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INTERNATIONAL WORKSHOP · 2026

Seoul Metropolitan Psychological Support Center

A Trusted Partner for the Mental Health of Seoul Citizens

서울시광역심리지원센터 · Seoul Metropolitan Psychological Support Center



Organization Overview

Legal Basis

Seoul Metropolitan Government Ordinance on Psychological Support ('25.7.14 Amended)

Organization

Seoul Metropolitan Psychological Support Center

Opening Date

October 25, 2024

Location

17 Sejong-daero, Jung-gu, Seoul · 20th Floor (227 m²)

Operating Entity

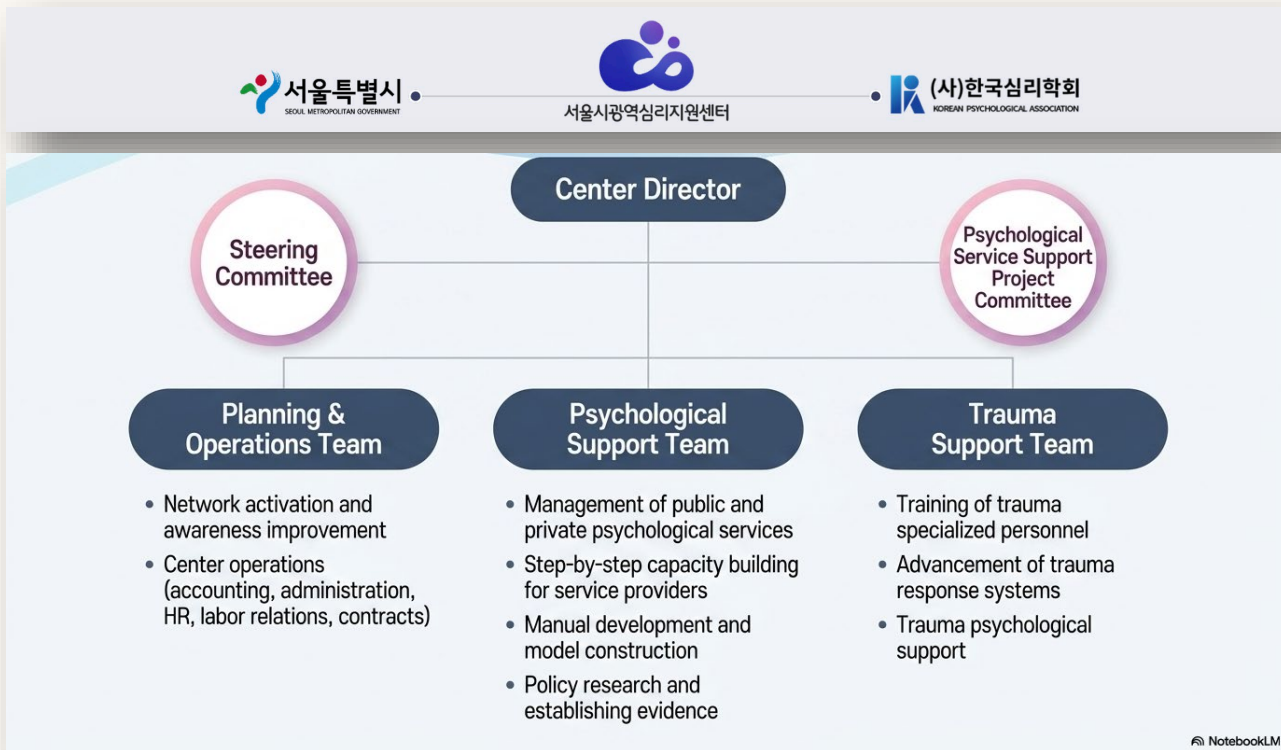
Korean Psychological Association (Inc.)

Organization & Staff

3 teams · 12 persons (Director ×1 · Team Leaders ×3 · Staff ×8)



Operational and Organizational Structure



Need for Seoul's Psychological Support Program

01 Expanding Prevention-oriented Support

Current system focuses on severe clinical treatment — prevention-oriented expanded support remains inadequate.

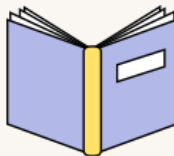
- Managing depression, anxiety & sub-clinical psychological issues
- Daily stress management to improve quality of life
- Preventing symptom deterioration through mild-issue management



02 High-Quality Service Delivery

Framework for quality psychological services delivery and provider management urgently needed.

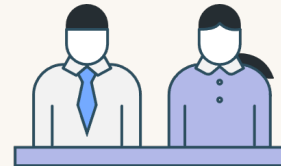
- Ensure all Seoul citizens can access quality-assured services
- Establish systematic management of service providers
- Promote evidence-based service & policy recommendations



03 Integrated System Collaboration

Integrated support through public-private institution linkage needs to be established.

- Eliminate blind spots in the psychological support system
- Build public-private institution linkage networks
- Unify service systems to enhance continuity & efficiency



Implementation Framework

MISSION

Improving the quality of life for Seoul citizens through psychological service support and collaboration

VISION

- **Leading evidence-based psychological support services**
- **Serving as the central hub of Seoul's psychological support system**

STRATEGY

- 1** Control tower function for Seoul's public & private psychological support programs
- 2** Building and operating a high-quality psychological service model in the field
- 3** Policy research and network development for sustainable Seoul-type psychological services

Core Projects

01

Public & Private Psych. Service Management

- Psychological service monitoring system
- Quality evaluation / Consulting / Online info
- Provider capacity building training (EPIC)
- Tailored supervision mentoring
- Trauma response system operation
- Trauma specialist training & management
- Disaster alert & on-site psychological response

02

Psychological Service Model Building

- Seoul-type manual development & distribution
- Evidence-based manuals for Trauma · Suicide · Self-harm
- Operational guidelines & quality standards guide
- Trauma psychological support (1:1 service)
- Mind Care Bus on-site operation

03

Policy Research & Network Building

- Policy research & evidence building
- Psych. service outcomes analysis
- Policy recommendations
- Network activation & awareness improvement
- MOU & collaboration with related organizations
- Online media management
- Publication of periodicals



01

Building a Standardized Evidence-based Psychological Service System



Public & Private Psych. Service Provider Management: Monitoring

Provider Monitoring

TARGET · Public & private psychological service providers in Seoul

CONTENTS

Expanding monitoring operations to enhance high-quality psychological service delivery:

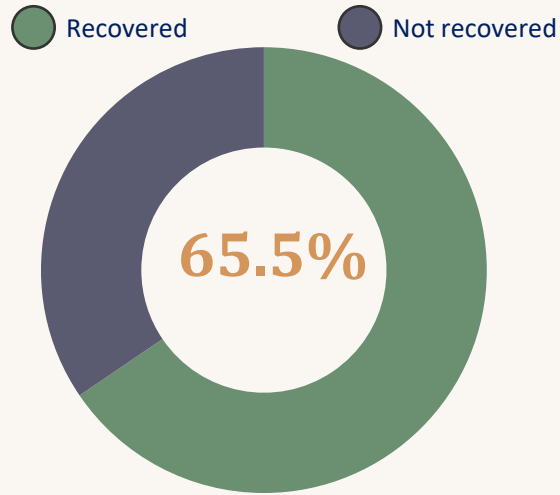
- Regular on-site district inspections
- Electronic monitoring & tracking system
- Provider performance evaluation



Monitoring Results: Recovery Rate Analysis

Psych. Counseling Voucher Program Service User Recovery Rate

Among users with 'moderate' or above depression or anxiety in pre-assessment, proportion whose depression & anxiety both dropped to 'mild' or below (n=691)



[Ref.] Recovery Rate Formula

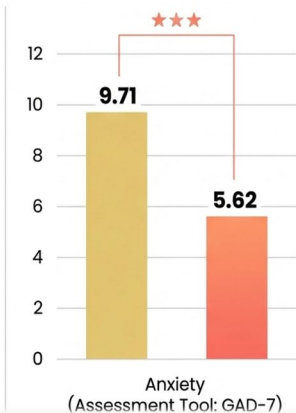
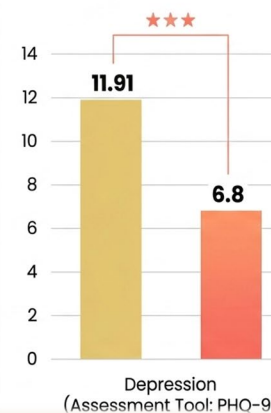
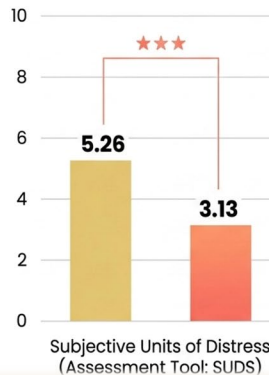
Users whose depression & anxiety scores were both 'mild' or below in post-assessment

Users scoring 'moderate' or above on depression or anxiety in pre-assessment

× 100

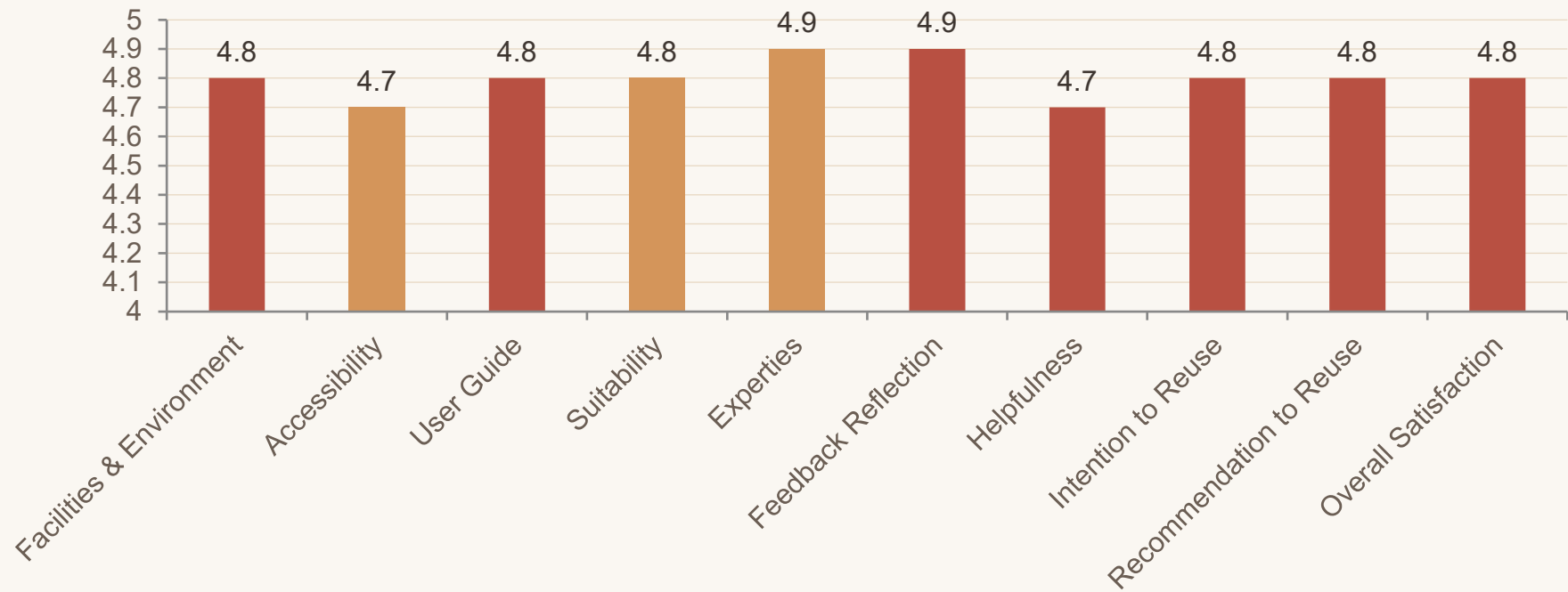
Evaluation of Key Symptoms

(Mean Score)



Monitoring Results: Service Satisfaction Analysis

Psych. Counseling Voucher Program — Average Satisfaction Score by Item



Scale: 1–5 · Based on 2025 Monitoring Data

Public & Private Psych. Service Provider Management: Quality Evaluation

During on-site inspections of Seoul district offices, SMPSC staff accompany evaluators to conduct quality assessments

Provider Training

Pre/Post Assessment

Service Quality

Satisfaction Survey

Outcome Tracking



Public & Private Psych. Service Provider Management: Consulting

General Consulting

2025 · March

Seoul City Psych. Counseling Voucher Program
Consulting on operational direction and monitoring framework



Specialized Consulting

2025 · July

Seoul City Psych. Counseling Voucher Program
Tax and accounting specialized consulting for operators



Public & Private Psych. Service Provider Management: Online Information Service

Online Provider Information Platform

For user convenience,
online posting of institution information

Target

Public and private psychological service providers in Seoul

Contents

Detailed information on Seoul psychological service institutions and providers (location, counselor info (gender, credentials, specializations, etc.))



One-on-one counseling session

Psych. Service Provider Capacity Building: Training Development & Operation

Capacity Building Training for Psych. Service Providers

E

Evidence-based

P

Practice-oriented

I

Interdisciplinary

C

Comprehensive



Supervision Mentoring

Case-centered tailored supervision for provider capacity building

Through provision of case-centered tailored supervision opportunities, strengthening the professional competencies of psychological service providers across Seoul.



Psych. Service Provider Capacity Building: Training Development & Operation



Apr

Proposal Review & Selection



May

Contract Revision



Jun-Jul

Curriculum Development



Jul-Oct

Training Operation & Report



2025 Curriculum Topics

- Ethics & Law in Psychological Services · Child & Adolescent Psych. Services
- Community Service Linkage · Multicultural & Underserved Populations
- Understanding Key Mental Health Medications · Chronic Disease Interventions
- Evidence-based Interventions for Depression & Anxiety
- Evidence-based Interventions for Suicide & Self-harm

Deliverables

- ≡ Lecture Notes
- 📖 Training Manual
- 🎬 Recorded Lecture Videos
- 📊 Final Report

Development & Distribution of Seoul-type Psych. Service Manuals

Seoul-type Trauma Recovery Psychological Service Manual

'Seoul-type Trauma Recovery Psychological Service Manual' developed in '24



Trauma Program Manual

'Trauma program manual for disaster response personnel' developed in '25



Operational Guidelines & Quality Standards Guide

'Seoul-type Psychological Service Guidelines: Mind Counseling Center Operation Manual' developed in '25





02

Rapid & Sustained Field-centered Trauma Psychological Support Services

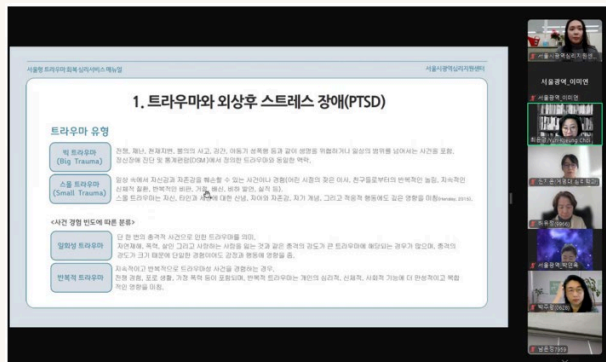


Trauma Response System Operation

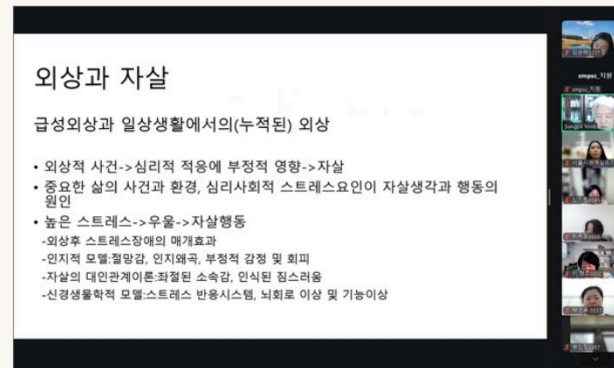
Building Citizens' Psychological Safety Net through Enhanced Trauma Response & Recovery Support Systems



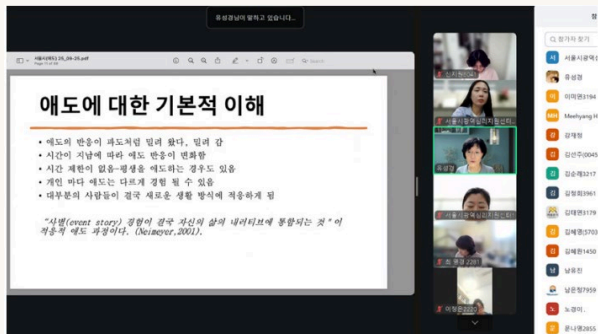
Trauma Specialist Training



1st Training (Utilizing Seoul-style Trauma Recovery Psychological Service Manual)



2nd Training (Suicide Intervention for Trauma Survivors)



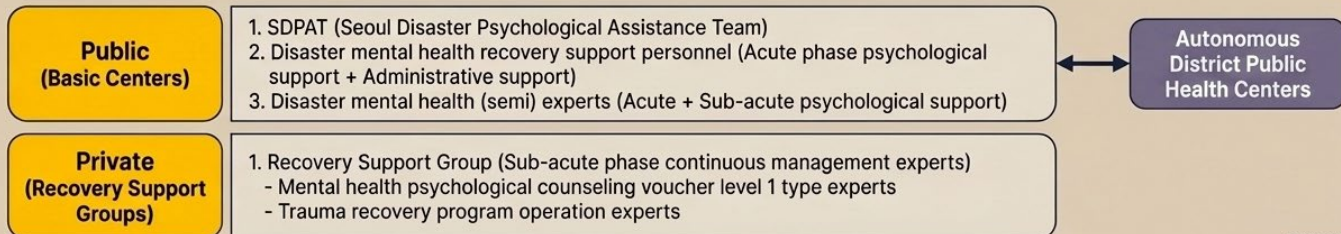
3rd Training (Grief Counseling)



4th Training (Psychological First Aid)

Trauma Response System Enhancement: Standing Pre-disaster System

Seoul Disaster Mental Health Operating System



Trauma Response System Enhancement: On-site Disaster Response

01

Situation Notification

Immediately recognize the disaster and disseminate the situation so all relevant agencies understand simultaneously (Seoul Disaster & Safety Ordinance Art. 17)

02

Situation Assessment

Before deciding on psychological support, assess the disaster scale and status of those affected — then determine the response level

03

On-site Response

Per disaster psychology plan:
psychological stabilization ·
high-risk group linkage ·
acute stress reaction
information provision

04

Ongoing Management

Continuous management of high-risk group + linkage for trauma recovery (Trauma Recovery Program) ·
monitoring (3, 6, 12 months)

Trauma Response System Enhancement: On-site Disaster Response



Large-scale Disaster — Acute Phase



Large-scale Disaster — Chronic Phase

Trauma Response System Enhancement: Inter-agency Collaboration

Partner Network

Trauma-related Inter-agency Collaboration



Together in Recovery

Development of Trauma Program Manual,
'Together in Recovery' (PoED-based manual for
disaster response personnel)



Trauma Psychological Support: 1:1 Psychological Service Operation

Seoul-type Trauma Recovery Psych. Service — Distribution

Building on the 『Seoul-type Trauma Recovery Psychological Service Manual』 developed in 2024, the center distributes and implements this evidence-based protocol across service networks.



Pilot Operation — 1:1 Service for ‘Seoul-type Trauma Recovery Psychological Service’

Incidents Served:

- ✈ Jeju Air passenger aircraft crash
- 🕳 Myeongil-dong sinkhole incident
- 🏢 Other public institution referrals



Trauma Psychological Support: 1:1 Service — Outcomes

Symptom Recovery

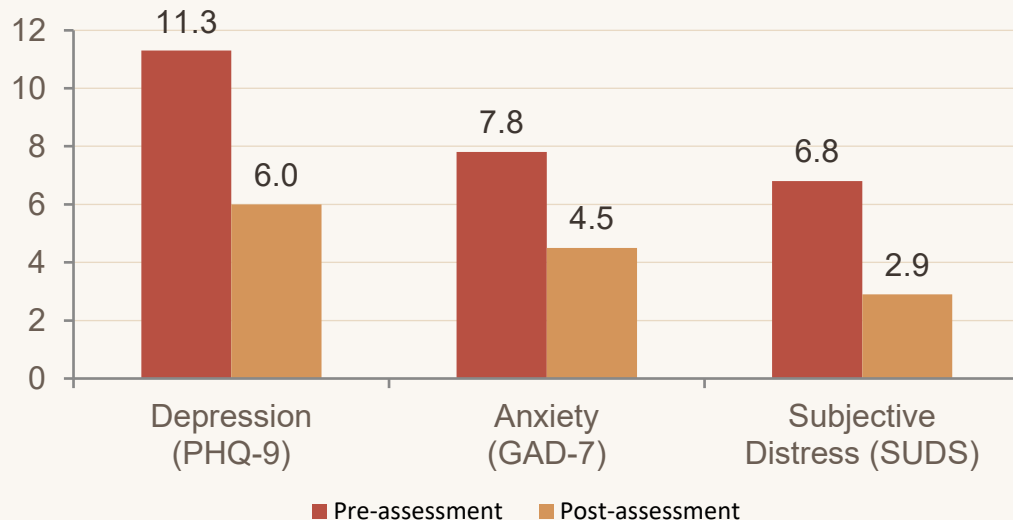
40%

Recovery rate:
4 of 10 users showed full symptom
recovery

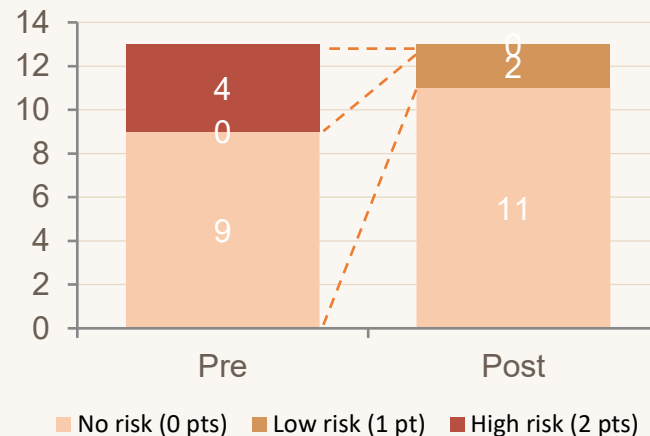
Suicide Risk Reduction

4→0

High-risk self-harm cases
pre: 4 persons → post: 0 persons



Suicide Risk Distribution



Trauma Psychological Support: Mind Care Bus On-site Operation

Mind Care Bus — Mobile Psychological Support Service



Exterior · Vehicle



HRV Stress · Measurement



Professional · Counseling



Mindfulness · Session

TARGET

Regular: Seoul citizens

During disasters: Trauma response personnel · Disaster survivors · Bereaved families

SERVICES



HRV-based Stress Measurement



Stress Counseling by Mental Health Professional



Stress-related Information Provision



03

Policy Research & Network Governance Building



Policy Research & Evidence Building: Outcomes Analysis & Policy Recommendations



Research Meetings



Policy Reports

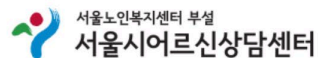


Seoul Psychological Service
Policy Report



Network Activation & Awareness: Related Organizations MOU & Collaboration

2024



2025



MOUs Signed

Network Activation & Awareness: Related Organizations MOU & Collaboration



MOU Signed

Seoul Social Isolation Prevention Center ('25.8.13)



**Inter-agency Collaboration
& Support Linkage**

Center Promotional Booth Operation



Network Activation & Awareness: Online Media Management



Website

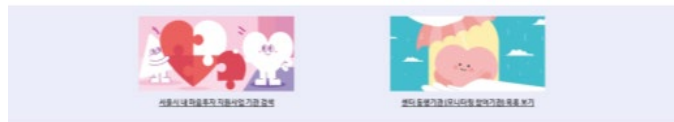
Launched July 2025

서울시공적십자지원센터



서울시공적십자지원센터는

서울시민에게 공공과 민간의 교류를 심화서비스를 제공하기 위해 다양한 심화서비스 기능을 연계하여, 서울을 넘어가려는 심화서비스를 활용자를 구축·운영하는 기관입니다.



현재 사항

2025년 서울시공적십자지원센터 운영계획 수립(2025. 8. 20)

12월 12일(수) 심화서비스 운영계획 수립(2025. 8. 20)

12월 12일(수) 심화서비스 운영계획 수립(2025. 8. 20)

12월 12일(수) 심화서비스 운영계획 수립(2025. 8. 20)



Instagram

Status as of June 2026



smps12

서울시공적십자지원센터

계정종류: Public Service

서울시공적십자지원센터는 서울특별시 심화서비스 운영 계획 제1호 등에 따라 법령에 근거하여 서울시 심화서비스업 운영 권한을 담당하는 전문조직에 역할을 수행할 목적으로 운영되고 있으며, 시민의 심화서비스를 지원하고 있습니다. 더 보기

blog.naver.com/smps12 제 3화

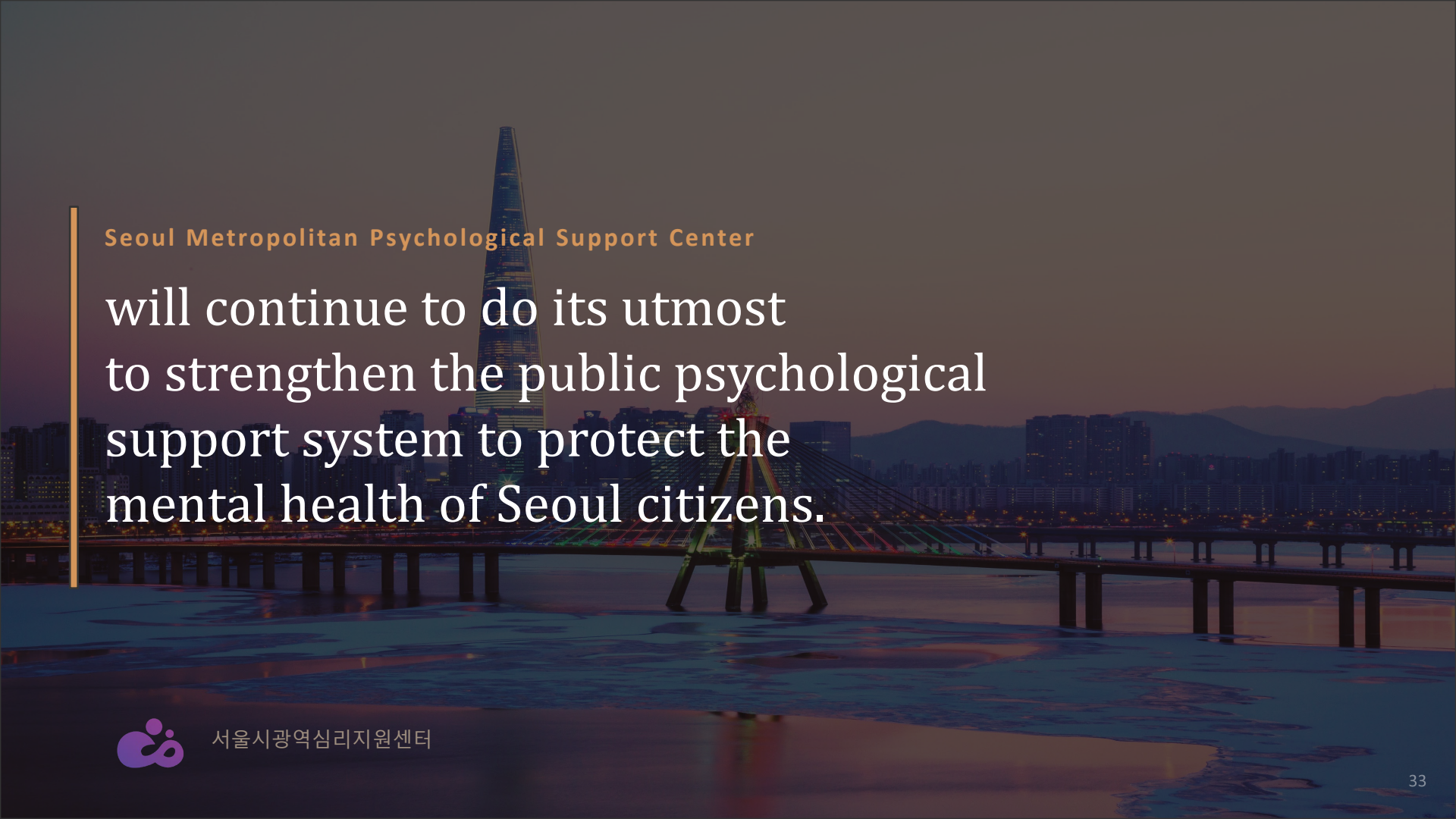
프로필 편집

보관함 보기



24 장기간활동 24 활동부서 24



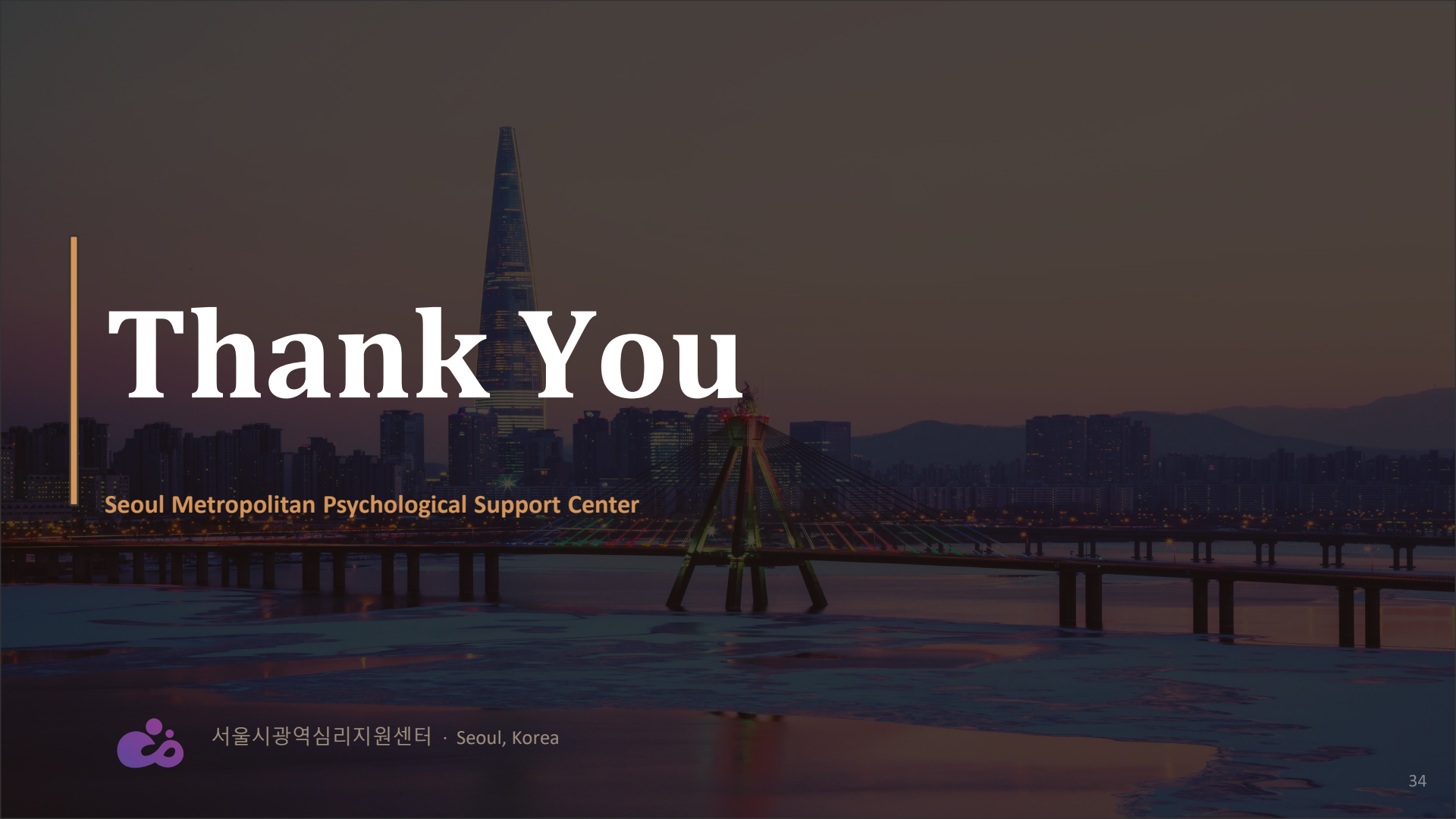


Seoul Metropolitan Psychological Support Center

will continue to do its utmost
to strengthen the public psychological
support system to protect the
mental health of Seoul citizens.



서울시광역심리지원센터



Thank You

Seoul Metropolitan Psychological Support Center



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