is in crisis, fight or flight, what do they do?” *(theme: kelly-confront)*

### **File v3**

**Kelly:** “Well, this is Kelly. She's a favorite of my family to do what they should be doing. We're about 30 minutes away.” *(theme: kelly-identification)*

**Kelly:** “I am through her mental health opinion. I was hired by her family a few months ago that she was navigating the eviction process and everything like that.” *(theme: kelly-engagement-summary)*

**Kelly:** “We have been giving her everything that she needs in order to make an option for her. Figuring out job options, housing options, treatment options.” *(theme: kelly-engagement-summary)*

**Kelly:** “She's 34 years old. She can make a decision on her own. She's over the age of 18. She can go to prison if she wants to or not.” *(theme: kelly-frame-autonomy)*

**Kelly:** “Today, we have to be out of here by 5 p.m. We've been with movers for the last three days. She keeps refusing to do anything.” *(theme: kelly-context-eviction)*

**Other:** “Will you send it to my mom? Because I got something I want to say.” *(theme: erin-family)*

### **File v4**

**Erin:** “They don't get to just keep, like, blocking me away.” *(theme: family-relationship)*

**Kelly:** “Erin, we're down to the wire and to the crisis zone.” *(theme: kelly-time-pressure)*

### **File v5**

**Kelly:** “When you tell me you're going to kill yourself in your parents' front yard tonight with a belt, I'll tell the cops. It's all documented.” *(theme: kelly-recording-referenced)*

**Kelly:** “I'm not forcing you into anything, but will you tell me if you're going to hang yourself with a belt tonight?” *(theme: kelly-direct-question)*

**Erin:** “You've had an opportunity to speak.” *(theme: erin-rebuttal)*

## **File v6**

**Erin:** “I'm so heartbroken that my family is fucking not showing up.” (*theme: family-distress*)

**Erin:** “I told myself like BPD yesterday. I'm like, I don't have BPD. I've been tested.” (*theme: clinical-self-assessment*)

**Erin:** “I'm gonna make everybody pay. By putting an end to my suffering.” (*theme: threat*)

**Erin:** “I do, I wanna be better. I wanna do all the right things. Even if it doesn't seem like I'm trying, I'm fucking trying.” (*theme: ambivalence*)

**Erin:** “I need somebody to give a fuck.” (*theme: family-distress*)

**Kelly:** “I am trying to give you a fuck.” (*theme: kelly-direct-care*)

**Kelly:** “You're in a legal situation.” (*theme: kelly-frame*)

**Kelly:** “We cannot keep wasting time anymore.” (*theme: kelly-time-pressure*)

**Kelly:** “I have everything recorded on tape as well. It's part of my contract.” (*theme: kelly-recording-referenced*)

## **File v2**

No quotes. The 2-minute audio fragment contained no usable speech. Both transcription engines returned hallucinated boilerplate text in place of speech, confirming the audio is silence or non-speech background.