



Why Choose NC RAI

Nearly 2/3* of your colleagues agree they would engage mental health and wellness services to deal with personal or professional challenges or learn preventative coping strategies. And, 85%* of your colleagues believe that using services does not make someone weak or unfit for duty.

** Based on a 2023 survey of 1,759 NC public safety professionals.*

RAI provides the support you need from the beginning of your career through retirement. We offer a range of free, confidential services for all NC public safety partner agencies and emergency services personnel including law enforcement, fire, emergency medical services, emergency management and telecommunicator/dispatch responders. Additional eligibility extends for NCDPS sworn and nonsworn employees, spouses, and dependents.

YOUR CONFIDENTIALITY IS KEY

RAI respects your confidentiality and privacy. Health records and your communications with RAI clinicians and peers are protected by law, with exceptions only due to imminent risk of harm to self or others. Contact us for additional information.

TO ACCESS RAI SERVICES

We want to hear from you. Additional details are available by calling our confidential, toll-free line at

866-731-6901

Request information by email at
NCEM.RAI.ResourceRequest@ncdps.gov

or viewing our website at
ncdps.gov/RAI

Scan
for more
information!



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Responder Assistance Initiative

**Support for public safety personnel
on the job and at home**



Emergency Management
NC DEPARTMENT OF PUBLIC SAFETY

Our Services

The North Carolina Responder Assistance Initiative (RAI) houses a sustainable, confidential continuum of virtual and in-person wellness resources that connects North Carolina first responders to an integrated safety net of gold standard peer teams and trusted professionals.

Services include:

WELLNESS AND READINESS

Reduce barriers and stigma to improve access to services that promote positive mental health and wellness.

- Resiliency coaching
- Wellness training and education
- Bridge to additional services

BEHAVIORAL HEALTH

Provide access to no-cost, confidential care that aligns with the unique needs of the public safety community.

- Individual Therapy
- Couple/Family Therapy (DPS Staff)
- Group therapy
- In-person and Telehealth

PEER SUPPORT AND CONSULTATION

Professionally trained peer coordinators and consultants.

- Leadership consultation
- Critical incident support
- Peer training
- Support groups

Our Team

The RAI strives to ensure quality and excellence.

Our team is staffed with professionals who understand the realities of the public safety professions and have experience working with public safety personnel. Each team member provides culturally informed and high-quality care for the range of concerns affecting this professional group.

“The clinicians I have been exposed to have all been culturally competent, making my experience that much more effective because they understand the challenges of this profession.”

- Quote from 2023 RAI evaluation survey

Our Peers

Our peers come from public safety/ first responder backgrounds and have experienced many of the critical and traumatic events inherent to these professions. They are an invaluable resource to those facing similar challenges.

