

(8) The Role of a Wide-ranging Government

The role of government has changed from being the direct provider of welfare, health and medical services to the coordinator of an entire system of service provision in communities composed of diverse service providers. This has been achieved by understanding the current conditions of communities and needs of users, and formulating policies appropriate for the characteristics of each community. On that basis, the TMG, as a “coordinator of wide-ranging systems in municipalities” and overseeing the entire Tokyo area, encourages service providers and human resources in communities by providing financial and technical support, building new frameworks, and conducting guidance and inspection in order to achieve a “balance between needs and service provision” in Tokyo.

Support for Proactive Development of Policies by Local Authorities

From a large-scale technical perspective, the TMG supports policy development in municipalities by encouraging local authorities to understand particular and varied needs, and utilize their own social resources in the communities.

Public Health and Welfare Block Grant Program for Municipalities (Bounty System in Tokyo)

The TMG supports creative programs being implemented by municipalities in response to the actual conditions of each community in categories such as welfare, health and medical services.

■ Subsidization Subjects in Public Health and Welfare Block Grant Programs for Municipalities (Examples)

- **Block Grant Programs for Municipalities to Take Measures for an Aged Society**
 - Program to support improvements in convenience by applying digital technology in long-term care services
 - Program to promote social participation by the elderly to develop a lifelong active society
 - Program to build public awareness of dementia
- **Block Grant Programs for Municipalities to Promote Measures for Persons with Disabilities**
 - Program to promote help mark utilization in municipalities
 - Program to support the transfer and establishment in community life by persons with disabilities
 - Program to promote the establishment of a municipality support system for persons with developmental disabilities
- **Block Grant Programs for Municipalities to Implement Medical Insurance Policy**
 - Program to improve cancer screening quality management
 - Program to support disaster medical plan formulation
 - Measures for cats which do not have owners
- **Block Grant Programs for Municipalities to Promote Community Welfare**
 - Implementation of third-party evaluation of welfare services
 - Program to create safe living conditions utilizing the adult guardianship system
 - Support for full provision of information without barriers
 - Support to enhance public awareness of barrier-free mindsets
 - Training program to promote support of skill improvement and retention
- **Block Grant Programs for Municipalities to Support Families with Children**
 - Program to support community network visits to protect children
 - Program to promote daycare for sick children
 - Child and family support centers program
 - Program to support formulation of Scheme for Independence Support of Single-parent Families
 - Program for the early detection and support of households requiring support

Securing Trustworthy Services and Improvements of Qualities

For users and patients to safely select the service they want among the many services provided by businesses and medical institutions, provision of detailed information on service contents, consultation functions, technical support for agreement execution, service evaluation and handling of complaints are critical. The TMG, promptly and appropriately exercising its authorities according to concerned laws, encourages proper operation of services and further improvements of service qualities.

Authorization/Operational Guidance for Social Welfare Corporations

Approval for the incorporation of social welfare corporations within the Metropolitan Area is granted by the ward or city

mayor in the case of corporations run in one ward or city, and the Governor in the case of corporations being run in more than one ward or city, or in multiple prefectures. If the business operates in two or more regional Health, Labour and Welfare Bureaus, or is operated on a national level, approval is granted by the Minister of Health, Labour and Welfare.

The TMG ensures appropriate operation of public businesses, working to improve the management of social welfare organizations and eliminate illegal businesses.

Guidance and Inspection of Social Welfare Corporations

Working with the national and municipal governments and other related organizations, the TMG inspects and provides supervision to ensure that businesses observe laws and provide appropriate services, as well as training businesses to provide even better services. In addition, the TMG utilizes various inspection methods including digital technologies to effectively and efficiently conduct inspections for many businesses, while working to promptly address fraudulent or inappropriate activities.

Designated Municipal Trust Organization

As the designated municipal trust organization based on the Long-Term Care Insurance Act, the Services and Supports for Persons with Disabilities Act, and the Child Welfare Act, the Tokyo Metropolitan Foundation for Social Welfare and Public Health bears part of the responsibility for providing the practical guidance given by the municipalities.

The aim is to set in place and strengthen structures for local guidance for municipalities and to create initiatives for more focused and effective guidance and inspections by TMG through the operations of this trust organization.

Comprehensive Welfare Information Network (Tokyo Welfare Navigation)

This system allows users of welfare services to select appropriate services by providing the necessary information.

This network provides information regarding service providers, contents and evaluation in different fields such as aged, disabled or children and families. In addition, it operates the guidance system called “Tokyo Welfare All Guide” established for an easy-access to necessary information. Its website incorporates universal design, and is also provided in various different means including fax to ensure easy access by everyone.

Service Promotion Grants for Private Social Welfare Facilities

The TMG supports proactive and flexible operations of private social welfare facilities to secure welfare services that meet residents’ needs and improve welfare for facility users.

○Making “Undergoing Third-Party Evaluation” and “Disclosure of Management Information” Mandatory for Private Social Welfare Facilities

To promote further improvement in services available to users and to ensure transparency in facility management, the following items are required in order to receive service promotion grants in full.

1. Undergo a third-party evaluation that is unique to Tokyo at least once every 3 years and disclose the results (Conduct “User surveys” in the years in between).
2. Disclose financial information on the facility every business year (status of income, expenditure, service promotion grants, etc.).

Third Party Evaluation System for Welfare Services

The third party evaluation system for welfare services by the TMG is a mechanism whereby multiple evaluation organizations that are neutral third parties with expert knowledge conclude contracts with businesses, evaluate issues like service contents and their organization’ s managerial capacity, and publicize the results.

This allows users to compare and make a choice between businesses and services by using information on the evaluation results. What is more, the expectation is that this will allow businesses to get a firm grasp of the level of their own services and the challenges involved in running their businesses, and thereby set out to improve them.

The TMG established the Tokyo Welfare Service Evaluation Promotion Organization in the Tokyo Metropolitan Foundation for Social Welfare and Public Health, and the organization has been carrying out full-scale third party evaluations of welfare services since FY2003. It is aiming to continue further expansion and establishment of this evaluation system firmly in place.

Comprehensive Support Programs for Welfare Services

This program handles (1) Complaints from service users, advocacy consultation for persons incompetent to make decisions and consultation on the use of the Adult Guardianship System, (2) support for persons incompetent to make decisions on the use of welfare services, seniors in need of long-term care, and persons with disabilities and others in need of support, and (3) assistance for the establishment of third-party agents which address complaints or advocacy consultation.

○Framework for Addressing Complaints

Complaints from welfare service users are handled by municipalities in cooperation with relevant organizations as they are closer to both service users and businesses. The Welfare Service Management Improvement Committee within Tokyo Council of Social Welfare handles user complaints

Creation of Safe Living Conditions by Utilizing the Adult Guardianship System

In order to ensure a safe living environment in the community for those with dementia, those with intellectual/mental disabilities, or those who are incompetent to make their own decisions, it is essential to utilize the “Adult Guardianship” to provide support for welfare service utilization and property management. To promote active use of this system, the TMG supports the establishment and operation of an “Adult Guardianship System Promotion Organization” by municipalities, while also striving to promote the system throughout Tokyo.

(9) Improvement and Strengthening of the System that is Resistant to Disasters

The TMG will promote appropriate preventative and countermeasures in light of the response in the regions afflicted by the Great East Japan Earthquake and the events that occurred in the Tokyo Metropolitan Area, as well as the state of affairs that is envisioned in the event that a serious earthquake were to strike Tokyo in the future, in order to ensure a proper response.

Promotion of Seismic Reinforcement of Social Welfare Facilities and Medical Facilities and Ensuring Their Functionality

Promoting the Seismic Reinforcement of Social Welfare Facilities

Social welfare facilities are used by many people who would have difficulty evacuating on their own in an earthquake, such as the elderly or disabled persons and children, and also serve as a temporary shelter to disaster victims in case of an earthquake. Therefore, in order to ensure the safety and security of the users, the TMG promotes seismic reinforcement work by providing financial support for its costs and also by actively approaching facilities to conduct the work.

Project to Promote the Seismic Reinforcement of Social Welfare Facilities and Medical Facilities

The TMG offers a detailed response that includes individually visiting facilities that require seismic reinforcement, holding consultations and making proposals suited to their conditions, and dispatching advisors in order to promote the seismic reinforcement of social welfare facilities and medical facilities.

Project to Promote the Seismic Reinforcement of Child Welfare Facilities (Land Rent)

The TMG supplements rental fees for land used for temporary facilities that are needed during repairs and renovations for seismic reinforcement, and strongly promotes the seismic reinforcement of daycare facilities.

Project to Support Seismic Reinforcement Measures for Non-structural Elements of Daycare Facilities

The TMG subsidizes the cost for seismic reinforcement of non-structural elements of daycare facilities, to promote measures to secure children's safety.

Enhancement of Disaster Medical Care

In cases where major earthquakes have occurred, systems are developed so that accurate damage information can be quickly obtained, and swift and appropriate medical relief activities can be implemented.

Medical relief activities and medicine storage for disaster

Development of disaster base hospitals

Development of disaster base psychiatric hospitals, etc.

Development of system for disaster minds care

Disaster medical care cooperative council

Regional disaster medical care collaborative council

Allocation of disaster medical care coordinators

Support for Disaster Victims

The TMG formulates a regional disaster prevention plan and a Tokyo Disaster Plan, as well as plans across the metropolitan government as a whole in order to implement disaster prevention measures, emergency measures, and reconstruction in partnership with municipalities and medical institutions. In

addition, each bureau works to set in place structures that are capable of quickly responding to emergencies, such as by creating activity manuals.

Stockpiling and Providing Disaster Relief Supplies

Living Support for Disaster Victims

Disaster Countermeasures by Employees of the Bureau of Welfare and Public Health

Promotion of Disaster Measures for People who Need Special Care

Supporting Users of Artificial Respirators at Home

○Project to Support Users of Artificial Respirators at Home during Disasters

Users of artificial respirators at home, their families, and those involved in assisting them must, in particular, among all persons requiring assistance during a disaster, be prepared for disasters and be able to mount an appropriate response when disasters occur in light of their urgent needs and special requirements. In order to ensure that they can do this, the TMG provides support to municipalities who formulate individual support plans for disasters ahead of time, as they are responsible for setting in place support structures for people requiring attention during disasters.

○Project to Support Recuperation of Users of Artificial Respirators at Home

To ensure the safety of patients using artificial respirators at home during power outages and similar occurrences, the TMG supports municipalities who secure reserve power sources according to their individual disaster plans.

○Project to Install Emergency Power Sources for Intractable Disease Patients on an Artificial Respirator

3 For reference

Organizational Chart and Contact Details of the Tokyo Metropolitan Bureau of Social Welfare and Public Health

Division	Section	Main Duties
General Affairs	General Affairs	General affairs, session, documents, public relations and public hearing, survey and statistics
	Contracting and Property Management	Contract, management of property and equipment, construction, audit
	Personnel	Personnel affairs, organization, capacity, welfare, training
Planning	Policy Planning	Planning and coordination, coordination of supervisory organizations, communication and coordination with municipalities
	Budget	Budget, settlement, accounting
Guidance and Inspection	Guidance Coordination	Comprehensive coordination of guidance and inspection, approval for social welfare corporations
	1st Guidance	Guidance and inspection to service providers under the Long-term Care Insurance Law and disability welfare service providers
	2nd Guidance	Guidance and inspection on public assistance facilities, lodging, children's protective care facilities and daycare facilities
	3rd Guidance	Guidance and inspection of medical institutions and pharmacists
Medical Policy	Medical Policy	Planning and coordination of medical policies, promotion of medical care reform, local medical care measures, measures to combat cancer
	Emergency Medical Services and Disaster Response	Emergency medical care, disaster medical care, emergency medical care for the children, perinatal medical care, medical care in remote areas
	Medical Safety	Licensing, permission, monitoring and supervision for medical facilities, patients voice counter
	Medical Human Resources	Medical human resources development, license, medical care social project
	Tokyo Metropolitan Medical Examiner's Office and School of Nursing (7)	
Health Policy	Health Policy	Planning and coordination of health policies, coordination and management of public health centers
	Health Promotion	Promotion of health improvement, measures taken for adult health, health promotion program, cancer prevention, cancer registration, passive smoking prevention measures, health nutrition, dietitian license, promotion of comprehensive measures against suicides
	Specific Disease Measures	Measures for intractable diseases and hepatitis, support for atomic bomb survivors, measures for organ transplantation and blood donations
	Medical Treatment Assistance	Subsidy for medical expenses
	National Health Insurance	Planning and coordination of National Health Insurance (NHI) System and the medical care system for the elderly aged 75 and over, guidance to municipalities and NHI society and Tokyo Metropolitan Association of Medical Care Services for Older Senior Citizens, operating the assessment boards for NHI and medical care system for the elderly aged 75 and over
	Public Health Centers (6, 4 branch offices, 2 sub-branch offices)	
Welfare	Planning	Planning and coordination of public welfare, pension for the war veterans, programs for Japanese returnees from China, welfare-oriented city planning
	Public Assistance	Public assistance, operational guidance of public assistance facilities and lodging facilities, guidance and inspection of public assistance administrators, measures taken for the homeless, measures taken for Sanya
	Community Welfare	Welfare program for low-income households, commissioned welfare volunteer/-commissioned child welfare volunteer, rights advocacy, support for persons who have withdrawn from society, welfare human resources development
	Nishi-Tama Welfare Office	
Aging Population Programs	Planning	Planning and coordination of measures taken for the elderly, formulation of programs for health and welfare for the elderly
	Long-Term Care Insurance	Finance, guidance to municipalities, assessment board, and designation of service providers concerning the long-term care insurance, measures for long-term care personnel
	Home Care Support	At-home welfare services for the elderly and support for the elderly with dementia
	Facility Care Support	Operational guidance for facility owners, subsidization of maintenance for facilities such as long-term care welfare facilities, maintenance for Itabashi and Higashimurayama campuses, operational support for Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology

Division	Section	Main Duties
Declining Birth Rate Countermeasures	Planning	Planning and coordination of programs for children, families and women, Comprehensive plan to support children and child-rearing
	Child and Family Support	Child-rearing support projects, planning of and coordination for child guidance offices, assistance with medical bills for infants with chronic maladies and others, mother and child health projects
	Child and Single-Parent Welfare	Support for single-parent households, women's welfare programs, social protection, child allowances
	Child Day-Care Service	Nursery care
	Child Guidance Center and Child Guidance Offices (9), Children's Hall and Home for Juvenile Training and Education (2), Women's Counseling Center (1, 1 branch office)	
Disabled Persons Programs	Planning	Planning and coordination of welfare programs for the disabled, establishing plans for the disabled, promotion of social participation
	Community Living Support	At-home welfare services, employment support for the disabled
	Facility Care Support	Operational guidance for facility owners, operation of TMG facilities for the disabled, policy planning for severely mentally and physically disabled children (persons), development of facilities for the disabled
	Mental Health Care	Medical healthcare for mentally disabled, maintenance of support system for patients with developmental disorder and higher brain dysfunction
	Welfare Center for the Physically and Intellectually Disabled (1, 1 branch office), Welfare Center for the Disabled, Medical and Rehabilitation Center for the Disabled (1, 2 branch centers), Rehabilitation Center for Disabled Children, Medical Center for the Disabled, Comprehensive Center for Mental Health and Welfare (2), Center for Mental Health and Welfare	
Health and Safety	Health and Safety	Planning and coordination of measures to ensure health safety
	Food Safety Control	Sanitation standards/criteria for food products, measures for food poisoning
	Pharmaceutical Affairs	Pharmaceutical licensing, preventive measures for drug abuse, approval of pharmaceutical products, monitoring and guidance based on the Law on Securing Quality, Efficacy and Safety of Products including Pharmaceuticals and Medical Devices, regulations on advertisement of pharmaceutical products
	Environmental Health and Sanitation	Measures for environment-related adverse effect on health, measures for allergies and hay fever, sanitation measures for environmental sanitation control facilities, animal protection and management, measures for animal-derived infectious diseases, measures for water supply facilities with receiving tank, supervision and support for water utilities
	Institute of Public Health (1), Wholesale Market Sanitary Inspection Station (1, 2 branch offices), Shibaura Meat Sanitary Inspection Station (1), Animal Care and Consultation Center (1, 1 branch office, 1 sub-branch office)	
Infectious Disease Control	Planning	Planning and coordination of infectious diseases control
	Disease Prevention and Information/Data Management	Enforcement of Infectious Diseases Control Law, newly emerging and reemerging infectious diseases, surveillance system on outbreaks of infectious diseases, active epidemiological investigation, measures against tuberculosis, measures against AIDS, measures for sexually transmitted infections
	Project Promotion	Promotion of infectious diseases control

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