

リンク

悩みごとを抱えた外国人住民や
多文化ソーシャルワーカーのための社会資源ガイド

Social Resources Guide for Foreign Residents
in need and for Multicultural Social Workers

Money

Child/family

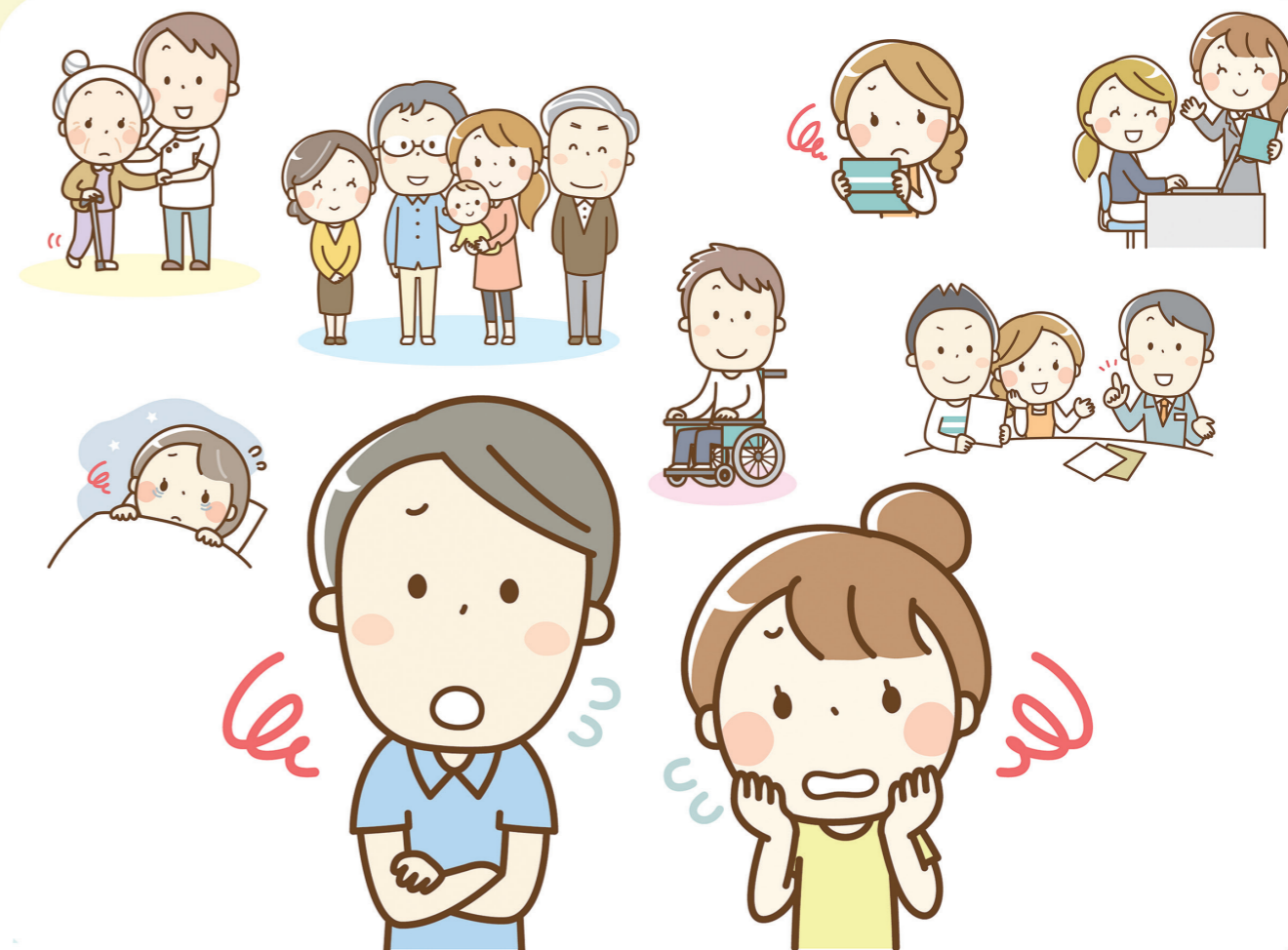
Legal

Elderly Care

Mental

Hikikomori

Disability



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発行者 認定特定非営利活動法人茨城NPOセンター・commons

編集協力 「茨城のセーフティネットのための社会資源リスト編集委員会」

TEL 0297-44-4281

メール global@npcocommons.org

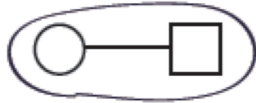
表紙デザイン 篠崎智子

2019年度 独立行政法人福祉医療機構 社会福祉振興助成事業

この本は、対面や電話などで、外国人住民の様々な悩みごとの相談活動を行っている人を主たる読者と想定しています。

Points of Contact and Resources for “Economical Troubles”

Example of person having trouble



Two couples living in their 40's
Both experienced self-bankruptcy in the past
Husband does not continue to work, income is unstable and there is delinquent in the rent
My wife is sick but has no money to go to the hospital
Both couples cannot rely on their parents, refuse to contact their parents, and refuse to apply for social welfare support
My rental is stagnant and I'm told to move out of my apartment

In the following, the system information taken up in each chapter is introduced, including items that are not covered in the case of trouble in each chapter.

Emergency / Temporary Support

I don't want to leave my apartment but I can't pay my rent



Provision of housing security benefits

Target: Person under the age of 65 who have lost their homes, after retirement due to their retirement within 2 years, or those who are likely to lose
Period: 3 months in principle, up to 9 months
Application window: Social Welfare Office where you live

For information on income and other requirements, contact the Prefectural Welfare Guidance Division.
☎ 029-301-3164

I do not have any money



Social Welfare Funds

SEE next page

Municipal Council of Social Welfare

Have not eaten for days



Consultation on food provision to social welfare councils and support organizations for people in need who have partnered with food banks

Food distribution through Organization that supports the street dwellers
Magokoro Network (the entire prefecture)
☎029-275-4407
*Temporary response only in case of emergency

Food Bank Ibaraki does not provide food directly to individuals. When facilities and support organizations (like Commons) provide personal assistance, it is possible to have food delivered separately. It is important to have a partnership with a food bank in advance.
(Ibaraki Food Bank ☎029-874-3001)

I'm in trouble with debt repayment



Consultation on multiple debts

You can also have a lawyer get in with the creditor and accept the installments so that the debtor is not contacted.

See page 14 for details.

I don't know if I can get social welfare support



Capital Area Welfare Support Lawyer Network (Capital)

☎ 048-866-5040
Weekdays 10:00-12:00
13:00-17:00

I do not have any money



Social Welfare Funds

Living and Welfare Fund

Type of Fund	Content	Loan Amount	Loan Interest	Deferment Period	Redemption Period
(1) Comprehensive Support Funds					
1. Expenses Required to Support Daily Living	Provides daily living expenses required to begin anew	Provides up to ¥200,000 per month for households with two or more people (Up to 150,000 for those living alone) Note: Loan period is three months in principle, but this can be extended to 12 months.	Joint guarantor Yes - 0% interest No - 1.5% interest per year	Six months from the loan date (If paid in installments, six months from the final date of payment)	Within 10 years of the end of the deferment period.
2. Moving-in Expenses	Expenses required to enter into a rental housing contact such as a security deposit	Up to ¥400,000			
3. Temporary expenses required to begin anew	Temporary expenses that are difficult to cover as daily living expenses	Up to ¥600,000			
(2) Living and Welfare Fund					
1. Welfare Costs	Expenses that are temporarily necessary in day-to-day life or that contribute to independent living	Up to ¥5,800,000 Note: Differs according to purpose of fund	Joint guarantor Yes - 0% interest No - 1.5% interest per year	Six months from the loan date (If paid in installments, six months from the final date of payment)	Within 20 years of the end of the deferment period. Note: Differs according to purpose of fund
2. Small Emergency Funds	Small amounts of money lent in case of emergencies and temporary livelihood difficulties	Up to ¥100,000	0% interest Note: Joint guarantor not required	Within two months of date of loan	Within 12 months of the end of the deferment period.
(3) Education Support Funds					
1. Educational Support Expenses	Expenses required to attend a high school, university or technical college (institutions defined in the School Education Act)	High School - Up to ¥35,000 per month Specialist High School - Up to ¥60,000 per month Two-Year College - Up to ¥60,000 per month University - Up to ¥65,000 per month Note: In situations where it is deemed necessary, an amount 1.5 times the above amounts may be lent.	0% interest	Within 6 months of the date of graduation	Within 20 years of the end of the deferment period.
2. School Attendance Support Fees	Expenses required to enter a high school, university or technical college (institutions defined in the School Education Act)	Up to ¥500,000			
(4) Real Estate-Backed Lifestyle Funds					
1. Real Estate-Backed Lifestyle Funds	Funds to lend living expenses to elderly households who have a certain amount of residential real estate and wish to continue living in their residences in the future. This real estate becomes collateral	70% of the assessed value of the real estate (residential land) in which you live	3% per year or long-term prime rate, whichever is lower	Within 3 months of the end of the contract	Or at the end of the deferment period
2. Real Estate for Households Requiring Protection Collateral-type Lifestyle Funds	Funds to lend living expenses to elderly households that require protection who have a certain amount of residential real estate or wish to continue living in their residences in the future. This real estate becomes collateral	70% of the assessed value of the real estate (residential land) in which you live			

Note: Conditions apply for each type of fund, please check with your local Municipal Council of Social Welfare.

I didn't go to the hospital and I feel sick

制 In an emergency, call an ambulance and go to the hospital

If you do not have a health insurance card, you will be charged for 100% expense. Even if you have not paid the National Health Insurance premium in the past, you can still avail the 30% discount if you get a health insurance card with indication of deadline by consulting with the National Health Insurance department in the government office.

制 Free / low-priced medical care rights

Medical institutions that have been applied in accordance with Article 2, Paragraph 3, Item 9 of the Social Welfare Law providing low or free medical care for those in need

Ryugasaki Saiseikai Hospital (Ryugasaki)	☎ 0297-63-7111
Seongnam Hospital (Mito)	☎ 029-226-3021
Mito Saiseikai General Hospital (Mito)	☎ 029-254-5151
White Cross General Hospital (Kamisu)	☎ 0299-92-3311
Kamisu Saiseiaki Hospital (Kamisu)	☎ 0299-97-2111
Hitachi Omiya Saiseikai Hospital (Hitachi Omiya)	☎ 0295-52-5151
Aozora Clinic (Toride)	☎ 0297-72-6137
Jonan Hospital Clinic (Mito)	☎ 029-226-3022
Clinic Sanluna Kodera (Tsuchiura)	☎ 029-869-8882
Asahidai Hospital (Ishioka)	☎ 0299-26-2131

Temporary and long-term support

I want to rebuild my life

制 Living counseling support from Independence Support Law for the needy

Target: Persons who have problem with their living, such as those who are in need and their living is not balanced

Contents: Support for creating household accounts, etc., support for accounting management for resolving non-payment accounts (rent, taxes, etc.) and use of various benefit systems, assistance for debt consolidation, lending mediation, etc.

I want to get a good job

¥ Job seeker support system (Vocational training benefits)

A system that provides a monthly allowance of 100,000 yen and transportation allowance when a person who cannot receive employment insurance that is taking vocational training under the direction of Hello Work. For those who meet the requirements, there is also a "job seeker fund loan" loan from the labor union.

There is no self-pay of medical expenses if full welfare support is approved

It is important to pay the delinquent insurance premiums little by little. If you do not pay, you will be charged 100%.

Please contact the executing agency in advance.

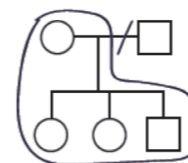
Welfare Office (Voluntary business)
Ministry of Health, Labor and Welfare
System for independent living support for the needy



Conditions:
Personal income is 80,000 yen or less per month
Household income is 250,000 yen or less per month

Points of Contact and Resources for "Child and Family Problems"

Example of situations regarding the problems encountered

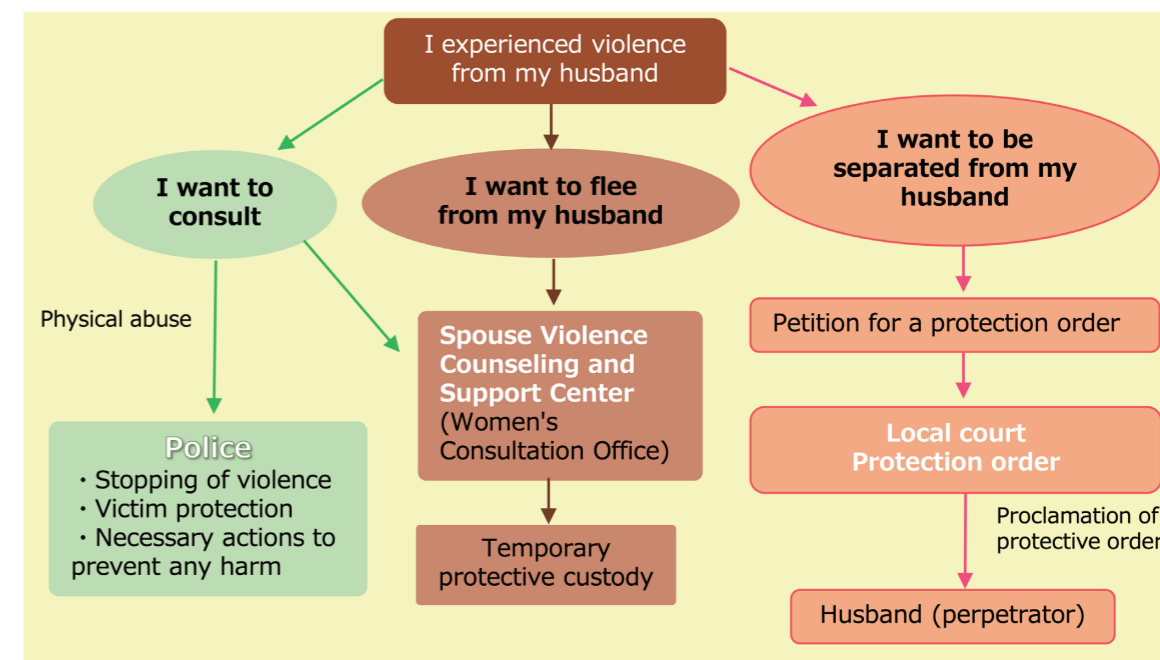


My husband is very much abusive so I left the house with my 3 children. Even after leaving the house, the fear still remains thinking that my husband will appear. Even after I got a new partner, my eldest daughter who is in High School sometimes didn't come home. My second daughter in Junior high school was bullied and refused to go to school but I want her to continue in High School. My eldest son who is in elementary cannot talk due to verbal abuse of my partner.

Immediate/ Temporary Support

《Flow of DV Prevention Act》

I want to escape from DV



Temporary place to live

制 Prefectural Women's Consultation Center (Spousal Violence Counseling and Support Centers)

Women's consultation on domestic violence, divorce, worries of couples and parents and children. Also provides temporary protection.

☎ 029-221-4166
Weekdays 9:00-21:00
Saturdays, Sundays, Holidays 9:00-17:00

制 Maternal and Child living support facility

Facility for mother and child who are having difficulty to make a living after the divorce. And provide support to sustain themselves even after leaving the facility.

Municipal mother and child welfare section

Phone consultation regarding DV

☎ DV Helpline Women's net RISE

☎ 029-227-5757
Wednesday and Friday:
10:00-16:00

☎ Nationwide DV hotline

☎ 0120-956-080
Monday-Saturday
10:00-15:00

☎ Police headquarters "courage to call "YUUKI NO DENWA (sexual violence crime)

☎ 029-301-0278
Weekdays 8:30-17:15

I need financial assistance in order to support myself



Mother and child, father and child welfare fund loan

Lending fund, which is beneficial for business, study, training, housing, medical care, living, etc. for women without a spouse that has children below 20 years of age.



Widow welfare fund loan

Loan for widowed women without a child and unmarried women with a child who have even reached the age of 20



Support for Single-Parent Family Medical Care

Provide a full subsidy or a portion of the remaining medical expenses which will be a personal expense



Child support allowance

The monthly allowance is 42,330 yen in case of one child.
An additional of 10,000 yen for the 2nd child, additional of 6,000 yen from the 3rd child and above.



Entering in School Financial Assistance System

Social Welfare Assistance and Education Commission will provide such as school supplies and expenses for school trips and food expense for those recognized as financially unstable.



Employment and Independence Support Center for Mother and Child

Employment consultation, skill training, free employment referral



Daily life support project (childcare and housekeeping helper dispatch)



Child care short term support project (temporary custody)



Public Employment Security Office Hello Work Mothers Salon

Consultation for people who are working while raising children.
Weekdays 8:30-17:15



Children's Welfare Center (JISO)

Consultation regarding difficulties in raising children, child abuse, development delays and disabilities, delinquency, absenteeism in school, entering in facility, etc.
Weekdays 8:30-17:15

Municipal mother and child welfare section
Prefectural Center
Livelihood funds up to 105,000 yen / month

Municipal mother and child welfare section
Prefectural Center

Municipal child welfare section

Municipal child welfare section.
Child support allowance for children with disabilities.

School, Board of Education

☎ 029-233-2355
Monday-Saturday
9:00-17:00
(2nd and 4th Saturday
9:00-16:00)

Municipal mother and child welfare section

Mother and child welfare municipal section

Mito ☎ 029-231-2050
Hitachi ☎ 0294-21-6441
Tsuchiura ☎ 029-822-5124
Koga ☎ 0280-32-0461
Ryugasaki ☎ 0297-60-2727
Hitachi Kashima ☎ 0299-83-2318

Chuo ☎ 029-221-4150
Hitachi Branch ☎ 0294-22-0294
Rokko Branch ☎ 0291-33-4119
Tsuchiura ☎ 029-821-4595
Chikusei ☎ 0296-24-1614

I want to consult the problems about my child.



Children and Families Consultation office

Coordination with child consultation center and child counseling desk.
Provision of family and child counselors with regards to consultation on issues such as child nurturing and economic problems.



Child and Family Support Center

A specialist provides closely consultation support to the area with the child consultation center and city's family consultation offices.



Dojinkai Children and Families Support Center (Takahagi city)

Weekdays 9:00-17:00 Accepts even on Saturdays and Sundays



Child and Family Support Center [Doushin] (Tsuchiura city)

Available days: Monday to Friday
2nd and 4th Sunday 9:00-18:00

Child abuse prevention



Ibaraki Abuse Hotline

Consultation and report of child abuse

Consultation on misconduct



Consultation of Behavioral Problems in Children (Prefectural Ibaraki Gakuen)



Juvenile Support Center (prefectural police)

Absenteeism in school, bullying, etc.



Child educational counseling (Prefectural Education and Training Center)



Support Center for Resolution of Bullying and Corporal Punishment (education office)

Monday, Wednesday 9:00-16:30 Tuesday, Thursday, Friday 9:00-18:30
E-mail consultations are also available.

Concerns about child development



Consultation for children's developmental concerns (Prefectural Education and Training Center)

Phone consultation for children



Children's Hotline (Prefectural Compulsory Education Division)

Private phone consultation



Orange Line

Certified NPO Ibaraki Child Abuse Prevention Network AI.
The lawyer will provide consultation to those people whose child is suffering from abuse and want to help their child.

Children's Welfare Division in every city

Entered the orphanage

☎ 0293-22-0318
Phone consultation is available 24 hours a day.

☎ 029-824-3715
24 hour emergency response

☎ 0293-22-0293
24 hours a day

☎ 029-295-2020
Weekdays 8:30-17:15

Mito ☎ 029-231-0900
Tsukuba ☎ 029-847-0919
Weekdays 8:30-17:15

☎ 029-225-7830
Weekdays 8:00-22:00

Mito ☎ 029-221-5550
Kenpoku (north prefecture) ☎ 0294-34-4652
Rokko ☎ 0291-33-6317
Kennan (south prefecture) ☎ 029-823-6770
Kensei (prefectural west) ☎ 0296-22-7830

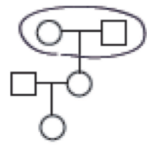
☎ 0296-78-2777
Weekdays 9:00-16:30

☎ 029-221-8181
24 hours

☎ 029-309-7670
Monday, Wednesday, Thursday 10:00-15:00

Points of Contact and Resources for “Mental Health Concerns”

Examples of issues people face:



A married couple in their sixties. Recently the husband has been drinking every night and his behavior has been getting out of control. His family believes that he is addicted to alcohol and have asked him to contact a specialist, but he won't do anything. The husband has lost the will to live and says he can't sleep without alcohol. He keeps drinking but won't admit that he is dependent on alcohol. His family don't know what to do and feel terrible about the situation.

I want to talk to someone about mental health issues I'm facing



Ibaraki Prefectural Mental Health Welfare Center

Provides general consultations regarding mental health and psychological disorders, hikikomori (acute social withdrawal), psychiatric treatments, social rehabilitation, alcohol/drug dependency, teenage mental health, and dementia.

999-3 Kasaharacho, Mito

General consultations

New consultations: Tuesdays, Wednesdays, Thursdays (reservations required)
Consultations for concerns relating to interpersonal relationships and psychological disorders can include the individual themselves, family members, and related organizations.

Reservations:
☎ 029-243-2870
Open: 8:30 - 17:15
Closed on public holidays and during the end/start of year vacation period

I want to talk to someone about issues I'm facing as a teenager

New consultations: Tuesdays, Wednesdays, Thursdays (reservations required)
Concerns relating to school, relationships, eating disorders, etc.

I want to talk to someone about alcohol-related issues

Consultations for family members of individuals with alcohol problems
3rd Thursday of every month 13:30 - 15:00
Ibaraki Prefectural Mental Health Welfare Center
4th Thursday of every month 13:30 - 15:00
Tsuchiura Health Center

I want to talk to someone about drug-related issues

Consultations available first and third Thursday of every month at the center (Reservation System)
1st Fri. PM Hitachi Health Center
2nd Fri. AM Chikusei Health Center
3rd Fri. PM Ryugasaki Health Center
4th Fri. PM Itako Health Center

All of the mental health consultation services provided by these health centers also allow for consultations regarding drug-related issues.

Phone (any time)
Face-to-face (reservations required)

☎ 029-244-0556
☎ 0120-236-556

☎ 029-855-1000
☎ 029-350-1000
☎ 0120-783-556

I want to talk to someone over the phone



Ibaraki Kokoro-no-Hotline (Ibaraki Mental Health Hotline)

Weekdays: 9:00 - 12:00, 13:00 - 16:00 Closed on public holidays and during the end/start of year vacation period
Weekends: 9:00 - 12:00, 13:00 - 16:00 Closed on public holidays and during the end/start of year vacation period



Ibaraki Inochi-no-Denwa(Life Hotline)

Consultations for people dealing with problems, concerns, or loneliness
Tsukuba 365 days/24 hour
Mito 365 days 13:00-20:00
Freedial: Available 10th of every month 08:00 AM to 08:00 AM of the following day

System 制 Fund ¥ Organization 〇 Service 〇 Person 〇 Telephone 〇

I want to talk to someone over the phone



Yoriso Hotline

Social Inclusion Support Center (Ippanshadan Hojin Shakaiteki Hosetsu Support Center)
Phone-based support that allows people to discuss issues they're facing, with staff assisting them to come up with solutions.
24 hours Freedial 0120-279-338

☎ 0120-279-338

I want to talk to someone face-to-face



Ibaraki Counseling Center

Provides consultations for working people and families
Face-to-face consultations: 1 x 50 min. session = ¥3,300 (reservation required)
Face-to-face consultations available Monday - Saturday, 10:00 - 18:00 (closed on public holidays)

☎ 029-225-8580
2-2-35 Sakuragawa, Mito



Japan Industrial Counselor Association (Nihon Sangyo Counselor Kyoka)

Provides primarily face-to-face counseling on the second Sunday of every month

Reservations:
☎029-271-9287
Open: 10:00-17:00

I want to be diagnosed at a hospital

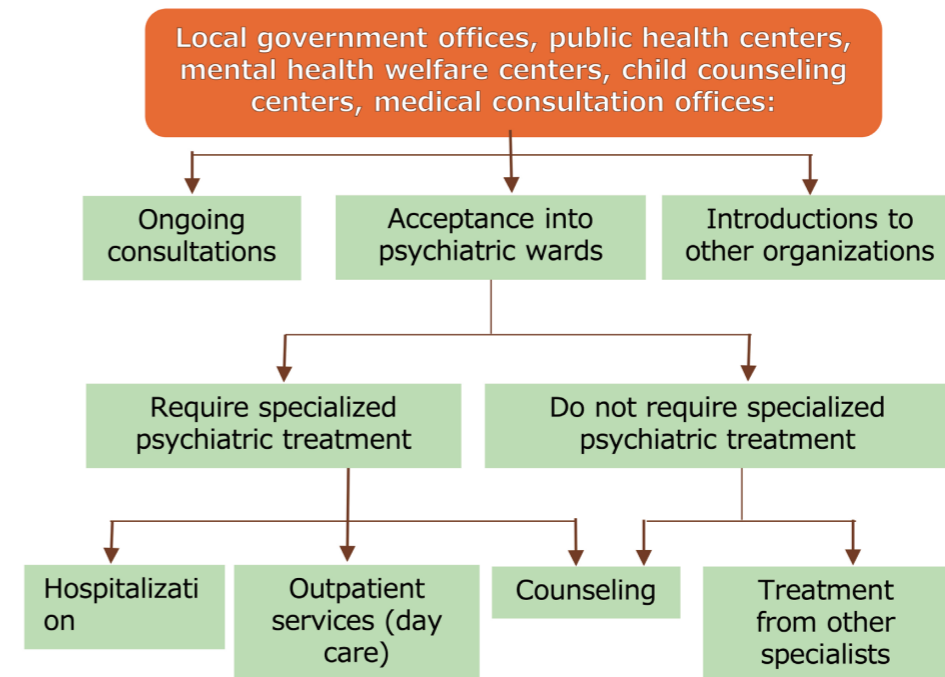


Ibaraki Prefectural Medical Center of Psychiatry

The only publicly run specialized psychiatric hospital in the prefecture

Outpatient consultations require reservations:
☎0296-77-1151
654 Asahimachi, Kasama

Ibaraki Medical Organization Information Network (Ibaraki Iryo Kikan Joho Net)



Source: "Guidebook of Medical & Welfare Service Resources" 2014 Edition, Igakushoin

How to select a hospital	Psychiatric hospital	Psychiatric clinic	General hospital	
			Department of neurology or department of psychiatry	Department of psychosomatic medicine
Primarily for	Those who require hospitalization Those who require outpatient based services	Those who do not require hospitalization but need day care based services	Those who require outpatient based services	Those with psychosomatic disorders (those with physical disorders caused by psychological or social factors)
Services available	Medical treatment/medication, day care, visiting nurses, counseling			Medical treatment/medication, counseling
		Many facilities do not provide inpatient services	General emergency medical care	Medical therapies
Merits	<ul style="list-style-type: none"> Allow for inpatient treatment Specialists provide rehabilitation, etc. 	<ul style="list-style-type: none"> Some locations offer services from noon through to evening, night and on Saturdays, so outpatient treatment can be provided without taking time off work Possible to undergo medical therapy while maintaining your day-to-day life in the community 	<ul style="list-style-type: none"> Might be less intimidating than going to a dedicated psychiatric hospital Provides for easier coordination with other departments if physical ailments are also present, allowing for comprehensive treatment 	

※Note: The term emergency medical care refers to general emergencies, not psychiatric emergencies.

Support for medical fees

制 Medical care for maintaining self-independence (related to psychiatric disabilities) JIRITSU SHIEN IRYO

A system that reduces out-of-pocket expenses associated with inpatient treatment at a psychiatric care unit to 10% of the overall cost

Eligibility: Must be determined by a medical practitioner with at least three years of experience treating schizophrenia, bipolar disorder, depression, epilepsy, dementia, drug addiction, or providing psychiatric treatments.

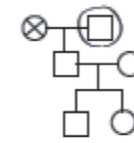
How to apply: Submit the required application form, doctor's note, household records (SETAI CHOSHO), health insurance certificate, and documents showing income tax amounts to your local government office.

Some local governments will also provide further support for the remaining 10%

The maximum amount per-month will be determined based upon the income of the individual applying

Points of Contact and Resources for "Age-Related Concerns"

Examples of issues people face:



Mr. A is in his seventies and lives alone. Lately he has been forgetting to take his medicine and is losing things more and more frequently. He is particularly concerned about losing his bank book. His children live in a different prefecture and can only visit a few times a year. He has asked them to move back home, but they've told him they can't. He is worried about what will happen if he gets dementia or becomes a victim of fraud.

The Support Program for Self-Reliance in Daily Life, and the Adult Guardianship System are designed for elderly people and those with disabilities who are unable to make judgments for themselves.

制 Support Program for Self-Reliance in Daily Life

Provides advocacy for those who lack the capacity to make judgments such as those with intellectual disabilities, dementia, or psychiatric disabilities. This service is available for those staying in assisted-living facilities, as well as in hospitals, along with people living at home.

I don't know what procedures are needed to use welfare services

- ①Support for using welfare services
 - Support for procedures required to use welfare services, provision of information
 - Payments for welfare services
 - Support for procedures required to use complaint settlement systems
 - Administrative procedures, such as issuing residence certificates
 - Consultations about house remodeling/residences for rent
 - Procedures relating to complaint handling for purchases

I'm worried about making mistakes when depositing or withdrawing money, or when making payments

- ②Support for managing finances in day-to-day life
 - Withdrawals/deposits of money required for day-to-day life
 - Payment of utilities, rent, taxes, medical expenses, etc.
 - Help to receive pension and welfare benefit payments

I'm worried about losing my bank book or inkan (personal seal)

- ③Management of documents, etc.
 - Inkan seals, savings passbooks, pension certificates, real estate rights certificates, insurance policies, etc.

<Steps to use system:>

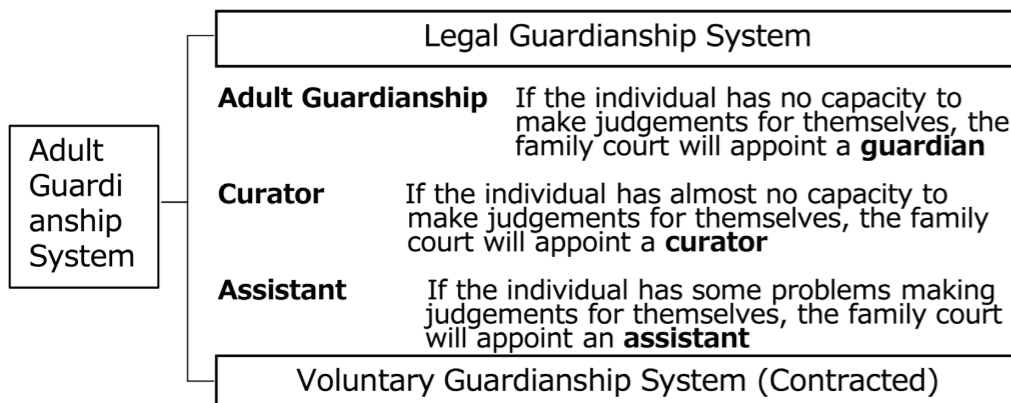
Initial consultation: Municipal Councils of Social Welfare
 Creation of consultation/support plan:
 Specialist from Municipal Council of Social Welfare
 Contract: User and Municipal Council of Social Welfare
 Supporting individuals: Daily life support staff, specialists

		Support Program for Self-Reliance in Daily Life	Adult Guardianship System
Matters to do with day-to-day life	Managing daily finances	○	○
	Procedures for receiving pension	○	○
	Safekeeping of bank books and inkan seals	○	○
Matters to do with medical treatments/nursing	Welfare services contracts	○	○
	Hospitalization contracts	×	○
	Securing medical care/housing	×	○
	Contracts for entering/departing assisted living facilities	×	○
Matters to do with asset management	Disposal and management of real estate	×	○
	Property apportioning	×	○
	Resolution of consumer issues	△	○

△ = procedural support only

制 Adult Guardianship System

The Adult Guardianship System provides legal protection and support for individuals (hereinafter “the individual”) who lack the ability to make judgements for themselves due to psychiatric disabilities (elderly people with dementia, those with intellectual or psychiatric disabilities, etc.).



If the individual will lose the capacity to make decisions for themselves in the future, they may create and enter into a notarized contract for a voluntary guardianship, allowing the individual to appoint the guardian of their choice.

制 Voluntary Guardianship System

The voluntary guardianship system allows for an individual to receive support from a guardian they have chosen in advance through a notarized contract. The support will begin when the individual is no longer able to adequately make decisions for themselves. The contract comes into effect when the family court appoints the guardian in question.

Procedures to use the Adult Guardianship System

- ①Petition the family court
- ②Receive expert testimony regarding the individual’s intellectual/psychiatric competency (for guardianship or curatorship)
- ③Doctor’s certificate (for assistants/voluntary guardianships)
- ④Examination by Family Court Investigating Officer · Judgement made (selection of guardian, etc.)
- ⑤Registration of guardian, etc.
- ⑥Support begins

Types of Adult Guardianships

	Guardianship	Curatorship	Assistance
Primarily for:	Those who completely lack the capacity to make judgements for themselves	Those who have almost no capacity to make judgements for themselves	Those who have problems making judgements for themselves
Can be applied for by:	The individual, their direct family members such as their spouse, parents, children, or grandchildren, siblings, uncles, aunts, nephews, nieces, cousins, spouse’s parent/child/siblings, etc.		
Consent from individual	Not required	Not required	Required
Doctor’s opinion	Required in principle	Required in principle	Not required in principle
Acts that an adult guardian, etc. may consent to or revoke	Any acts outside of shopping for day-to-day essentials, etc.	Acts relating to acquiring or forfeiting rights related to important assets (acts described in Article 13, paragraph 1 of the Civil Code)	Acts which can be determined by the court within the scope of the application (limited to acts described in Article 13, paragraph 1 of the Civil Code) (The individual’s consent is required)
Agency provided to adult guardian	All legal acts relating to assets	Specific acts which can be determined by the court within the scope of the application (The individual’s consent is required)	

I don’t know who I can talk to

Community General Support Center

Points of contact established by municipalities as-per the Long-Term Care Insurance Act, providing comprehensive support to local elderly residents relating to care, health, welfare and medical care. These centers also allow for consultations regarding issues such as asset management and prevention of abuse.

Dementia nursing advisors

Facility staff have specialized knowledge regarding dementia nursing and have undergone training to provide consultation support, before being registered with Community General Support Centers, etc.

Legal-Support Adult Guardianship Center

Legal-Support Ibaraki Branch (judicial scrivener)

Ibaraki Prefectural Association of Certified Social Workers: Rights Advocacy and Adult Guardianship Center

Partner Ibaraki:
Speak to your primary care physician and have them introduce you to a specialist if required.

Dementia-related illness Medical Center

Specialized dementia clinics as designated by the prefectural government
There are seven in the prefecture, including University of Tsukuba Hospital

Alzheimer’s Association Japan Ibaraki Branch

Free phone based consultations about dementia
Weekdays: 12:00 - 16:00
Closed: Public holidays, start/end of year vacation

Groups for people nursing family members with dementia

Hitachi Soyokaze-no-Kai
Usagi Carers of Family Members with Dementia Group (Ninchisho Kaigo Kazoku-no-kai Usagi)
Machinaka Koyukan Madoka

Prefectural Government Senior Citizens’ Welfare Division
List of Community General Support Centers



Consultations are also provided by staff from municipal care insurance/senior citizen’s welfare divisions, as well as at health centers

Free telephone consultations:
☎ 029-302-3166
Telephone reception: Weekdays 9:00 - 12:00, 13:00 - 17:00
A specialist will call you back after you have spoken to the telephone reception staff

☎ 029-244-9030
There are also memory loss outpatient clinics for those who are becoming forgetful

University of Tsukuba Hospital:
☎029-853-3645

☎029-828-8089

☎ 0294-35-6644
☎ 0299-77-9173

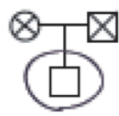
☎ 029-867-6117

Where can I get a diagnosis?

I need some advice about my family

Points of Contact and Resources for "Legal Concerns"

Examples of issues people face:



Mr. N is in his thirties, His parents passed away while he was still young and he inherited his father's debts. He has been working to slowly pay back the debts, but after a sudden illness caused his income to drop, he was forced to borrow money from a loan shark. He is now stuck in a cycle of borrowing money to pay off debts. Mr. N is ineligible for welfare payments and he lacks a guarantor so is unable to borrow money from a Living and Welfare Fund. This is causing him severe psychological and economic distress.

I want to consult with a lawyer



Prefectural Bar Association Legal Counseling Center

Provides for-fee face-to-face consultations
Consultations of 30 minutes or less are ¥5,500

Mito: Tuesday, Wednesday & Friday 13:00 - 16:00
Tsuchiura: Thursdays 10-12, 13-16, 18-20
Shimotsuma: Mondays 13:30 - 16:30
Kashima: Thursdays 13:30 - 16:30
Hitachi: Thursdays 13:00 - 16:00
Ryugasaki: Tuesdays 13:00 - 16:00
Moriya: Wednesdays 13:00 - 16:00



Japan Legal Support Center (Hou terasu)

Japan Legal Support Center (Houterasu) is a comprehensive consultation service, established by the government to assist in the resolution of legal issues.

Information Provision

The center provides information on appropriate legal systems and related organizations (e.g., legal counseling and public institutions) for those with concerns about legal issues. Note: Individuals in charge of providing information cannot provide consultations regarding individual legal issues or make any legal judgments (Only information about systems and procedures will be provided. Consultations about individual legal issues will require that you discuss these with a relevant organization, etc.)

Civil legal aid

Individuals facing legal issues who have income and assets below a certain fixed amount can use the following services (1. to 3. below).

- ① Legal counseling aid from a lawyer, etc.
- ② Representation aid (a loan for lawyer/judicial scrivener fees)
- ③ Document preparation aid from a lawyer/judicial scrivener (a loan for fees related to having court documents prepared)

Disaster legal aid

Free legal counseling is provided for individuals living in areas for which the Disaster Relief Act applied at the time of the Great East Japan Earthquake, regardless of their income or assets (Content of consultation can include matters other than the disaster)

Reservations:

029-227-1133
029-875-3349
0296-44-2661
029-227-1133
029-227-1133
029-875-3349
039-875-3349



Web reservation is also available

Hou terasu Ibaraki
3F Omachi Building
3-4-36 Omachi, Mito

Houterasu Ibaraki 'Support Dial Service'
(Only provides the information mentioned above)
☎ 0570-078374
Weekdays: 9:00 - 21:00
Saturdays: 9:00 - 17:00

Japan Legal Support Center Ibaraki District Office
☎ 050-3383-5390
Weekdays 09:00 - 12:00, 13:00 - 17:00

Note: Legal counseling requires a reservation
Note 2: Can only be used three times for the same issue
Note 3: The legal fee loan service requires that applicants go through a screening process
Note 4: In principle this must be paid back in monthly installments, but households receiving welfare payments may be exempt from this

Regions for which the Disaster Relief Act applies
Applies to 37 municipalities, not including Koga, Yuki, Moriya, Bando, Yachiyo, Goka, and Sakai (Also applies to certain regions outside of Ibaraki Prefecture)

I want to consolidate my debts

Phone consultations



Ibaraki Prefectural Consumer Center

Monday to Friday 9:00 - 17:00
Sundays 9:00-16:00

☎ 029-225-6445



Ibaraki Judicial Scrivener Association Comprehensive Consultation Center

Tuesdays: 16:00 - 18:00

☎ 029-212-4500
☎ 029-212-4515
☎ 029-306-6004



Kanto Local Finance Bureau, Mito Local Finance Office Multiple Debt Consultations

Weekdays 8:30 - 12:00, 13:00 - 16:30

☎ 029-221-3190

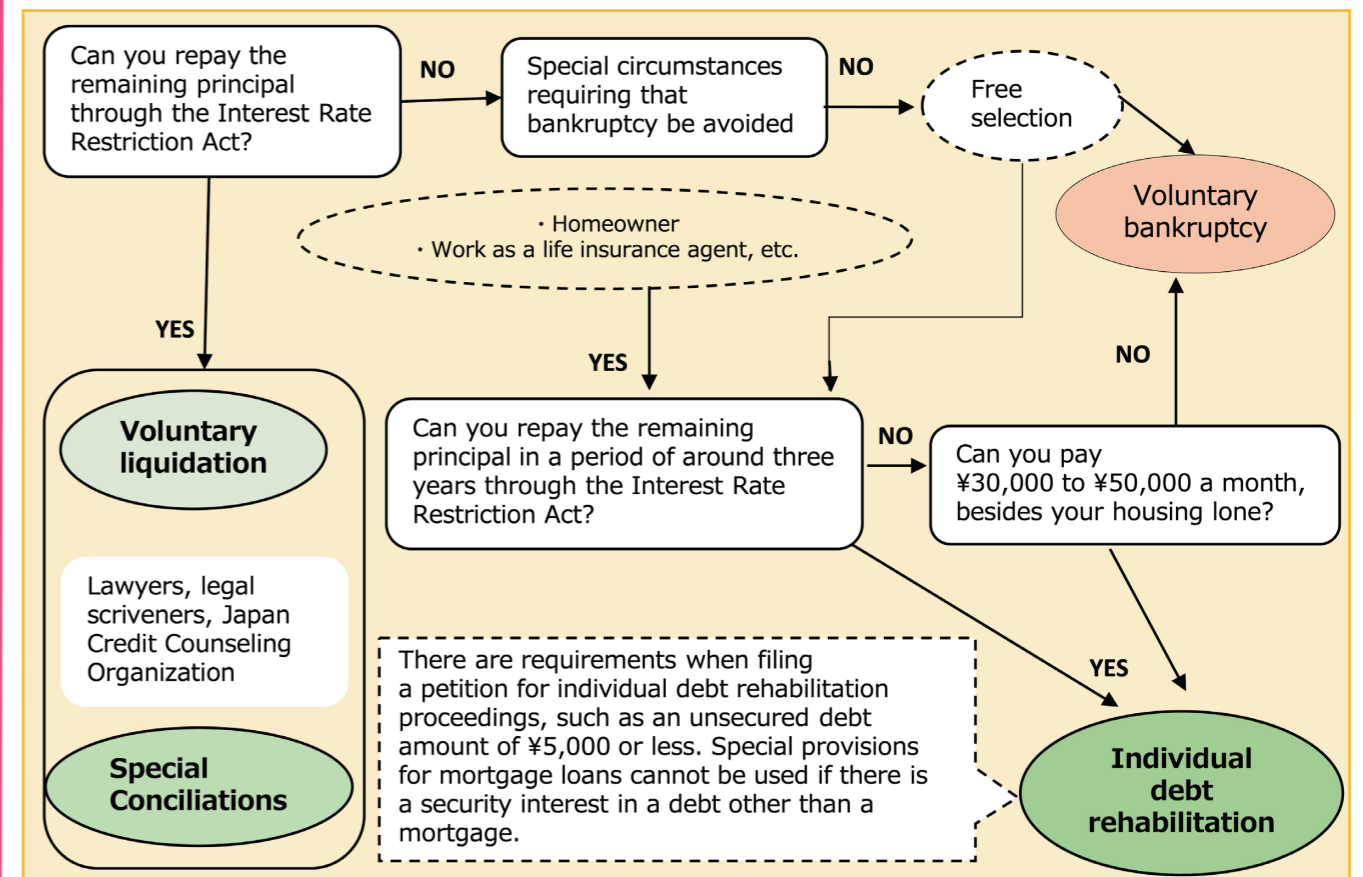


Legal Support Center 'Support Dial Service' (information on consultations)

Weekdays: 9:00 - 21:00
Saturdays: 9:00 - 17:00

☎ 0570-078374

Selecting a method of relief from multiple debts



What differences are there in resolution methods?

Methods of resolution for multiple debts

Method	Overview	Merits	Demerits
Voluntary liquidation	A private method of debt consolidation that does not involve going to court, etc., instead, discussions are held with creditors to try and come to an amicable settlement.	A representative such as a lawyer will negotiate with the creditor to try and create a flexible form of consolidation.	①Payment is required to have a lawyer represent you. ②If an amicable settlement cannot be reached, it will not be possible to consolidate the debts.
Special Conciliations	Debts are consolidated by going to court and using the Conciliation Committee to negotiate with creditors.	①Possible to majorly decrease the amount of debt, thereby reducing monthly repayment amounts. ②Possible to consolidate a portion of debt. ③Possible to protect assets.	①One condition is a stable income, with repayments continuing monthly. ②If an amicable settlement cannot be reached, it will not be possible to consolidate the debts. ③If the debtor does not protect their side of the agreement, the creditor may be able to use compulsory execution.
Individual debt rehabilitation proceedings	Go to court and use the Conciliation Committee to create a debt rehabilitation plan, then pay off part of the debt in installments. The remaining debt is forgiven.	①Possible to majorly decrease the amount of debt. ②Possible to continue to pay any housing loans, thereby maintaining your place of residence.	①A lawyer must take up your case. This method also takes time. ②One condition is a stable income. ③Your name and address will be announced in the official gazette.
Voluntary bankruptcy	Go to court and have all of your assets split between creditors. The remaining debt is forgiven.	A decision to discharge will mean you are no longer obliged to pay any remaining debts.	①You will not be able to work as a lawyer or certified public accountant. ②Any remaining assets will be disposed of by the bankruptcy trustee and distributed between creditors. ③Your name and address will be announced in the official gazette.

I want to recover from debt



Nationwide Credit/Loan Shark Victims Liaison Council (Zenkoku Credit/Sarakin Higaisha Renraku Kyogikai)

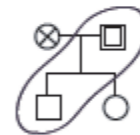
Regular consultation meetings are held at each group that is a member of the council.

☎ 03-3527-9357



Points of Contact and Resources for “Concerns Relating to Disabilities”

Examples of issues people face:



A man in his sixties, whose wife passed away some time ago, is living with his son who is in his twenties. The man has had cancer surgery. He has not been able to recover fully and has needed to frequently take time off from work. Ideally he would like to retire, but he has debts that have not been paid off. His 22 year old son was working, but makes continual mistakes. This has led him to quit two jobs in a row. The man is concerned about what he should do.

Consultations relating to disabilities

There are points of consultation relating to the welfare of people/children with disabilities in each municipality. The following organizations provide specialist consultations relating to different disabilities.



Ibaraki Prefectural Welfare Consultation Center (Fukushi Sodan Center)

1-5-38 Sannomaru, Mito
☎ 029-221-0800

The center is a specialized institution that determines medical, psychological and occupational matters for people with physical and intellectual disabilities. The also provides welfare consultations for those with physical and intellectual disabilities.

For determinations relating to disabled children who are younger than 18, guidance on rehabilitation, and admissions to facilities for disabled children, please speak to a child consultation center(JISO).

Child consultation centers can be found on page 6 of this leaflet.



Ibaraki Prefectural Mental Health Welfare Center

993-2 Kasahara-cho, Mito
☎ 029-243-2971

Provides mental health consultations and medical treatments for the mentally handicapped. Also issues mental disability certificates and certifies recipient certificates for medical care for maintaining self-independence (outpatient care).



Ibaraki Prefectural Developmental Disability Support Center (Hattatsu Shogaisha Shien Center)

・2766-37 Obata kitayama, Ibaraki-machi, Higashiibaraki
☎ 029-219-1222
・802-1 Takasaki, Tsukuba-shi
☎ 029-875-3485
Monday-Friday 9:00-17:00

Provides consultation and support for people with developmental disabilities such as autism, Asperger's syndrome, learning disabilities, attention deficit, hyperactivity disorders, etc.



Ibaraki Prefectural Chronic Disease Consultation and Support Center (Nanbyo Sodan/Shien Center)

4733 Ami, Amimachi, Inashiki-gun
Within Ibaraki Prefectural University of Health Sciences Hospital
☎ 029-840-2838
Monday - Friday 9:00 - 12:00
13:00 - 16:00

Provides consultations for patients with intractable diseases and their families, regarding anxiety and concerns related to caring for children with chronic specified diseases.



Disability Consultation Room (Shogaisha Nandemo Sodanshitsu)

1918 Senbacho, Mito
Within Ibaraki Sougou Fukushi Kaikan
☎ 029-244-9588

Offers a wide range of consultations on welfare systems, employment, and advocacy.



Ibaraki Prefectural Disability Advocacy Center (Shogaisha Shien Kenri Yogo Center)

1918 Senbacho, Mito
Within Ibaraki Sougou Fukushi Kaikan
☎ 029-353-8663

Provides reporting/consultations relating to preventing the abuse of people with disabilities.



Ibaraki Disabled Employment Center (Shogaisha Shokugyo Center)

Coordinates with the HelloWork employment agency to provide specialist occupational rehabilitation for those with disabilities.

- After assessing the desired occupation of the individual in question, their capacity to work will be evaluated and an evaluation plan formulated to allow them to adapt to the workplace
- Provides comprehensive support, including vocational preparation training and dispatch of job coaches to the workplace, as well as assistance to employers of people with disabilities



Disabled Employment/Living Support Center (Shogaisha Shugyo/Seikatsu Shien Center)

Provides integrated consultation support for employment and daily life in local communities for people with disabilities. Employment support includes employment preparation training and support for workplace retention. Daily life support includes consultation services for lifestyle planning such as health, pensions, and housing.



Employment Transition Support Office (Shuro Iko Shien Jigyosho)

Aims to help students improve their knowledge and abilities, undergo training, and search for employment. The office's aim is for these students to find and become established at workplaces that suits their needs. Typical courses take two years (three years if the student will be acquiring a certification)



Work continuation support (Model A = employment model)

Creates employment opportunities based on employment contracts, while providing support to improve the knowledge and skills needed for general employment



Work continuation support (Model B = non-employment model)

Provides opportunities for employment and other productive activities, and support to improve and maintain knowledge and skills

(Operated by an independent administrative institution)
6528-66 Koibuchi, Kasama
☎ 0296-77-7373
Weekdays: 8:45 to 17:00

Provides support for those with psychiatric disabilities to return to the workplace, as well as employment support curriculums for those with developmental disabilities.

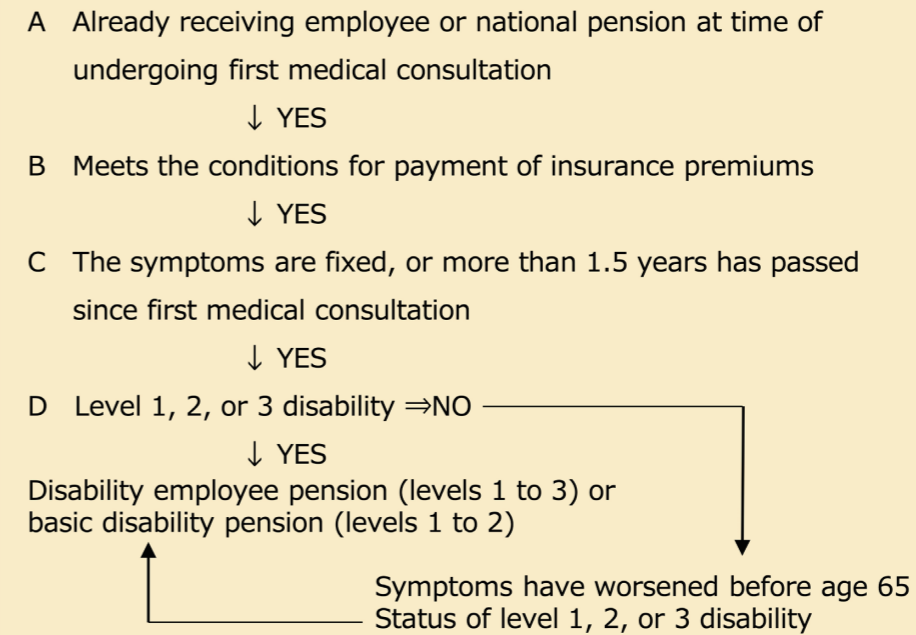
Prefectural Government Disability Welfare Division
List of designated disabled welfare service providers



Is it possible to receive a disability pension?



There are three requirements for receiving a disability pension. These include the first day a medical consultation was undertaken, payment of insurance premiums, and status of disability.



Example of application procedure (for individual receiving employee pension)

- ① Confirm first day of medical consultation
- ② Have pension office confirm payment of insurance premiums
- ③ Acquire Certificate of Medical Examination Status
- ④ Acquire doctor's certificate
- ⑤ Create documents outlining medical history, as well as petition form
- ⑥ Submit to pension office

B Requirements for payment of insurance premiums (must meet one of the following)

- From the age of 20 onwards, paid at least 2/3 of insurance premiums up until two months before the month of the first date of consultation (includes any exemption periods)
- Had not failed to make any insurance payments in the one year period up until two months before the month of the first date of consultation (or was exempt)

Treatment differs depending on whether you are receiving a national pension or the employee pension

The first consultation day was the day when a doctor was first consulted due to the injury or illness that caused the disability. Records and certificates of medical examinations are vital

The date of the determination of disability is either 1.5 years since the date of the first consultation, or the day the symptoms became fixed

Levels 1/2 refer to status in day-to-day life and level 3 is a rough indication of restrictions on capacity to work

Judgment criteria are different from those for disability certificates

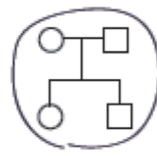
Even if levels 1 to 3 do not apply to the individual's disability, a disability allowance may be provided depending on the situation (only for employee pension/within 5 years from the first consultation day)

If the individual was under the age of 20, and was therefore not paying into the pension, a basic disability pension (levels 1 and 2 only) can be received from the age of 20 as long as the conditions in C and D above have been satisfied. (Income restrictions apply in this situation)

If the individual had not enrolled in an employee pension on the first consultation date, submit to the municipality.

Points of Contact and Resources for "Youth Independency"

Examples of issues people face:



A husband and wife in their seventies are living with their 28 year old son and 18 year old daughter.
 The eldest son quit university after a year.
 He's spent the following 10 years living at home.
 He only leaves to go shopping.
 The husband and wife don't know what to do and don't know who to talk to.

I want to speak to someone about hikikomori (acute social withdrawal)



Hikikomori Consultation and Support Center (Hikikomori Sodan Shien Center)

A specialized coordinator consults with the hikikomori and their family, providing introductions to medical, health, welfare, and labor organizations as required. Phone and at-home consultations are also required (non-phone consultations require a reservation)

Within Ibaraki Prefectural Mental Health Welfare Center

Open Weekdays: 9:00 - 16:00 ☎ 0296-48-6631



Health Centers

The following health centers also provide specialized consultations/family classes, etc. on hikikomori.

- *Mito Health Center ☎ 029-241-0571
- Hitachinaka Health Center ☎ 029-265-5647
- *Hitachi Health Center ☎ 0294-22-4196
- *Itako Health Center ☎ 0299-66-2174
- *Ryugasaki Health Center ☎ 0297-62-2367
- *Tsuchiura Health Center ☎ 029-821-5516
- Tsukuba Health Center ☎ 029-851-9287
- *Chikusei Health Center ☎ 0296-24-3965
- Koga Health Center ☎ 0280-32-3021

Health centers marked with an asterisk* provide at-home consultations

I want to work



Community Youth Support Stations (Chiiki Wakamono Support Stations)

160 locations nationwide. Provides support for employment for young people between the ages of 15 and 39 who have concerns about working. Support is provided through specialist consultations with career consultants, improvement of skills through communication training, etc., and work experience with cooperating companies.

Ibaraki Youth Support Station ☎ 0120-717-557 Mondays to Saturdays, 10:00-17:00

Ibaraki Kensei(West) Youth Support Station ☎ 0296-54-6012 Tuesdays to Saturdays, 9:30-17:30

Ibaraki Kennan(South) Youth Support Station ☎ 029-893-3380 Mondays to Fridays, 10:00-16:00

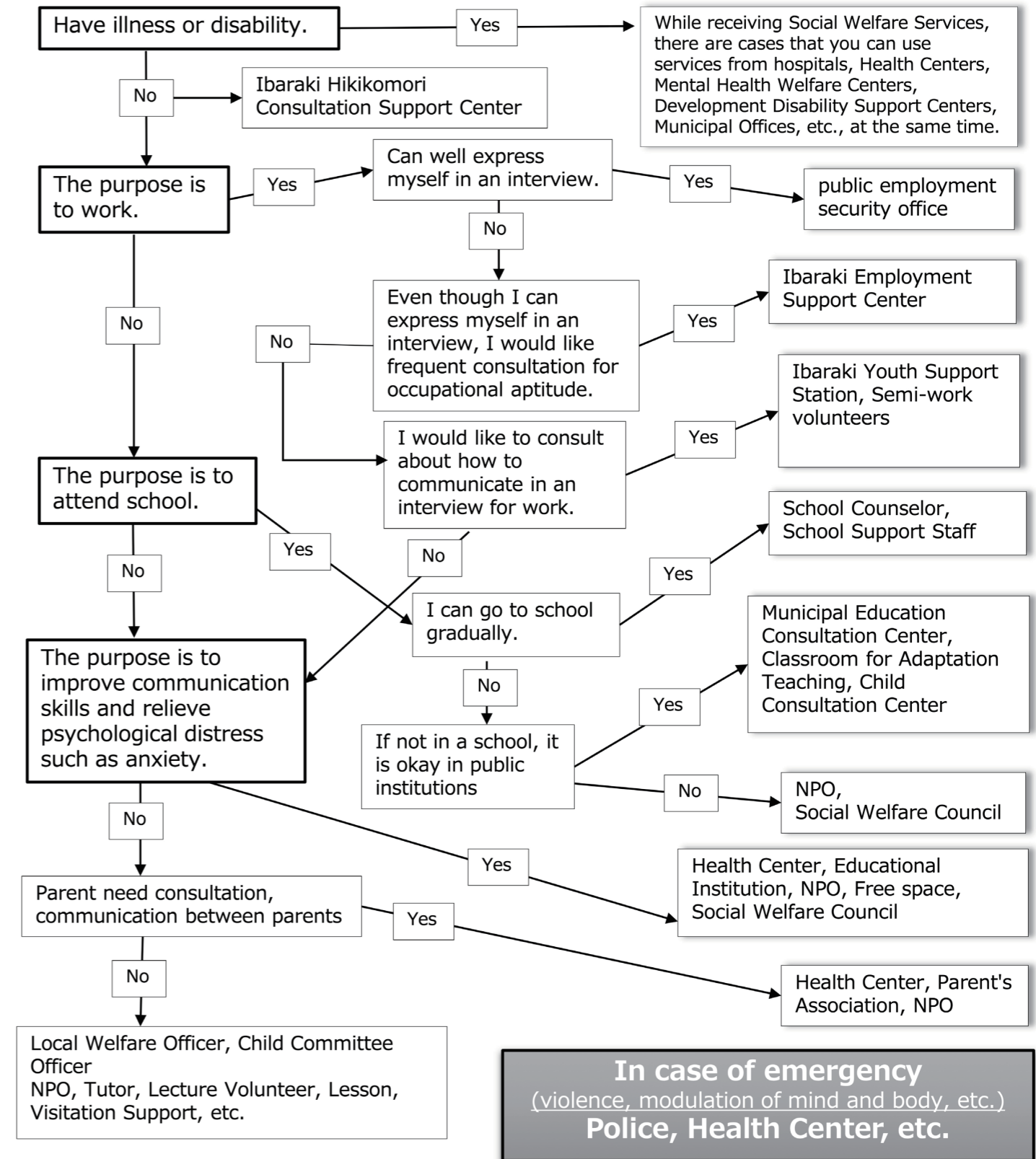


Ibaraki Employment Support Center (Shushoku Shien Center/JOB CAFE)

Provides one-stop employment support by providing a combination of services related to employment. Available for use by all, free of charge.

Ibaraki Employment Support Center
 Mito ☎ 029-300-1916
 Kenpoku ☎ 0294-80-3366
 Hitachi ☎ 0294-27-7172
 Rokko ☎ 0291-34-2061
 Kennan ☎ 029-825-3410
 Kensei ☎ 0296-23-3811

Usage Charts by Purpose and Status



Source "School Refusal, Hikikomori, NEET Support Organization Usage Companion" (NPO Astolink - Association to Promote the Participation of Youth in Society,2010) partially processed.

Frase List

The names of important systems and institutions cited in the booklet are written in hiragana and romaji. The meaning in English is also included.

Page	Kanji	Hiragana	Roma ji	Translation
2	福祉指導課	ふくししどうか	Fukushishidoka	Welfare Guidance Division
2	社会福祉協議会	しゃかいふくしきょうぎかい (しゃきょう)	Shakaifukushi Kyougikai(Shakyo)	Prefectural Welfare Guidance Division
4	無料低額診療事業	むりょうていがくしんりょうじぎょう	Muryo Teigaku Shinryo Jigyo	Free/low-priced medical care rights
4	家計相談支援	かけいそうだんしえん	Kakei Soudan Shien	Living counseling support
4	職業訓練受講給付金	しょくぎょうくんれんじゅこうきゅうふきん	Shokugyo kunren juko kyufukin	Vocational training benefits
5	母子生活支援施設	ぼしせいかつしえんしせつ	Boshi seikatsu shien shisetsu	Maternal and Child living support facility
5	母子福祉担当課	ぼしふくしたんとうか	Boshi fukushi tantoka	Mother and child welfare section
6	母子・父子福祉資金貸付	ぼし・ふしふくししきんかしつけ	Boshi・fushi fukushishikin kashitsuke	Mother and child, father and child welfare fund loan
6	寡婦福祉資金貸付	かふふくししきんかしつけ	Kafu fukushishikin kashitsuke	Widow welfare fund loan
6	ひとり親家庭等医療費助成	ひとりおやかていとういりょうひじょせい	Hitorioyakateito iryohi jousei	Support for Single-parent family medical care
6	児童福祉担当課	じどうふくしたんとうか	Jido fukushi tantoka	Child welfare section
6	児童扶養手当	じどうふようてあて	Jido fuyo teate	Child support allowance
6	就学援助	しゅうがくえんじょ	Shugaku enjo	Entering in school financial assistance system
6	教育委員会	きょういくいいんかい	Kyoiku iinkai	Board of education

Page	Kanji	Hiragana	Roma ji	Translation
6	日常生活支援事業	にちじょうせいかつしえんじぎょう	Nichijoseikatsu shien jigyo	Daily life support project
6	子育て短期支援事業	こそだてたんきしえんじぎょう	Kosodate tanki shien jigyo	Child care short term support project
6	児童相談所 (児相)	じどうそうだんじょ (じそう)	Jido sodanjo(Jiso)	Children's Welfare Center
8	保健所	ほけんじょ	Hokenjo	Health center
10	自立支援医療	じりつしえんいりょう	Jiritsu shien iryo	Medical care for maintaining self-independence
11	日常生活自立支援事業	にちじょうせいかつじりつしえんじぎょう	Nichijoseikatsu jiritsu shien jigyo	Support program for self-reliance in daily life
12	成年後見制度	せいねんこうけんせいど	Seinen kouken seido	Adult guardianship system
12	任意後見制度	にんいこうけんせいど	Ninni kouken seido	Voluntary guardianship system
13	地域包括支援センター	ちいきほうかつしえんせんたー	Chiiki hokatsu shien senta	Community general support center
13	健康・地域ケア推進課	けんこう・ちいきけあすいしんか	Kenko・Chiiki kea suishinka	Health and community care promotion division
14	法テラス	ほうてらす	Hou terasu	Japan legal support center
17	障害者なんでも相談室	しょうがいしゃなんでもそうだんしつ	Shogaisha nandemo soudanshitsu	Disability consultation room
18	障害福祉課	しょうがいふくしか	Shogai fukushi ka	Disability welfare division
18	就労移行支援事業所	しゅうろういこうしえんじぎょうしょ	Shurou ikou shien jigyosho	Employment transition support office
18	就労継続支援	しゅうろうけいぞくしえん	Shurou keizoku shien	Work continuation support
19	障害年金	しょうがいねんきん	Shougai nenkin	Disability pension
20	地域若者サポートステーション (サポステ)	ちいきわかものさぽーとすてーしょん (さぼすて)	Chiiki wakamono sapooto suteishon(Saposute)	Community youth support station
21	適応指導教室	てきおうしどうきょうしつ	Tekiou shidou kyoshitsu	Classroom for adaptation teaching