

# **Suicide and Mental Health Crisis Intervention on Transit Webinar**

**Mia Veltri, Program Analyst**

Office of System Safety

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U.S. Department of Transportation  
Federal Transit Administration

# Agenda

- Overview
- Guest Speakers
  - Substance Abuse and Mental Health Services Administration
  - San Francisco Suicide Prevention
  - Bay Area Rapid Transit
  - Utah Transit Authority
- Updated Mental Health Resources
- Q&A



# Overview

**Discuss suicide prevention and mental health crisis intervention on transit. Speakers will provide information on available resources, and share experiences and lessons learned from successful interventions.**

## Goals:

- To make transit workers aware of the federal and local tools at their disposal
- For transit workers to hear experiences and lessons learned from transit employees who've managed successful interventions

# Guest Speakers

## Substance Abuse and Mental Health Services Administration



Stacey Palosky

## San Francisco Suicide Prevention



Kimmera Wilson

## Bay Area Rapid Transit



Curtis Zedd

## Utah Transit Authority



Dalan Taylor



## 988 Suicide & Crisis Lifeline Overview

**Stacey Palosky**

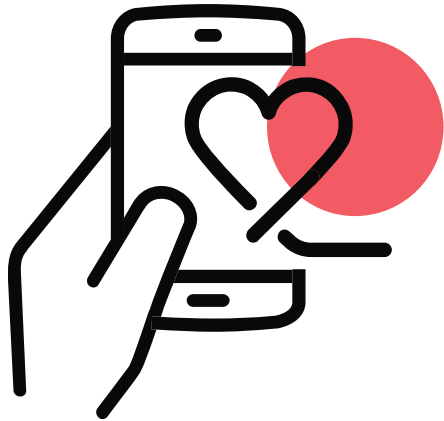
988 Chief Digital Communications Officer  
Substance Abuse and Mental Health Services  
Administration (SAMHSA)





## **The 988 Suicide & Crisis Lifeline helps thousands of people overcome crisis situations every day.**

- 988 connects people needing emotional and/or substance use help or someone who is concerned about a person struggling to trained, caring counselors.
- People can access 988 via text, call, or chat.
- 988 is free to use and available to everyone in the U.S., 24/7.
- Specialty services are available for Veterans, Spanish-speakers, LGBTQI+ youth and young adults, and those who are Deaf and Hard-of-Hearing.
- Additional language services are available for more than 240 languages beyond Spanish.



**988 is a safe space, open 24/7, to talk about whatever is bothering you or someone you care about. If you contact 988, trained and caring counselors will:**

- Listen to you and work to understand how your problem or a loved one's problem is affecting you or them.
- Provide support, work on safety planning, and share other resources that can offer additional support.

**The primary goal of 988 is to provide support for people in suicidal crisis or mental health-related distress in the moments they need it most and in a manner that is person-centered.**

## People who call 988 are given five options to connect to a caring, trained counselor:

- **Press 1** to connect with the **Veterans Crisis Line**
- **Press 2** to connect with the national **Spanish Subnetwork**
- **Press 3** to connect with national **LGBTQI+ support for youth and young adults**
- **Remain on the line** and be connected to a **counselor** who can listen and provide **local support resources**.
- **Press 0** to bypass the message and connect directly

## People who text/chat 988:

- **LGBTQI+** subnetwork, **text "PRIDE" to 988**, or chat [988lifeline.org](https://988lifeline.org)
- **Spanish-language** support national subnetwork, **text "AYUDA" to 988**, or chat [linea988.org/chat](https://linea988.org/chat)
- **Remain on the text/chat** and be connected to a **counselor** who can listen and provide **support resources**

## Deaf and Hard-of Hearing Service

- **For Videophone services**, dial 988 directly on a videophone to connect with crisis counselors who can communicate in ASL
- Select **"ASL Now"** from [988lifeline.org](https://988lifeline.org) for service in American Sign Language





People connect with 988 to get help with a lot of things. This list is by no means exhaustive. People can connect with 988 for whatever reason, anytime, anywhere.

- Thoughts of suicide
- Drinking too much or drug use
- Anxiety
- Sexual orientation
- Feeling depressed
- Mental and physical illness
- Loneliness
- Trauma
- Relationship
- Economic Worries



**988 is proven to work and helps thousands of people every day.**

Research has shown that after speaking with a skilled, compassionate counselor from 988, most people are significantly more likely to feel:

- less depressed
- less suicidal
- less overwhelmed
- more hopeful



***Someone to talk to. Someone to respond. A safe place for help.***



**988:** Someone to talk to; Now in all states and territories



## **Crisis Care System:**

Vision: 988 connects people who need it to community-based care:

- Mobile crisis care
- Stabilization centers
- Providers
- Peer support
- Tools and resources
- Behavioral health crisis services



# 988 Resources

## Two Websites for 988



### Information and Promotional Materials:

 [samhsa.gov/988](https://www.samhsa.gov/988)

- **FAQs, Lifeline History, News and other related information**
- **Partner Toolkit/Resource Library with print and digital marketing materials**
- **Goal:** Help organizations understand and promote 988



### For People Needing Help:

 [988lifeline.org](https://www.988lifeline.org)

- **Direct access to 988 Lifeline counselors** for people who need care or those helping loved ones
- Google-optimized for people using online search
- **Goal:** Provide information and access to 988 for people in distress.



# Find Materials in the 988 Partner Toolkit

Home » Find Help » 988 Suicide & Crisis Lifeline » 988 Partner Toolkit

## 988 Partner Toolkit

The 988 Partner Toolkit is a resource center for social media, video, print, radio, FAQs, messaging, and other marketing materials that can be used to promote the 988 Suicide & Crisis Lifeline. It is designed for states, territories, tribes, crisis centers, communities, emergency service providers, and other partners to speak with one voice so there is a clear understanding about the 988 Lifeline and how it works.

Partners can use or adapt these outreach materials and build upon them with their community coalitions to meet the needs of their specific audiences. Some products, such as videos with no music, are designed to be customizable for what partners may need for various platforms.

[Learn more about the 988 Suicide & Crisis Lifeline](#)  
[Understand 988 Logo and Branding](#)  
[Get 988 End Cards for Media](#)

### Resources

Search Our Resources  Search Sort by Featured View

#### Filters

Target Audience >

Resource Population ▾

- Hispanic or Latino Americans (37)
- LGBTQIA+ (13)
- Black or African Americans (4)
- Deaf or Hard of Hearing (3)
- Rural Populations (2)
- American Indian and/or Alaska Natives (2)
- Farmers (2)
- Older Adults (1)

Language >

Resource Type >

[Warning Signs for Adults: Video](#)  
Publication Date: November 2023  
Share this video to help people learn the warning signs of suicide in adults.

[Warning Signs for Youth: Video](#)  
Publication Date: November 2023  
Share this video to help people learn the warning signs of suicide in youth.

[Build a Safety Plan: Video](#)  
Publication Date: November 2023  
Share this video to raise awareness of the importance of building a safety plan before a moment of crisis.

[You Matter PSA: Video](#)  
Publication Date: October 2023  
Share this video to raise awareness that the 988 Lifeline is a resource for those struggling with their mental health.

[The 988 Lifeline's Impact on Mental Health: Video](#)  
Publication Date: October 2023  
Share this video to raise awareness about the successes of the 988 Lifeline and the importance of reaching out when struggling with your mental health.

## SAMHSA's 988 Partner Toolkit

<https://www.samhsa.gov/find-help/988/partner-toolkit>

### Contains:

- Print materials: Stickers, Magnets, Wallet Cards, Posters, Bumper Stickers, Notecards
- Fact Sheets
- FAQs
- Key Messages
- Social Media Images and Content

### Searchable by:

- Target Audience and Resource Population
- Language



# How Transit Systems Can Use 988: Signage

**988** SUICIDE & CRISIS  
LIFELINE



- Put 988 on signage & publicize these efforts
  - FTA Safety Advisory 22-4: Suicide Prevention Signage on Public Transit
  - Jan 2023 FTA webinar on signage

# Other Ways Transit Systems Can Use 988

- **Those in contact with the public can share 988 as a resource**

- Tell people about 988
- Distribute wallet cards, stickers, other materials
- Post on transit system social media channels
- Use the 988 selfie board at community events

- **Share 988 with employees**

- Include in employee newsletters and emails
- List with other mental health resources
- Place posters in employee-only locations
- Tell your colleagues

- **Encourage friends and family to use 988**

- Get a yard sign or bumper sticker
- Post on personal social media channels
- Bring it up in conversation

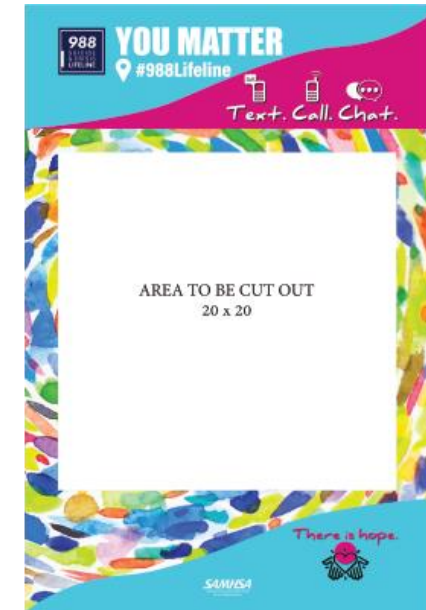
- **Use it yourself!**

Magnets



Stickers

Selfie Board



Yard Sign





[Sign up](#) for 988 email updates on [www.samhsa.gov/find-help/988](http://www.samhsa.gov/find-help/988) (scroll to the footer on the home page) and follow the instructions below:

- 1 Enter your email address.
- 2 Scroll to “Behavioral Health Topic Areas.”
- 3 Select “Suicide Prevention.”
- 4 Click “Subscribe.”





Thank you!

Feel free to post questions in the chat.



SAN FRANCISCO  
SUICIDE  
PREVENTION



Felton  
institute

**Kimmera Wilson**

[kwilson@felton.org](mailto:kwilson@felton.org)

# HOW TO REACH SFSP



## Call or Text 24/7:

Crisis Line: 415-781-0500 (local)

HIV Nightline: 415-434-2437 or  
1-800-273-2437

Drug Line: 415-362-3400 (local)

Relapse Line: 415-834-1144 (local)

Crisis, Youth and HIV Text: 415-200-2920

***We answer 988 calls for SF!***

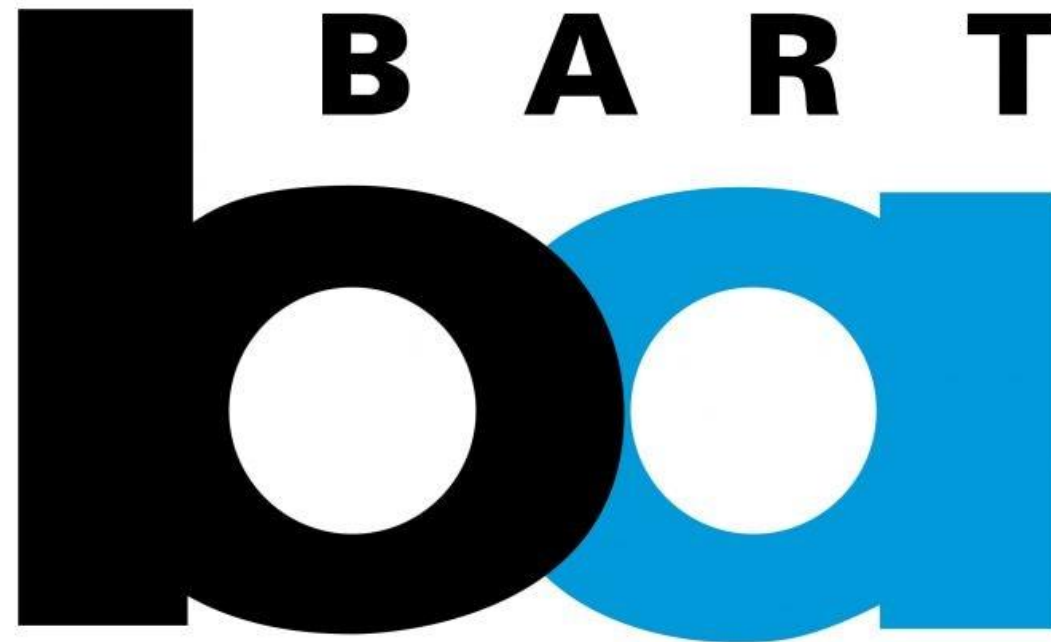
## Why Call SFSP

- Experiencing behaviors that are concerning, i.e., suicidal thoughts or feeling depressed
- Worried about a friend or family member
- Need someone to talk to- you don't have to be suicidal to call

Additional resources available at [sfsuicide.org](https://sfsuicide.org)

# HOW TO HELP

1. Express concern and ASK Directly: “I’ve noticed \_\_\_\_\_. I care about you and want to help. *Are you thinking of suicide?*”
2. Assess for Safety/Plan: Ask “*Do you have a plan to end your life?*”
3. Find out when: Ask “*When were you planning to go through with your plan?*”
4. Remove the method: *work to remove/throw away/ lock up anything that is part of a suicide plan i.e., medication or weapon*



**Curtis Zedd**

[CZedd@bart.gov](mailto:CZedd@bart.gov)





“These things affect a lot of us transportation workers,” he said. “It’s something that station agents deal with every day; they’re usually the first people to come into contact with anybody having a mental health crisis.”

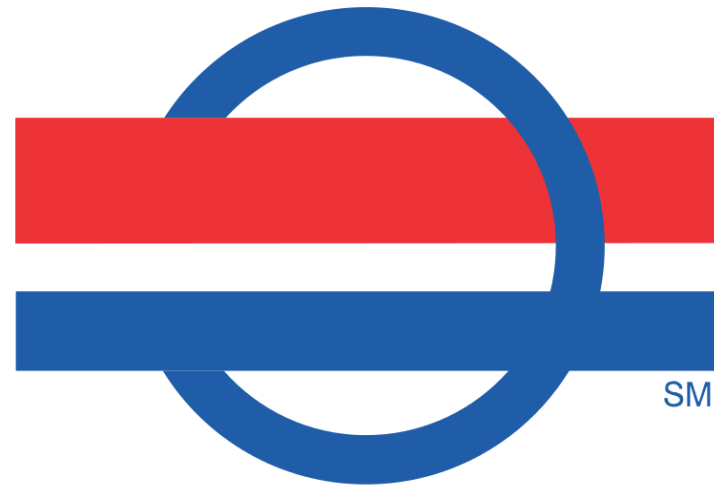
“When we see people who are in trouble, who need help, we try to help them. We sympathize with them,” he said.

Read Curtis Zedd’s story here: <https://tinyurl.com/4s6fcr9p>

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**Dalan Taylor**

[DTaylor@rideuta.com](mailto:DTaylor@rideuta.com)



# Utah Transit Authority Police Department

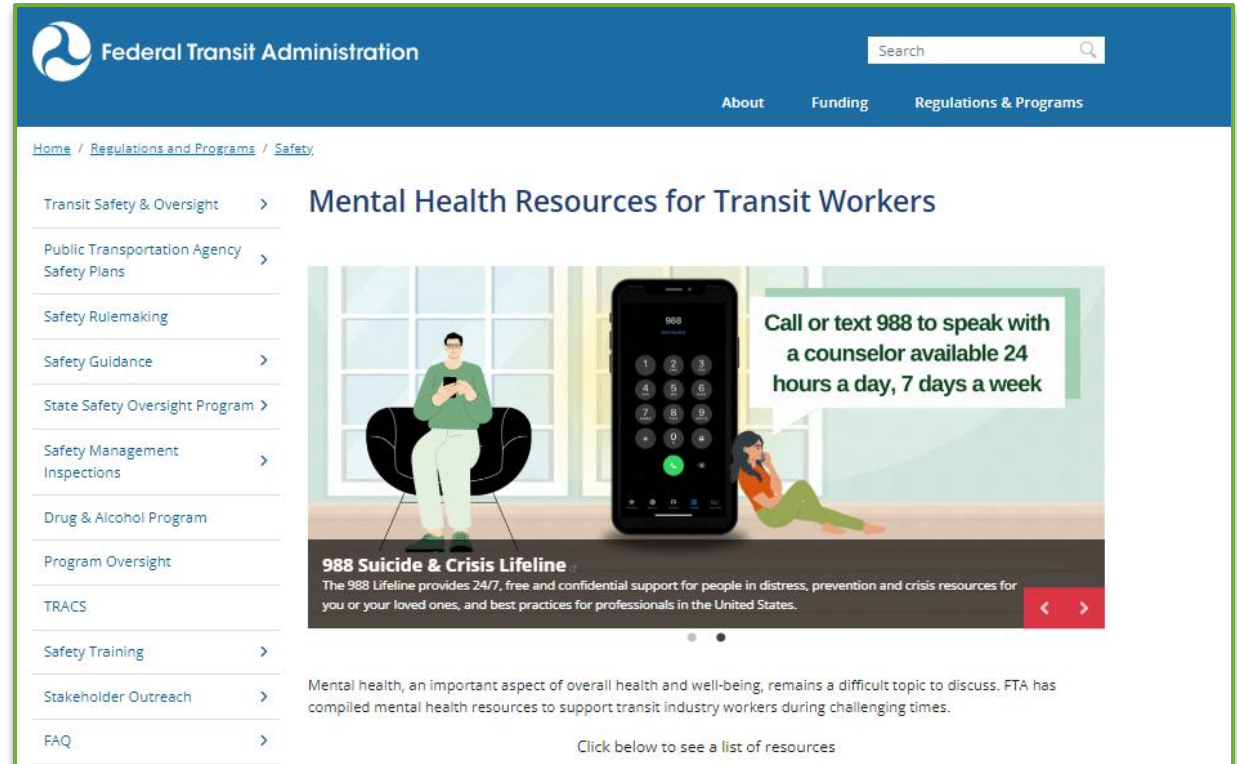


Crimes against property include: Arson, Burglary, Vandalism, Embezzlement, Forgery, Fraud, Theft

# Updated FTA Mental Health Resources

To support the transit industry, FTA has updated its mental health webpage with new toolkits, handouts, articles and more!

Check out the [webpage](#)



The screenshot shows the Federal Transit Administration website. The header includes the FTA logo, the text "Federal Transit Administration", a search bar, and navigation links for "About", "Funding", and "Regulations & Programs". The breadcrumb trail reads "Home / Regulations and Programs / Safety". A left-hand navigation menu lists various safety-related topics with right-pointing chevrons: "Transit Safety & Oversight", "Public Transportation Agency Safety Plans", "Safety Rulemaking", "Safety Guidance", "State Safety Oversight Program", "Safety Management Inspections", "Drug & Alcohol Program", "Program Oversight", "TRACS", "Safety Training", "Stakeholder Outreach", and "FAQ". The main content area is titled "Mental Health Resources for Transit Workers". It features a large illustration of a person sitting in a chair talking on a phone, a smartphone displaying a dial pad for 988, and another person sitting on the floor talking on a phone. A text box says "Call or text 988 to speak with a counselor available 24 hours a day, 7 days a week". Below the illustration is a section for "988 Suicide & Crisis Lifeline" with a brief description: "The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States." At the bottom of the main content area, there is a paragraph: "Mental health, an important aspect of overall health and well-being, remains a difficult topic to discuss. FTA has compiled mental health resources to support transit industry workers during challenging times." and a link: "Click below to see a list of resources".

# Q&A



# Thank You

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