

## (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 intended for guarantee of living and 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 and 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 healthy and culturally active 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, as the rights of citizens 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.

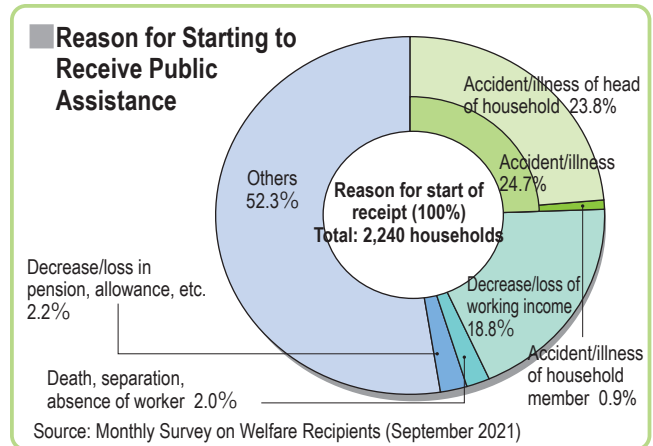
#### <Current Status of Public Assistance>

A total of 280,502 Tokyo residents in 231,814 households receive public assistance, at a rate of 20.0 % (per one thousand people) in Tokyo (as of September 2021).

The classification by type of household shows the elderly households accounting for the highest 54.6% of the total, followed by households with illness, injury or disability at 25.3%, other types of households at 16.4%, and single-mother households at 3.6%. Single-person households also account for a large 84.6% of the total (as of September 2021).

#### 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.

#### Certification of “Residential Facilities for Supporting Daily Life”

Residential facilities for supporting daily life are facilities which are utilized for persons receiving livelihood support who are in circumstances which make it difficult for them to live in housing by themselves, allowing management of an independent daily life and social life according to that person’s circumstances. Among the free of charge or low-cost lodging facilities satisfying certain requirements such as compliance with the lowest standards and increased stationing of staff, the TMG certifies them.

### Program to Support Measures for Preventing the Spread of Infection in Care Facilities

By promoting activities including measures to prevent the

spread of COVID-19 inside care facilities, etc., the TMG establishes a health management system and business continuity system that allows the continuous provision of the required support, etc.

### Intensive Testing in Care Facilities

The TMG implements intensive and regular testing for the staff in facilities utilized by people with disabilities who have a high risk of developing serious illness.

### 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

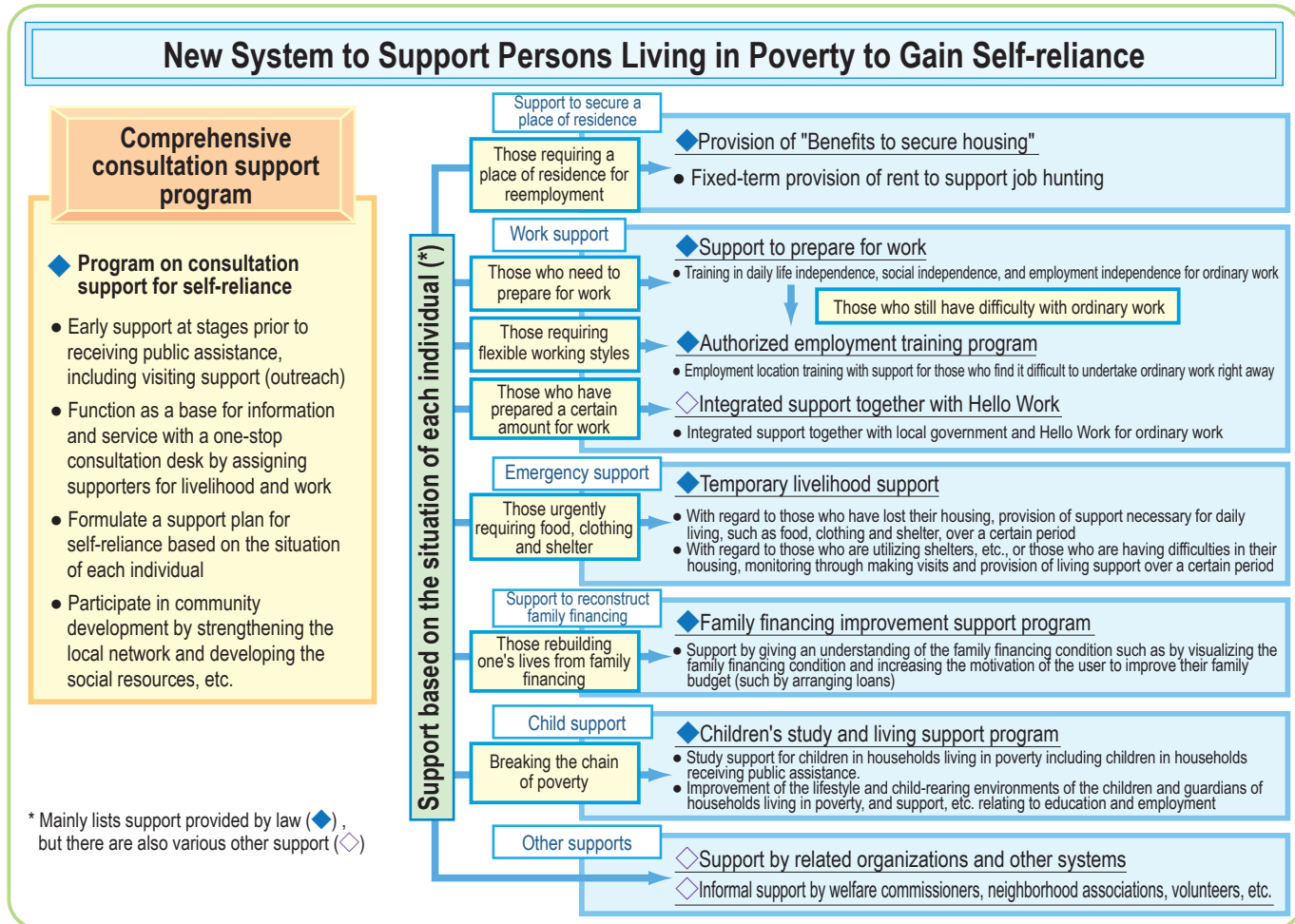
the organization providing consultation support for self-reliance.

(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  
Municipalities provide a fixed-term benefit equivalent to the apartment rent for persons who have lost or may lose their homes because of their jobless situation or the situation equivalent to being jobless due to less opportunities to acquire income as a result of business suspension.

(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 and improvement of living habits and child-rearing environments for children of families living in poverty, and advice to guardians on further schooling, etc.



## 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 Loan Program to Support Self-reliance of Children Who Have Left Children's Protective Care Facilities

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 children's protective care facilities and seek schooling or employment.

## Support Program for Persons who have Withdrawn from Society

In addition to establishing a consultation desk for persons who have withdrawn from society and for their families, the TMG conducts activities such as holding lecture meetings and distributing leaflets to increase public awareness. It also supports municipalities that develop systems offering seamless support in local communities.

## 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

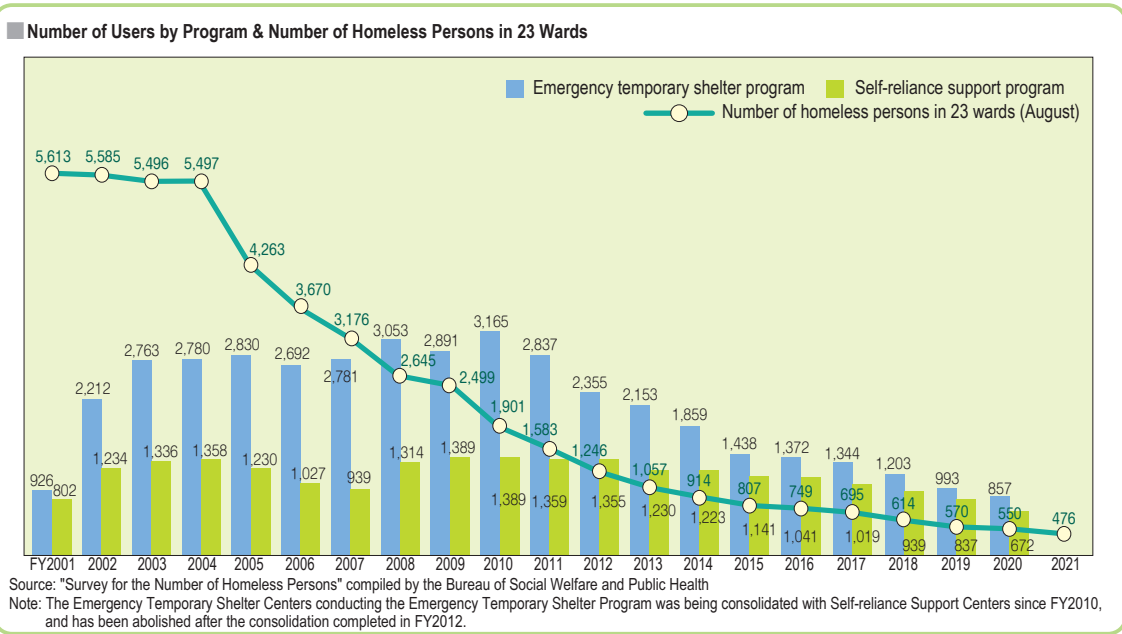
Various consultations are offered to displaced workers who have unstable jobs, have no home and are forced to spend nights at Internet cafes or comic cafes. (1) Life consultation to acknowledge their living and health conditions, (2) Provision of information on rental housing, support for signing contracts 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 2021 showed 476 homeless people, a drop of 74 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 builds 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)**

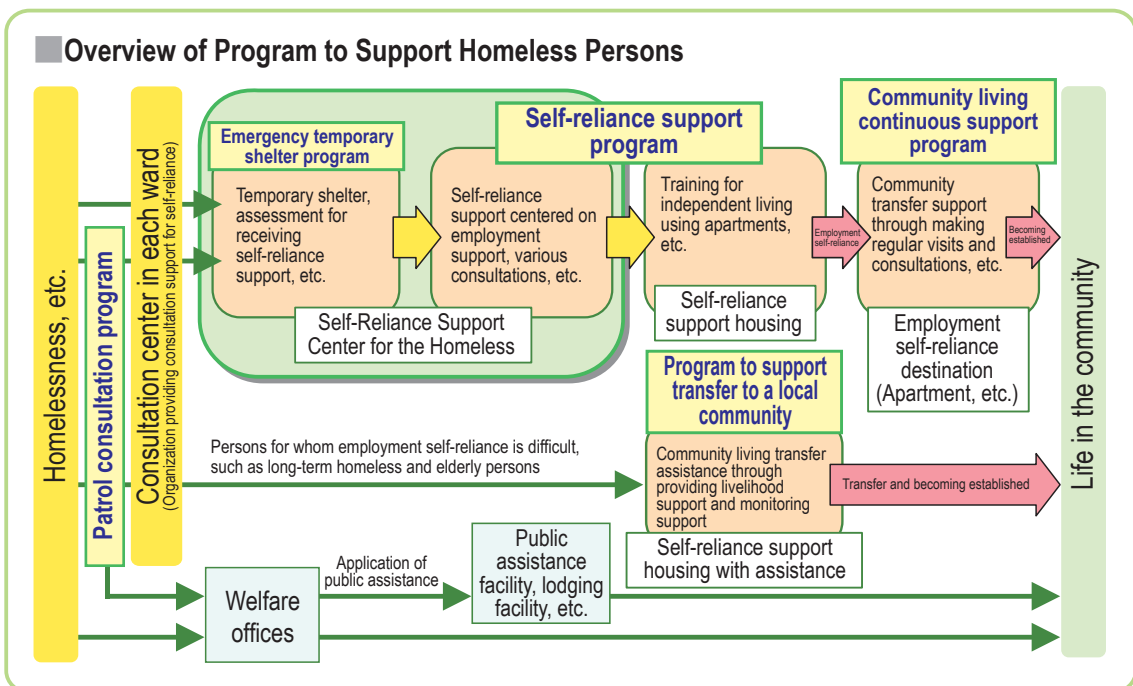
To encourage self-reliance through employment, self-reliance support programs accept persons from the emergency temporary shelter project for a six-month stay during which consultations on living, health, and employment coordinated with "Hello Work (Public Employment Security Offices)" are offered.

**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 fourth 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 and mats, and necessary materials for babies and toddlers such as dry milk, liquid baby formula and baby bottles are stocked at the TMG and will be quickly 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 People who Need Special Care

The TMG provides support for developing an evacuation system for people who need special care 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 Criteria for the Creation of Welfare City” upon request for Metropolitan Facilities that meet the criteria.



Certificate of Maintenance Criteria for the Creation 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 the TMG is working together with municipalities, businesses, Tokyo residents and others 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”.

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 “information barrier-free”.

### 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.

### Tokyo Universal Design Navigator

The TMG has established a portal site which offers integrated universal design information and barrier-free access information relating to facilities and public transportation in the metropolitan area so that all people including the elderly and persons with disabilities can easily access necessary information when they go out.

### Program to Promote Installation of Large Nursing Care Beds in Public Toilets

To further promote the barrier-free nature of public toilets, the TMG supports municipalities that implement activities to systematically install large nursing care beds which allow the elderly and persons with disabilities to lie down for changing diapers or changing their clothes.

## 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 are listed on the website.

### Designation of Development Training for Care Attendants

The TMG designates organizations to conduct training courses to develop care attendants, guide helpers, etc. The training courses designated by the TMG are listed on the website.

### Tokyo Welfare Human Resources Center

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 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.

#### ○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

#### ○Awareness Building and Education for Securing 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 by specialists who seek out welfare-related human resources, 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, utilizing online advertising and video advertising and information dissemination using SNS, etc.

### 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 Welfare Human Resources Center.

#### ○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 Welfare Human Resources Center.

#### ○Program to Lend Support Funds for Finding Employment in the Care and Disability Welfare Fields

For persons who have completed a certain amount of training and aim to newly find employment in the care and disability welfare fields from other industries, the TMG lends the necessary funds. In cases where the persons engage in care work at social welfare facilities for two years, they will be released from repaying the loan. Loans are provided by the Tokyo Welfare Human Resources Center.

#### ○Program to Lend Funds for Studying at High Schools Offering Welfare-related Subjects

For persons who are currently studying in high schools

offering welfare-related subjects and have the intention to seek employment in care work in the metropolitan area after graduating, the TMG lends the necessary funds. In cases where the persons engage in care work at social welfare facilities for three years after graduating, they will be released from repaying the loan. Loans are provided by the Tokyo Welfare Human Resources Center.

#### ○Program to Lend Funds as Loan Refund Allocations for Studying at High Schools Offering Welfare-related Subjects

Persons who received loans of funds for studying at high schools offering welfare-related subjects and who entered work after graduating in fields other than care work, such as in disability welfare, will receive a supplementary allocation as a refunded amount corresponding to the same amount as the funds borrowed for studying at the high school offering welfare-related subjects. In cases where the persons engage in work at social welfare facilities in fields other than care work, such as in disability welfare, for three years after graduating, they will be released from repaying the loan. Loans are provided by the Tokyo Welfare Human Resources Center.

### 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 welfare-related 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 supports municipalities that assist the efforts of welfare/work businesses to improve the working environment and reduce the burden on staff, through the use of nursing robots and digital technologies.

### 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

To stimulate links between citizens in the same communities and develop locations that create awareness for resolving community issues, the TMG supports municipalities that work to establish multi-generational interchange bases where citizens can meet with each other regardless of generation or attributes.