
2022 International forum on Acceptance of Foreign Nationals and their
integration into Japan
Supporting Foreign Residents in their Daily Lives
-focusing on orientation and consultation services

NPO Citizen's Network for Global Activities (CINGA)
Coordinator: Nii Midori

What is CINGA?

<http://www.cinga.or.jp/>

Citizen's Network for Global Activities < CINGA >

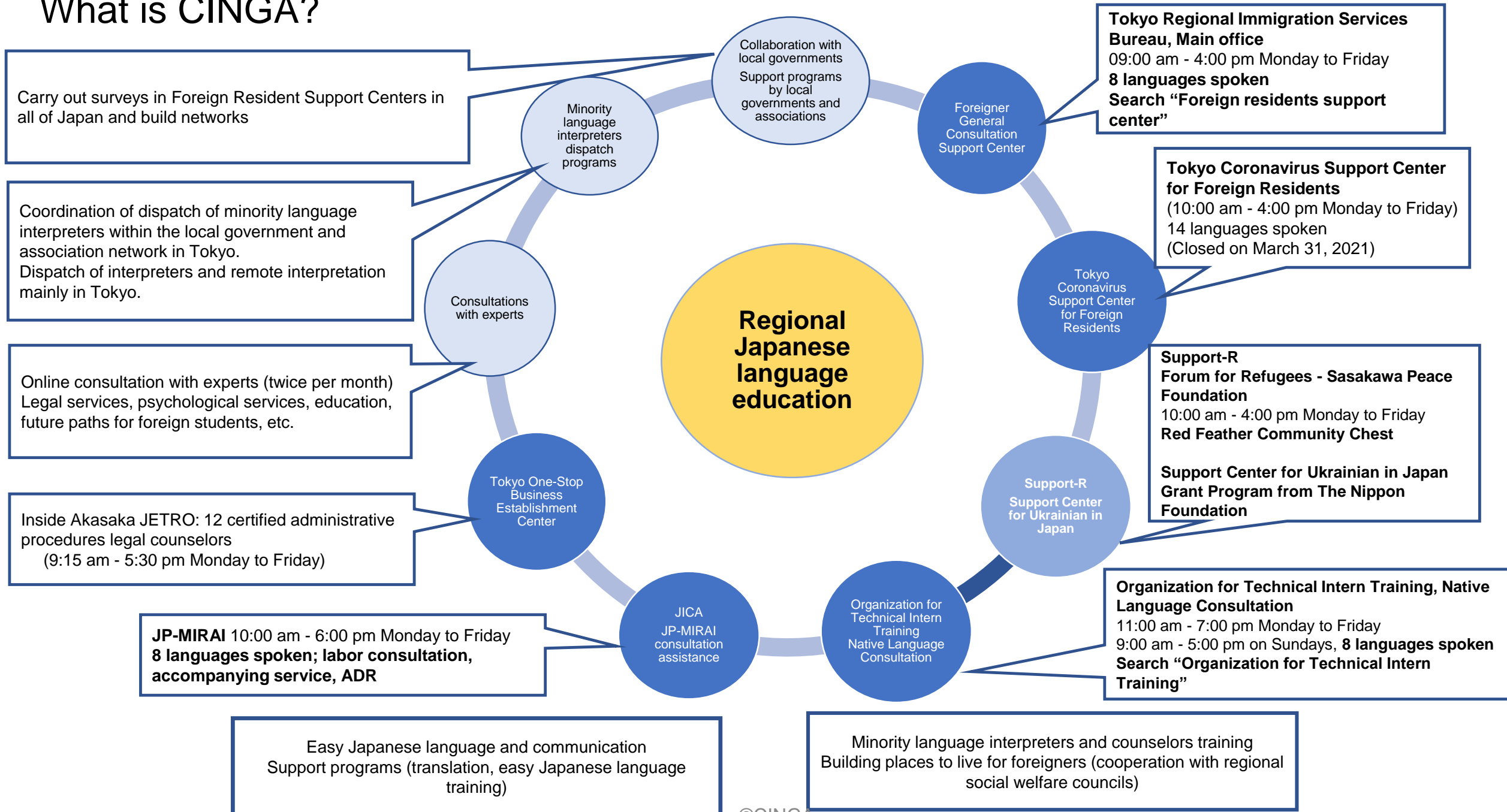
- Features: A group of experts/network organization/intermediary organization that provides support to foreigners

It carries out civic activities using the specialized knowledge of lawyers, certified administrative procedures legal specialists, labor counselors, social workers, public consultants on social and labor insurance, interpreters, Japanese language teachers, people involved in the media, association staff members, etc.

- 47 members, 61 employees (including part-time workers), 310 million yen of budget in fiscal year 2022
- 6F Kanda Kosho Center Build. 2-3 Jinbo-cho, Kanda, Chiyoda-ku Tokyo Tel: 03-6261-6225



What is CINGA?



Caravan Visiting Foreign Resident Support Centers

Visit period: July 2019 to March 2020

Number of visited centers: 51 centers + 20 consultation desks in Tokyo in 2017



■ Content of the consultation programs

- (1) Provision of information
- (2) Handling of consultations
- (3) Related parties coordination
- (4) Interpretation
- (5) Listening
- (6) Stakeholder meeting, extroversion training, etc.

Situation of one-stop consultation desks

Prefectures	No. of foreign residents (a)	Support centers (b)	No. of consultations (c)	a/c	Prefectures	No. of foreign residents (a)	Support centers (b)	No. of consultations (c)	a/c	Prefectures	No. of foreign residents (a)	Support centers (b)	No. of consultations (c)	a/c
Hokkaido	41,048	14	6,302	15.35%	Saitama	205,824	9	13,643	6.63%	Gifu	61,022	7	29,109	47.70%
Aomori	6,306	1	238	3.77%	Chiba	176,790	14	14,684	8.31%	Shizuoka	102,831	17	51,214	49.80%
Iwate	8,003	3	546	6.82%	Tokyo	566,525	12	14,432	2.55%	Aichi	280,912	29	107,613	38.31%
Miyagi	23,249	3	2,781	11.96%	Kanagawa	237,450	12	35,881	15.11%	Mie	57,748	8	33,106	57.33%
Akita	4,405	2	642	14.57%	Niigata	17,901	4	1,380	7.71%	Shiga	35,826	13	36,844	102.84%
Yamagata	7,929	1	474	5.98%	Toyama	19,733	4	5,909	29.94%	Kyoto	63,674	3	6,033	9.47%
Fukushima	15,273	3	1,032	6.76%	Ishikawa	16,254	2	909	5.59%	Osaka	262,681	15	19,145	7.29%
Ibaraki	77,826	6	11,708	15.04%	Fukui	16,902	4	16,284	96.34%	Hyogo	119,509	10	7,557	6.32%
Tochigi	44,825	6	16,709	37.28%	Yamanashi	18,765	3	6,446	34.35%	Nara	15,026	2	475	3.16%
Gunma	64,869	10	20,514	31.62%	Nagano	38,384	11	16,142	42.05%	Wakayama	7,619	1	792	10.40%

Prefectures	No. of foreign residents (a)	Support centers (b)	No. of consultations (c)	a/c	Prefectures	No. of foreign residents (a)	Support centers (b)	No. of consultations (c)	a/c
Tottori	4,961	3	409	8.24%	Saga	7,333	2	359	4.90%
Shimane	10,107	4	1,946	19.25%	Nagasaki	10,397	6	330	3.17%
Okayama	31,502	8	7,765	24.65%	Kumamoto	18,807	4	2,255	11.99%
Hiroshima	54,784	17	13,980	25.52%	Oita	14,307	3	587	4.10%
Yamaguchi	16,734	2	1,307	7.81%	Miyazaki	8,007	1	264	3.30%
Tokushima	6,641	2	806	12.14%	Kagoshima	13,064	3	445	3.41%
Kagawa	14,234	2	2,976	20.91%	Okinawa	20,437	1	684	3.35%
Ehime	13,064	5	2,593	19.85%					
Kochi	5,038	1	615	12.21%					
Fukuoka	85,065	9	5,834	6.86%					

How to read the figures

- There are consultation centers and consultation desks.
- In most cases, the consultation desks are inside the local governments, there are lots of visitors, and (1) provision of information, (3) interpretation and other services are often provided.
- Consultation centers are generally established independently and provide all services from (1) to (6).
- Multi-layered cooperation on a wide area between the desks and the centers with divided roles is necessary.

What is asked now of consultation desks and centers

1. Is the public aware of the services and is the information conveyed?

2. How is the quality of the services provided by the counselors and the coordinators?

3. Is the cooperation working to solve problems with specialized institutions and NPOs?

4. What are the tools that show the results and evaluate the programs?

- ✓ Interactive transmission of information
- ✓ Recognition and presentation of the roles of interpreters, counselors, and coordinators
- ✓ Coordinators' movements adapted to the regional situation are authorized.
- ✓ Specialization acquisition mechanisms (training, etc.) adapted to the front-line issues are implemented.
- ✓ In normal times, connection is available for consultation with experts and specialized institutions.
- ✓ Multilingual support mechanisms are implemented for external exchanges.
- ✓ Programs are intentionally linked to other programs within the organization.
- ✓ Mechanisms to share the information with the front line and the managers are built.
- ✓ The importance of the point of view that services should not be limited to quantitative, qualitative, and assistance for foreigners is recognized.



The experience from the front line of consultation is probably what is invigorating life orientation.