

SAMPLE—Family Disturbance

Volunteer Name/VA number

Date

On this date, I received a page to contact

NAME

DOB

PHONE NUMBER

Spanish Speaker

by phone in reference to a family disturbance that involved her son. With the assistance of a Language Line interpreter, I contacted **XXX**. I introduced myself and explained my role as a TCSO Volunteer. I explained the ways in which Victim Services could possibly assist her. **XXX** stated that she was interested in receiving information about counseling, however, she was currently driving and unable to write down information. **XXX** stated I could call her back in an hour when she returns home.

Later on this date, I contacted **XXX** by phone with the assistance of a Language Line interpreter. I inquired as to what occurred with her family today. **XXX** stated that she often has difficulty awakening her children for school in the morning. Today, she stated that she told her children she would not be taking them to school if they are not on time because she did not want to be late for work. **XXX** then stated that her son:

NAME

DOB

became upset and grabbed her. At this time, her other son,

NAME

DOB

stepped in to stop **XXX** from being aggressive. At one point, **XXX** punched a wall and injured his hand. **XXX** was then taken to Dell Children's Hospital for medical treatment. **XXX** stated that while at Dell Children's, she was informed by the hospital social worker that **XXX** did not want to see her. **XXX** then had her brother come pick up **XXX** and take him to his home to spend the night, so that there would not be further conflict at **XXX**'s home in the morning. **XXX** described that **XXX** is often aggressive and difficult to manage. She inquired about residential, therapeutic treatment or detention for **XXX**.

I provided **XXX** information on youth and family counseling services in Travis County. I gave her several numbers and advised her to speak with one of these counselors for information on what she can do to best help **XXX**. I also provided her with the number to TCSO Victim Services for any further questions or needs.