Recent Welfare Reform for Service Delivery of Tokyo Metropolitan Government (TMG)
- A shift from a service provider to a system coordinator

2011 International Seoul Welfare Forum
2011.12.6

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II. Development of the Social Welfare Delivery system – Tokyo and Japan

III. Welfare Reform of TMG after 2000

IV. New Experiments and Roles of the Welfare Administration of Prefectural Governments
I. Analytical Framework of Japanese Service Delivery
1. Three elements in the Welfare Administration of Japan

- **Focus on Municipal Government**
- **Decentralization**
  - Administrative decentralization starting from the elderly person welfare
- **Participation**
  - Community welfare to promote participation
- **Easier Access by people**
2. Role of Prefectural Governments

Role of Prefectural Governments
① Reducing disparities among Municipal Governments
② Development and quality maintenance of services

Focus on Municipal Government

Decentralization

Participation
### 3. Role of prefectural Governments

<table>
<thead>
<tr>
<th>Period</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Developmental support to increase service supplies</td>
</tr>
<tr>
<td>~1989</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Planning support Administrative support to municipal government</td>
</tr>
<tr>
<td>“Municipalism” (localization) *shichosonsyugi (1990)</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Coordination support Evaluation and Quality control</td>
</tr>
<tr>
<td>Long-term Care Insurance (2000)</td>
<td></td>
</tr>
</tbody>
</table>
## 4. Development of the delivery system

<table>
<thead>
<tr>
<th>Period</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>the 1970s</td>
</tr>
<tr>
<td></td>
<td>Linking institutional care services with home-based care</td>
</tr>
<tr>
<td></td>
<td>the 1980s</td>
</tr>
<tr>
<td></td>
<td>Pluralism of service provisions</td>
</tr>
<tr>
<td>B</td>
<td>the 1990s</td>
</tr>
<tr>
<td></td>
<td>Municipal-level planning for service provisions</td>
</tr>
<tr>
<td>C</td>
<td>the 2000s</td>
</tr>
<tr>
<td></td>
<td>Privatized social services -from eligibility to contract (start of long-term care insurance)</td>
</tr>
<tr>
<td></td>
<td>2006~</td>
</tr>
<tr>
<td></td>
<td>Community-based services</td>
</tr>
</tbody>
</table>
## 5. Background

<table>
<thead>
<tr>
<th></th>
<th>1960</th>
<th>1985</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Population</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average life expectancy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>male</td>
<td>65.32</td>
<td>74.78</td>
<td>79.64</td>
</tr>
<tr>
<td>Female</td>
<td>70.19</td>
<td>80.48</td>
<td>86.39</td>
</tr>
<tr>
<td>The ratio of the elderly</td>
<td>5.7%</td>
<td>10.3%</td>
<td>23.1%</td>
</tr>
<tr>
<td>Urbanization</td>
<td>63.3%</td>
<td>76.7%</td>
<td>86.3%</td>
</tr>
<tr>
<td><strong>Household</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Size</td>
<td>4.47</td>
<td>3.14</td>
<td>2.46</td>
</tr>
<tr>
<td>Having elderly member(s)</td>
<td>2.7%</td>
<td>25.3%</td>
<td>42.6%</td>
</tr>
<tr>
<td>Elderly member(s) only</td>
<td></td>
<td>5.9%</td>
<td>21.0%</td>
</tr>
<tr>
<td>An elderly member alone</td>
<td>48million</td>
<td>128.1million</td>
<td>501.8million</td>
</tr>
</tbody>
</table>

출전: 後藤澄江 (2011) 「변모하는 일본의 가족과 커뮤니티케어 정책」『일본과 한국의 의료・복지 정책연구의 최신 동향』일본복지대학・연세대학 제6회 정기 심포지엄 보고집
6. Tokyo

1) 62 municipalities (23ku(special district) · 26 cities · 5 towns · 8 villages)

2) population 13,188,925 (estimated, 2011)
   the elderly (65 years old and over) 2,620,000 (20.7%)

3) area 2,187.66 km²
   population density 6,030 persons/km²

4) national census of 2005
   the elderly 2,296,000 (20.5%)
   households comprising elderly member(s) only
     - 1,261,000 (54.9% of the elderly)
   households of an elderly member alone
     - 498,000 (21.7% of the elderly)
II. Development of the Social Welfare Delivery system – Tokyo and Japan
A-1 Linking institutional care services with home-based care (70s)

- **Institution-based**
- **Short-term service** (1978)
- **Home-based**
- **Daycare service** (1979)
Tokyo daycare center subsidy program

1) In 1975, 4 city authorities jointly constructed a daycare facility with 50% subsidy from TMG
2) In 1977, TMG subsidy for operational costs
3) In 1979, National subsidy for daycare service
Development of participatory services
1) Residents’ mutual support
2) Organized by councils of social welfare
3) Organized by livelihood co-operatives
4) Initiated by the government

A-2 Pluralism of service provisions (the 80s)
Development of Welfare Service Corporation of Tokyo

1) In 1981, established the welfare service corporation of Musashino-city
Aiming at universal welfare
Home-visit care with service charge

2) In 1984, TMG promoted spread of Welfare Service Corporations
Case management
In 1989, "About the future social welfare"
1) Focus on municipalities close to residents
2) Improvement of home-visit services, linked to institution-based services
3) Encouraging diverse providers such as companies and volunteers
4) Collaboration between welfare, health, and health care service in communities
In 1990, amendments in 8 welfare-related laws

1) Municipal obligations to health and welfare planning for elderly citizens
2) Municipalities delegated with the authority for approving private service provisions
3) Statutory provisions for home-visit care
In 1989, "About planning for community welfare promotion in Tokyo"

1) Residents-centered action plan for Community welfare
2) Community welfare plan by municipalities
3) Community welfare promotion plan by TMG

※ In 2000, reflected in the Social Welfare Law
1) In 2000, start of the social support system of long-term care
2) From eligibility to contract care service by the choice of the user

Financial Resources of long-term care insurance: 50% of insurance premiums
20-25% of national government,
12.5-17.5% of prefectural government,
12.5% of municipality
C-2 Social Welfare Law Amendment in 2000

protection of users’ right and benefits; promotion of the community welfare
## C-3 Privatized social services (long-term care insurance)

<table>
<thead>
<tr>
<th>services</th>
<th>Number of providers</th>
<th>Profit-making corporations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home-visit care</td>
<td>20,885</td>
<td>55.1%</td>
</tr>
<tr>
<td>Home-visit bathing service</td>
<td>2,013</td>
<td>40.5%</td>
</tr>
<tr>
<td>Daycare service</td>
<td>22,366</td>
<td>40.6%</td>
</tr>
<tr>
<td>Multifunctional care in a small group home setting</td>
<td>1,577</td>
<td>43.5%</td>
</tr>
<tr>
<td>Care in small group home setting for the elderly with dementia</td>
<td>9,292</td>
<td>53.1%</td>
</tr>
</tbody>
</table>

MHLW *survey of institutions and establishments for Long-term care 2008
The Third-Party Evaluation of TMG Welfare Services

Service provider

Certified evaluator

User

Care manager

Promotion organization of the service evaluation of Tokyo
The Third-Party Evaluation of TMG Welfare Services

1) In 2003, carried out first in Japan
2) Announced the evaluation results of each provider
   The evaluation results fed back to provider
3) Two types of the evaluation
   - User evaluation: the satisfaction of the service questionnaire, hearing, observation
   - Performance evaluation: organizational management, the quality of the service self-evaluation, interviews
Development of Community-based services by stages

1) stage 1 Linking institutional care services with home-based care

2) stage 2 Care in a small group setting

3) stage 3 Diversification in Community-based care options

Institutionalization of community-based care services through revision of long-term care insurance in 2006
III. Welfare Reform of TMG after 2000
1. Progress in planned welfare reform

1) the Tokyo Metropolitan Welfare Reform Plan in 2000
   Block Grant Program for Municipalities
   Welfare Reform Promotion Program
2)”TOKYO Welfare Reform STEP2” in 2002
   management reform of TMG welfare facilities
3)Vision of Tokyo as a City of Welfare and Health in 2006
4)Social Welfare and Public Health in Tokyo from 2007
2. Coordinator of the wide-ranging welfare systems

1) Support of the creative program development in municipalities by local authorities
   Block Grant Program for municipalities
2) Role of a referee (ensuring service quality)
   inspections • supervisions, third-party evaluation system etc.
3) Management reform of TMG welfare facilities—transfer to private sectors
   In 2002, diversification in service providers
   In 2003, management subcontract of public facilities (to private sectors)
4) Strengthening of private service providers
### 3. Block Grant Program for Municipalities

<table>
<thead>
<tr>
<th>Period</th>
<th>Block Grant Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>Welfare Reform Promotion Program for area-specific welfare reform in municipalities</td>
</tr>
<tr>
<td></td>
<td>program for the lively elderly persons</td>
</tr>
<tr>
<td>2004</td>
<td>community-based health service promotion program for leading projects of local authorities</td>
</tr>
<tr>
<td>2006</td>
<td>subsidy for support of child-rearing</td>
</tr>
<tr>
<td></td>
<td>Creating a Friendly Environment for child-rearing</td>
</tr>
<tr>
<td>2007</td>
<td>Public health and Welfare block grant program for Municipalities</td>
</tr>
<tr>
<td>2008</td>
<td>single-parent households support</td>
</tr>
<tr>
<td>2009</td>
<td>reorganization of Public health and Welfare block grant program for Municipalities combining infra structure improvement and services</td>
</tr>
</tbody>
</table>
## Public health and Welfare block grant program for Municipalities

<table>
<thead>
<tr>
<th>program</th>
<th>contents</th>
<th>Subsidy rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leading P</td>
<td>Pioneering projects addressed to new issues</td>
<td>10/10</td>
</tr>
<tr>
<td>Selective P</td>
<td>Municipalities select policy options offered by TMG</td>
<td>1/2</td>
</tr>
<tr>
<td>General P</td>
<td>Implement existing programs</td>
<td>calculated by the point</td>
</tr>
</tbody>
</table>
## 4. Strengthening of private sector service delivery

<table>
<thead>
<tr>
<th>TMG programs</th>
<th>Start time</th>
<th>Improvement of capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Daycare Facilities of Child-care - Added to Authorized child-care</td>
<td>Founded in 2001</td>
<td>in 2010 17,307 children</td>
</tr>
<tr>
<td>facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care in a small group Home setting for the Elderly with Dementia - Grant</td>
<td>In 1999, 44persons</td>
<td>In 2009 4,789 persons</td>
</tr>
<tr>
<td>program for private sector as well. The National government subsidy limited</td>
<td></td>
<td></td>
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<tr>
<td>to social welfare corporations</td>
<td></td>
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</tr>
</tbody>
</table>
Ⅳ. New Experiments and Roles of the Welfare Administration of Prefectural Governments (other than TMG)
1. New Experiments of the Welfare Administration of Prefectural Governments

1) Role of a referee → a ‘community development’ coordinator
   (kumamoto-prefecture)

2) Block grant → a ‘supporting person’
   (Kochi-prefecture)
2. Kumamoto-prefecture: expansion from service quality improvement to welfare-oriented community development

1) Institutionalizing the bottom-up programming
   ‘making engawa of community’ program for creating a place open to the community
   Bringing up NPOs for welfare-oriented community development

2) Team work of welfare administration with focusing on field-work (Public employees in charge of administrative community-based welfare)
3. Kochi-prefecture: ‘Supporting person’ program for narrowing areal disparity

- Intermediary support by public employees
  1) “community support planners" model coordination between residents and local government
  2) “community support unit” model Welfare and public health centers in five blocks in the prefecture
Coordination of stakeholder groups in the municipality
1) community-oriented approach of welfare administration

2) Policies coming from communities (bottom up programming)
5. Bottom-up programming

출전: 平野隆之 (2008)『地域福祉推進の理論と方法』
Thank you.