

(4) Promotion of Public Welfare Programs

The TMG takes various measures to support the welfare programs for people with different needs comprehensively and seamlessly. They include establishment of a public assistance system that emphasizes the importance of “promotion of self-reliance”, a system supporting persons living in poverty to gain self-reliance according to the situation of each individual, an independence support system for the homeless jointly conducted by the TMG and municipal governments, a support system for low-income persons to achieve stability in life, creation of a “Welfare City” where everyone including elderly or disabled persons can freely participate in social life, and securing and retaining social welfare personnel who can provide high-quality, stable social welfare services.

Public Assistance

The purpose of the public assistance system is for the State to guarantee a minimum standard of living as well as to promote self-support for all citizens who are living in poverty by providing the necessary public assistance according to the level of poverty, based on the principles prescribed in Article 25 of the Constitution of Japan.

Framework of the Social Welfare System

Public assistance is provided according to the criteria set by the Minister of Health, Labour and Welfare based on the living expenditure of regular working households.

Public assistance is broadly divided into two categories: 1) Livelihood Assistance and 2) Other Assistance (Education, Housing, Medical, Long-term care, Maternity, Occupational and Funeral). It is applied depending on the situation such as household constitution or income to take the assistance. Such assistances are provided in principle in cash except for the Medical Assistance and Long-term Care Assistance, which are provided in kind. There are cases in which people enter a public assistance facility to receive the necessary assistance. Note that the Public Assistance System was revised in FY2014 in order to promote self-reliance of welfare recipients, with revisions including the establishment of an employment self-reliance benefit for those who no longer require public assistance after finding stable employment.

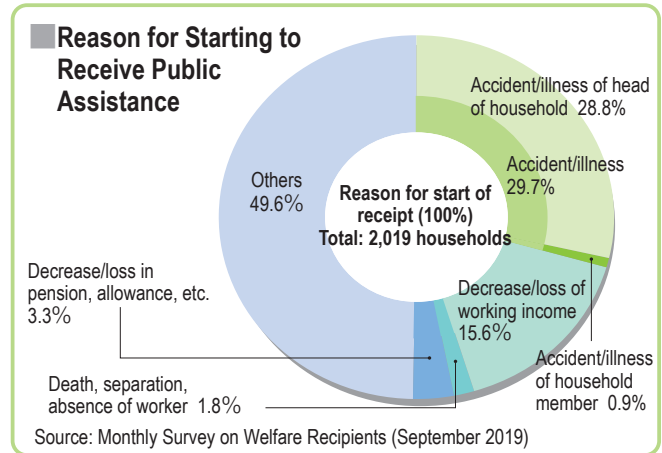
<Current Status of Public Assistance>

A total of 285,357 Tokyo residents in 231,776 households receive public assistance, at a rate of 20.5 % (per one thousand people) in Tokyo (as of September 2019).

The classification by type of household shows the elderly households accounting for the highest 54.4% of the total, followed by households with illness, injury or disability at 25.4%, other types of household at 16.0%, and single-mother households at 4.2%. Single-person households also account for a large 82.7% of the total (as of September 2019).

Consultations and Application for Public Assistance

Persons in need of public assistance, persons under obligation to support the person, or families living in the same household have the right to apply for public assistance. Consult or apply at the welfare offices near your home (TMG branches in the case of island areas).



Improvement of Living Environment at Lodging Facilities, Free of Charge or at Low Cost

Lodging facilities, free of charge or at low cost stipulated in Article 2, Paragraph 3, Item 8 of the Social Welfare Act offer rooms to persons who are living in poverty, and also provide support for daily life.

Improvement of Living Environment at Lodging Facilities, Free of Charge or at Low Cost

The TMG determined standards relating to the operations of free of charge or low cost lodging facilities based on the Social Welfare Act, including the sizes and structures of the free of charge or low cost lodging facilities, together with the methods of providing welfare services and responding to complaints received from users, which was enacted as the “Ordinance relating to Standards for Facilities and Operations in Free of Charge or Low Cost Lodging Facilities in the Tokyo Metropolitan Area” in April 2020.

Implementation of “YORISOI” type Interim Lodging Facilities Program

The program provides support to municipalities developing interim housing (lodging facilities, free of charge or at low cost) for people such as the low-income elderly who need monitoring due to declining physical functions, so that then can live without worries until they find a proper place to live (facilities covered by long-term care insurance, etc.).

System to Support Persons Living in Poverty to Gain Self-Reliance

The system aims to promote self-reliance of people who are struggling financially and are at risk of not being able to maintain a minimum standard of living, by offering support according to the situation of each individual.

Framework of the System to Support Persons Living in Poverty to Gain Self-reliance

In the system, the municipality (the TMG for towns and villages) is the responsible organization offering two types of programs: the program on consultation support for self-reliance (mandatory program) that extensively accepts and offers comprehensive consultation support to persons living in poverty who face a combination of issues, and various programs (optional programs) offering support according to the situation of each individual. Various supports are provided based on the self-reliance support plan which is formulated by the organization providing consultation support for self-reliance.

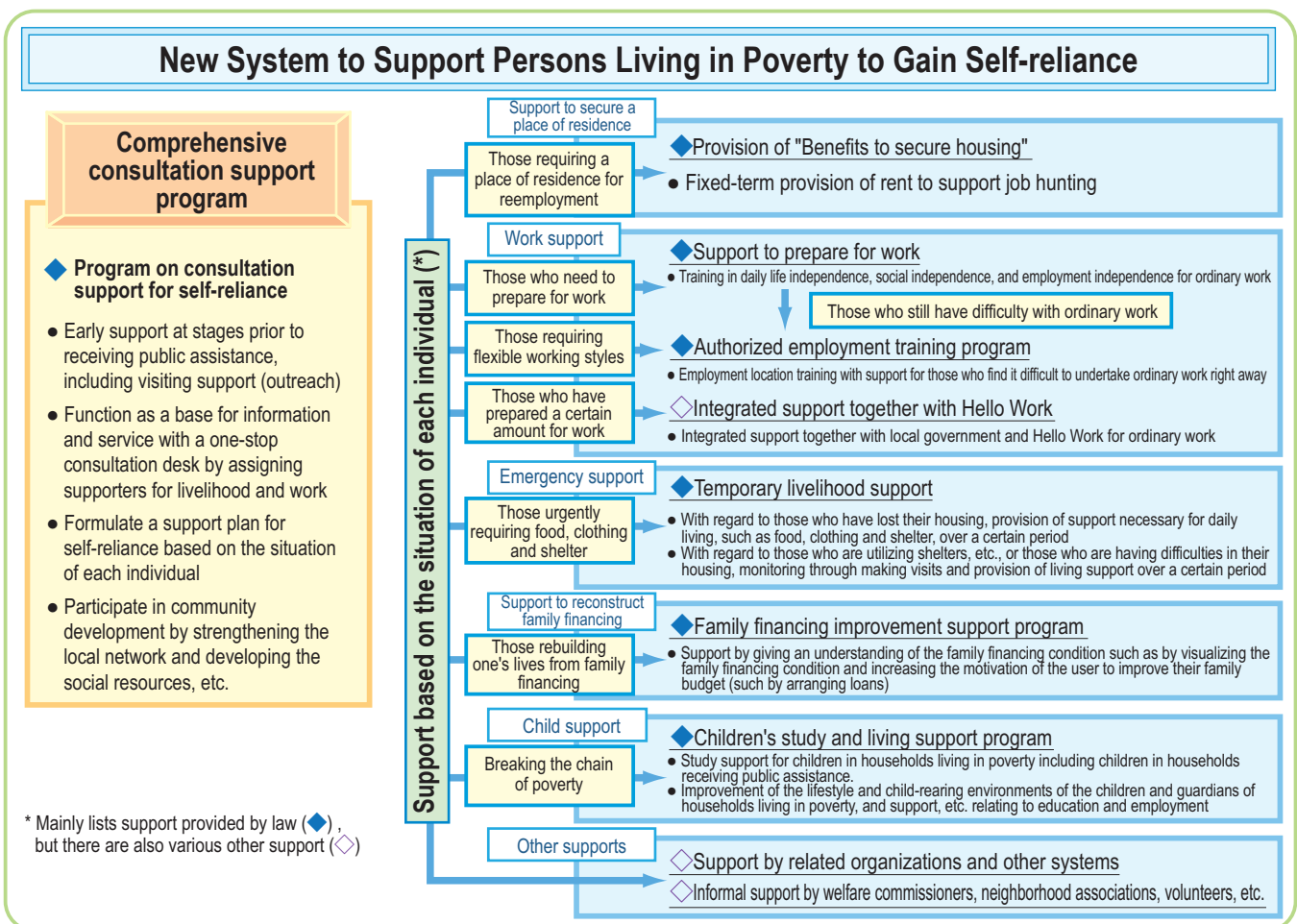
(Mandatory program)

1. Program on consultation support for self-reliance
Provides consultation support on work and other matters related to self-reliance, and formulates the support plan to gain self-reliance.
2. Provision of benefits to secure housing
Provides a fixed-term benefit that is equivalent to the rent amount to those who have lost or fear losing their housing

due to unemployment.

(Optional programs) * The availability of optional programs varies by municipality.

1. Program to support preparation for work
Conducts fixed-term training required for employment, starting from becoming independent both in daily life and social life.
2. Program for temporary livelihood support
Provides accommodations, food and clothing for a fixed term for those who do not have housing.
3. Program for support on family financing consultation
Provides support aiming to give an understanding of the family financing situation and increase motivation to improve the family budget, arranges loans, etc.
4. Program for study and living support for children
Provides study support for children of families living in poverty and advice to guardians on further schooling, etc. Provides study support and improvement of living habits and child-rearing environments for children of families living in poverty, and advice to guardians on further schooling, etc.



Consultations and requests for the above are accepted at ward offices and city offices, and at Nishi-Tama Welfare Office and branch offices for towns and villages.

Loan Programs for Social Welfare Fund

Loans and necessary counseling support are provided for households with low income or with persons with disabilities or elderly who require long-term care, in order for them to secure a stable life and to promote their financial independence.

Comprehensive Support Fund

The program provides ongoing consultation support and loans for living expenses and temporary funds to households having trouble in various aspects of daily life such as unemployment.

Welfare Fund

The program provides loans for temporarily required expenses to support daily life or independent living.

Educational Support Fund

The program provides loans to low-income households for funds required when entering high school or university or for schooling.

Living Expense Loan Secured by Real Estate

For low-income elderly households owning a residential property and wishing to continue living on the property, the program provides living expense loans with the said real estate as security.

* The above consultations regarding capital and loan applications should be made at your local Council of Social Welfare.

New-life Support Program for Persons in Poverty

The system offers consultation and possibly loans to support the lives of those who are having difficult time due to financial reasons.

Life Rebuilding Support Program for Heavily-indebted Persons

For those who are willing to rebuild their life but have difficulties due to multiple and excessive debt, the TMG will improve the consultation system and may offer loans.

Independent Life Start Support Program

The TMG offers the necessary funding as a loan to facilitate a stable start to life, and a smooth transition to independence, and consultations are available when children who require social care leave foster homes and seek schooling or employment.

Social Participation Support Program for Persons who have Withdrawn from Society

In addition to establishing a consultation desk for persons who have withdrawn from society and their families, the TMG conducts activities such as holding lecture meetings and distributing leaflets to increase public awareness.

Project to Ensure that the Elderly Remain in the Community

For elderly or disabled individuals who are scheduled to leave or have left a correctional facility, and who need social

welfare assistance, consultation support is provided while the person is staying in the facility and after leaving through coordination and cooperation with the correctional facility, probation office, etc., so that the person can reintegrate into society and establish life in the community.

Measures for Low-income Persons and Displaced Workers

To allow low-income persons and displaced workers who have financial difficulties in living to have a stable life with a bright outlook for the future, the TMG promotes effective measures in cooperation with the state and municipalities.

Project to Support the Foundation of Child Support Programs

By supporting municipalities that partner with private sector organizations engaging in measures to support the children of families living in poverty, and promote collaboration between private sector organizations, TMG aims to improve the support given to children in their studies and living, and create new spaces for children to visit.

Support Loan for Students Preparing for Exams

The TMG offers no-interest loans to cover the tuition for cram schools or college entrance examination fees to households with lower income and supporting children in the final year of junior high or high school, or any children equivalent to it (children who quit high school halfway, children who acquired certificate for students achieving the proficiency level of upper secondary school graduates, children in the final year of upper secondary school night classes, children who failed a school entrance examination and are now preparing for one next year, etc.). The household shall be released from the duty of repayment if their child(ren) is/ are accepted by the schools.

Support Program for Persons with Unstable Jobs/Displaced Workers with No Home

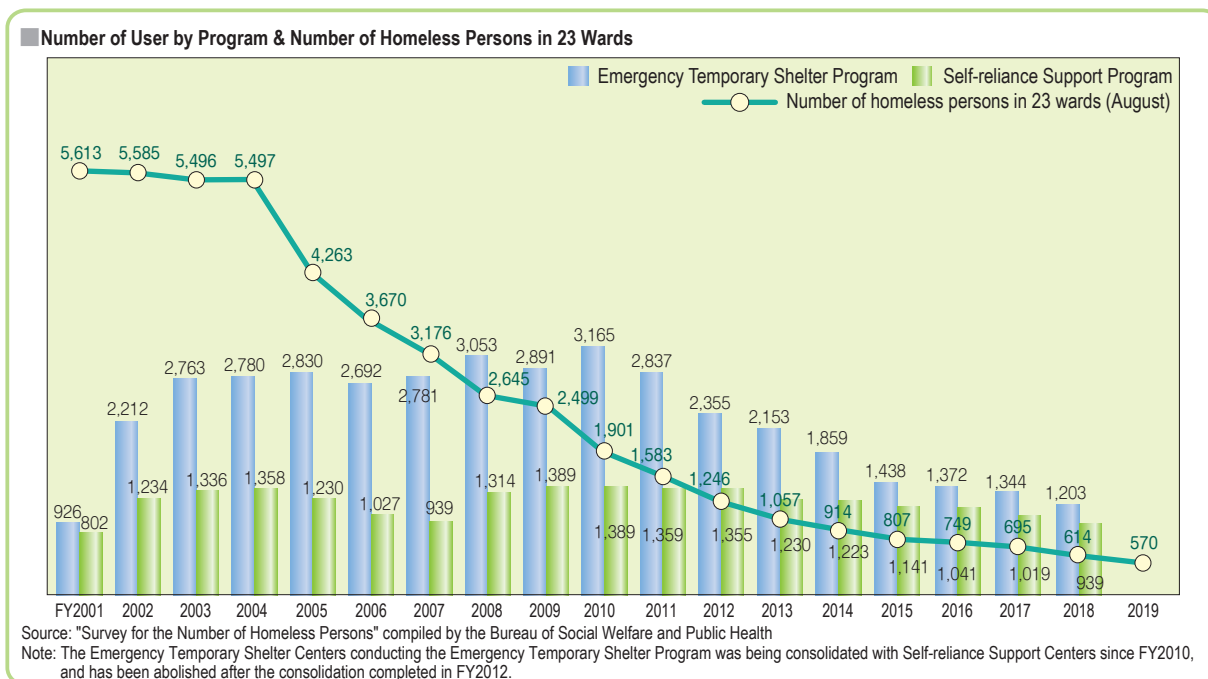
Various consultations are offered to displaced workers who have unstable jobs, have no home and are forced to spend nights at Internet cafes or comic cafes. (1) Life consultation to acknowledge their living and health conditions, (2) Provision of information on rental housing, support for signing contracts and rental guarantee, (3) Employment consultation and referral, (4) Loans for housing or living expenses, or (5) Support in acquiring nursing care qualifications. These support measures promote the users stabilizing their life in the community.

Project to Provide Food Pantries

This project supports municipalities that provide a "Food Pantry (place to relay food)" in a community of residents, in order to provide food to person living in poverty and connect them to appropriate consultation support agencies, etc. by surveying their living conditions and problems.

Programs for Homeless People

The issue of homelessness occurs due to social factors such as economic downturn and dilution of human relationships in communities, as well as individual factors of the homeless people themselves. In order to solve this issue, an extensive approach to welfare, employment, housing, health insurance and medical areas is essential. The TMG, in cooperation with the 23 wards in Tokyo, takes measures on the issue of homelessness.



Current Status of the Homeless

As a result of the application of the Self-Reliance Support System jointly conducted by the TMG and the special ward and Public Assistance, the number of homeless persons in the 23 wards has gradually declined since its peak of 5,798 in FY1999. The survey in August 2019 showed 570 homeless people, a drop of 44 compared to the previous year. Meanwhile, emerging issues include more elderly who have become and remained homeless and more people who are at risk of becoming homeless who are not living on the street yet.

Self-Reliance Support Center for the Homeless

The TMG is building a system to support self-reliance of the homeless through cooperation with special wards, to provide independence support that addresses early reintegration into society.

Emergency Temporary Shelter Project (Recovery of Physical and Mental Health and Assessment)

The homeless are temporarily sheltered, provided with food for about two weeks, offered consultation on living, and passed on to the Self-Reliance Support Project.

Self-Reliance Support Project (Self-reliance Support Programs)

To encourage self-reliance through employment, self-reliance support programs accept persons from the emergency temporary shelter project for a six-month stay during which consultations on living, health, and employment coordinated with "Hello Work (Public Employment Security Offices)" are offered.

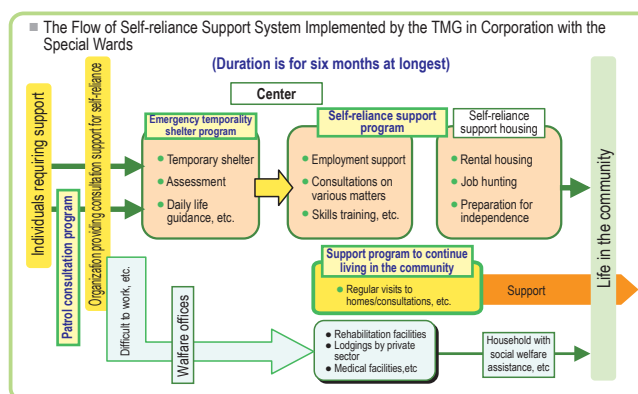
Program to Provide Consultation during Patrol

Patrols are made in areas where the homeless live to offer consultations and introduce programs for homeless such as Self-Reliance Support Centers. For those who have left Self-Reliance Support Centers, follow-up in regard to their living conditions and consultation are given as necessary to ensure they do not go back to a homeless state again.

Program to Support Transfer to a Local Community

Priority is given to homeless people who have been living on

the streets for a long time and are growing elderly. In addition, they are provided with temporary housing and monitored to ensure that they transfer to life in a local community, supporting them in escaping from life on the streets.



Measures for the Sanya Area

The TMG continues to make an effort in improving employment, welfare and health service systems for the day laborers who live in simple lodging facilities in the overcrowded, so-called "Sanya Area", extended across Taito-ku and Arakawa-ku.

Transformation of Sanya Area

The number of residents in simple lodging facilities in the Sanya Area is less than one third what it was at its peak. The aging of the population in Sanya Area is progressing, and the average age is over 67. More people are receiving public assistance.

Johoku Labor and Welfare Center Foundation

Supports day laborers in the Sanya Area through employment placements, consultation concerning employment, daily life and medical issues, and emergency support.

Support for War Victims

Memorial ceremonies are conducted and various support are provided for the victims of the last war.

Memorial Ceremony

To commemorate those who were killed in World War II and to console the families of the war victims, the TMG conducts special services every year: a Memorial Ceremony for the War Dead (August 15), a Memorial Ceremony for those who died in the southeast Asia and the Pacific (October) and a Memorial Ceremony for those who died in Iwo-to.

Support for War Veterans

The TMG supports war victims including war veterans, families of the war dead and persons wounded in the battle or suffering illness resulting from war through military pensions or veterans' pensions. (The TMG handles consultation and applications. The actual provision is decided by the Ministry of Internal Affairs and Communications and the Ministry of Health, Labor and Welfare).

For those who were wounded in the war or suffer illness resulting from war, a War Injury and Sickness Certificate is issued and medical benefits and adaptive devices are provided.

Statements of military service are also issued to former army veterans and army civilians who had their legal domicile in Tokyo at the end of World War II.

Support for Japanese Returnees from China and Other Countries

A Chinese interpreting service is available at the consultation desk at the TMG to handle various issues among Japanese nationals who have returned from China or other countries.

Starting in FY2008, in order to ensure stable retirement life of returnees from China, wards and cities (towns/villages) are handled by the TMG) provide life support benefits. Chinese-speaking support and consultation staff are assigned at these desks.

Support for Disaster Victims

Disaster prevention plans and projects are formed and action manuals are created by concerned divisions so that prevention, emergency measures and reconstructions are conducted properly in cooperation with municipalities and related organizations, along with regional disaster prevention plans for all departments, and the Tokyo Disaster Prevention Plan.

Stocking and Provision of Disaster Relief Supplies

In preparation for the occurrence of disasters, daily commodities such as Alpha rice, crackers (biscuits), instant noodles, blankets, mats and necessary materials for babies and toddlers such as dry milk and baby bottles are stocked at the TMG and will be provided to local communities in case of disaster.

In addition, the TMG has concluded agreements with private-sector companies to gain their cooperation and support for procuring goods in disasters, so that if a disaster does occur liquid baby formula is urgently procured and provided to local communities.

Livelihood Support for Disaster Victims

As support for those who have suffered severe losses in natural disasters, the TMG operates Life Reconstruction Preparation System for households with difficulties in reconstructing their life. It also offers Disaster Support Loan to reconstruct the life of households whose residence or household goods have been damaged by natural disasters.

Emergency Measures Taken by the Employees of the Bureau of Social Welfare and Public Health

Emergency measures in case of disasters include transport and distribution of disaster relief supplies, transport of evacuees, support for operation of shelters, support for measures for

persons requiring nursing such as the elderly and disabled, and acceptance and distribution of monetary and in-kind donations.

Promotion of Disaster Measures for Persons Requiring Nursing

The TMG provides support for developing an evacuation system for people in the community requiring nursing and promotes the efforts in the community, and emergency response systems in case of power outages in times of disaster, for people who utilize in-home respiratory systems.

Creating a Welfare City

The TMG promotes creation of a Welfare City, where all people, including the elderly and disabled, can freely, safely, and comfortably participate in social life.

TMG Ordinance for the Creation of the Welfare City

The ordinance specifies buildings, roads and public transportation facilities used by the general public as "Metropolitan Facilities". Among these Facilities, those with especially high levels of public use are specified as "Special Metropolitan Facilities" that require compliance with the "maintenance criteria" to ensure smooth public use when building new facilities or modifying existing facilities. Furthermore, the TMG provides "Certificate of Maintenance Standards for the Development of Welfare Cities" upon request for Metropolitan Facilities that meet the criteria.



Certificate of Maintenance Criteria for the Development of Welfare City

Plan to Promote the Creation of a Welfare City

In order to ensure comprehensive and systematic promotion of measures to develop a welfare city, the "Tokyo Welfare City Creation Promotion Plan" (FY2019-FY2023) was formulated, and municipalities, businesses, Tokyo residents and others are working together to actively promote measures to develop a welfare city.

Promotion for the Creation of a Welfare City

The creation of the welfare city must be promoted through mutual cooperation with administration, businesses and Tokyo residents. Therefore, the TMG manages the "Welfare City Creation Promotion Committee", recognizes "people who have contributed to the creation with letters of appreciation from the governor" and utilizes "Tokyo Universal Design Navigator".

Besides the development of the facilities conforming to the TMG Ordinance for the Creation of the Welfare City, the TMG supports the initiatives taken by municipalities according to the situation of the community in terms of both hardware and software such as awareness building and education on a "barrier-free mindsets" and the enhancement of "barrier-free information".

Emergency Promotion Program for Universal Access in City Planning

Support is provided to municipalities that carry out inspections of buildings and parks, etc., to promote universal access by both persons with disabilities and other residents, and implement repairs and renovations based on the opinions that are forthcoming. In addition, the TMG supports the municipalities which change the existing restrooms to foreign style restrooms at public establishments, expand the restrooms for women, and develop the environment toward enhancing their functions.

Project for Collaborating with Barrier-free Mindsets Support Corporations

In order to promote a "barrier-free mindsets", the TMG registers corporations that make efforts at their own initiative to educate

and build awareness among employees and contribute to initiatives taken by the TMG and municipalities as “Barrier-free Mindsets Support Corporations”, and publicizes their activities.

Promotion of a Barrier-free Designs, looking ahead to Tokyo 2020 Games

With the aim of ensuring the success of the Tokyo 2020 Games, various measures are being implemented to ensure that barrier-free in terms of both infrastructure and services are promoted.

Tokyo 2020 Accessibility Guidelines

With the intention of making Tokyo 2020 Games open to everyone to participate whether with or without impairments, the TMG will continue to promote barrier-free in terms of both infrastructure and services, such as venues, athletes' village, access routes, releasing information, visitor guidance and etc. based on the Tokyo 2020 Accessibility Guidelines.

Accessibility Workshop at Tokyo 2020 Games Venues Owned by TMG

TMG has constructed the Tokyo 2020 Games venues based on the guidelines mentioned above, and the accessibility workshop was also set up to make the facilities easier for people with impairments to use in consideration of the views of them.

At the workshops, we listen to opinions of persons with impairments, professors, etc. directly, when designing of the venues is still going on, and reflecting them in the designs using maximum efforts so that the facilities are easy to use for all the people regardless of impairments.

Securing, Retention and Development of Human Resources

Given the anticipated increase in the number of elderly residents, and the accompanying need for welfare personnel, the TMG is working towards the securing and retention of welfare-related staff.

Designation of Training Facilities for Certified Social Workers

The TMG designates training facilities for certified social workers, certified care workers, certified care practitioners, and social welfare officers.

The names of the training facilities designated by the TMG have been listed on the Bureau of Social Welfare and Public Health Website.

Designation of Development Training for Care Attendants

The TMG designates organizations to conduct training courses to develop care attendants, guide helpers, etc. The Tokyo Metropolitan Government designates and implements training for the public, as noted in the Bureau of Social Welfare and Public Health Website.

Tokyo Metropolitan Center for Social Service Human Resources

As the central site for securing, developing and retaining welfare-related human resources, the center conducts various initiatives, from offering consultation on employment and job placement services in the welfare field, to providing support to ensure that persons engaged in welfare-related work can continue working with security and building public awareness to expand the range of welfare-related human resources.

○Securing welfare-related human resources

Mainly offering free job placement services in the welfare-related field, the center organizes joint job forums and interviews, provides career counseling by specialist consultants, and organizes seminars, etc. that are helpful for job hunting.

○Support for developing welfare-related human resources

In addition to dispatching training instructors to small and medium-sized welfare facilities and workplaces, advice is offered to facilities and workplaces to enable them to plan and implement their own workplace training.

○Support for retaining welfare-related human resources

A consultation desk has been established to allow people engaged in welfare work to seek advice regarding workplace troubles or concerns that they may have. In addition, workshops regarding mental health, etc. are held.

○Expanding the range of welfare-related human resources

In order to generate interest in welfare-related work among people of various generations, in addition to implementing workplace experience in welfare facilities and school visit-type seminars targeting elementary, junior and senior high school pupils, approaches are made to universities and related institutions by specialists, and internships with grants are offered targeting students who do not make a special study of social welfare.

Campaign to Improve the Image of Welfare-related Work

In an aim to build public awareness of welfare-related work, the TMG is developing campaigns that convey the attractions of welfare work, such as publicity for raising awareness using image-enhancing videos, brochures, leaflets, and events.

Education Loan System for Nursing Care Workers

○Loans are provided for those on courses to become a Certified Care Worker.

The loan system supports nursing care workers to obtain their national qualification, and repayment is forgiven if the person engages in care works for five years at a social welfare facility. Loans are provided by the Tokyo Municipal Social Welfare Council.

○Loans are provided for care workers who have been absent from work for a period, and are now returning to work.

Care workers who have left their jobs but retain a certain level of knowledge and experience, and who are aiming for reemployment as care staff may be loaned funds in order to take the necessary qualifications. Those engaging in care works for two years at social welfare facilities are released from repayment of these loans. Loans are provided by the Tokyo Municipal Social Welfare Council.

Tokyo Metropolitan Organization for Promotion of Welfare Human Resources Development

Tokyo Metropolitan Organization for Promotion of Welfare Human Resources Development, which works in collaboration with welfare businesses, skills development organizations, training organizations, employment support organizations and municipalities, is working in partnership with the Tokyo Welfare Human Resources Center to ensure that a wide range of people can find the jobs they are looking for in the welfare workplace, by seeking out human resources and training them, as well as offering directionalities and specific measures to ensure that they can find long-term employment.

Provision of Information using the “Fukumusubi” Website

Persons who are interested in welfare-related workplaces are encouraged to register on the TMG's “Fukumusubi” website, an information bank system for welfare-related personnel. This site provides information about staff recruiting and the workplace environments of welfare service providers, together with support measures relating to the acquisition of qualifications offered by TMG and municipalities, and information about training and events.

Publish Statements on Tokyo's Comfortable Welfare Workplace Environments

The TMG coordinates workplace environments based on guidelines for ease of work, publishing information on welfare service providers that implement the "Statement regarding a Comfortable Welfare Workplace" with the aim of securing welfare personnel.

Program to Improve Welfare/Care Work Environments

In order to ensure the retention and long-term commitment of welfare/care workers, the TMG will support municipalities that assist the efforts of welfare/work businesses to improve the working environment and reduce the burden on staff, through the use of robots and ICT, etc.

Commissioned Welfare Volunteer/Commissioned Child Welfare Volunteer

Stationed in various areas in Tokyo, these volunteers offer various consultation and support regarding welfare for elderly and persons with disabilities, those with concerns about child-rearing and disadvantaged persons in communities.

They engage in cooperative activities with welfare offices, Child Guidance Offices or other related organizations.

Commissioned welfare volunteer also takes the role of commissioned child welfare volunteer. Assigned chief commissioned child welfare volunteers with technical knowledge about child issues are stationed in each community focusing on the healthy development of youth by handling child abuse issues, etc.

The TMG, in coordination with these volunteers, is stepping up efforts to watch over the elderly and in support programs related to children and families.

The full number of Tokyo metropolitan commissioned welfare volunteers and commissioned child welfare volunteers is 10,361, including 785 chief commissioned child welfare volunteers (as of December 2019).

The houses of these volunteers are marked with a blue doorplate.

System for Assistants to Commissioned Welfare Volunteer/Commissioned Child Welfare Volunteer

The TMG supports municipalities which are implementing activities that contribute to the development of the environment for conducting commissioned welfare volunteer/commissioned child welfare volunteer activities. These include the stationing of assistants to commissioned welfare volunteers/commissioned child welfare volunteers who cooperate with the commissioned welfare volunteers/commissioned child welfare volunteers in each community, the establishment and operation of a framework for mutually supporting team systems, etc. and the creation of pamphlets and activity manuals, etc.

Project to Establish a Regional Support Station

The project supports municipalities that make efforts to improve regional welfare and create a community in a region by establishing a multi-generation base where anyone, such as the elderly, persons with disabilities, mothers and children, children, etc. can drop by casually.