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An Assessment of Foreign Resident Services through the Public Outreach Project for Fostering Intercultural Coexistence in Nagoya

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Abstract

While local-level service provision for foreign residents in Japan is often considered in a negative light, this paper aims to build a more nuanced understanding. Utilizing data from a multifaceted research study, including interviews with city officials, concerned organizations and foreign residents themselves, we find that while foreign residents in the Nagoya area are generally satisfied with the services offered to them, additional improvements can be made in foreign resident service provision. In particular, we note a strong overlap in organization functions on the one hand, and a concentration of funds in government-designated agencies on the other. To further improve service provision, additional cooperation between public and private organizations is necessary, in both information dissemination and funding activities.

Keywords: Foreign Residents, Service Provision, Nagoya

1. Introduction

During the 2014–2015 academic year, a group of students at the Nagoya University Graduate School of International Development implemented a project termed the “Public Outreach Project for Fostering Intercultural Coexistence in Nagoya”, abbreviated as POPIC.¹ The project’s mission was to obtain a ground-level understanding of how foreign resident-focused services in the area are doing. Scholarly research on immigrant incorporation and immigrant services in Japan often paint a somewhat negative picture (Ishikawa 2012; Sugisawa 2011), but a considerable amount of research either overlooks the Nagoya area (Machimura 2000; Yamanaka 2006) or is now dated (Brody 2002; Pak 2000). Looking to fill this void, as well as to provide some practical insight to local-level practitioners and stakeholders, POPIC conducted a multifaceted research initiative, aiming to obtain an updated and comprehensive picture of the services provided to foreign residents in the greater Nagoya area.

This paper is a summation of the main project findings. The paper is divided into reviews of several important aspects of foreign resident service: foreign resident assessments, service reviews

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of primary city and prefecture-designated providers including the Nagoya International Center and the Aichi International Association, and practitioner interviews. We briefly cover each of these four areas, providing a summary and analysis of the findings before offering conclusions.

2. Foreign Resident Surveys

2.1. Survey Background

As of 2016, the number of foreign residents in Nagoya is 72,683. The largest numbers by nationality are Chinese (30.3%), followed by Korean (22%), Philippine (11.6%), Vietnamese (7.6%) and Brazilian (5.2%) (Nagoya City 2017). To obtain a general understanding of the Nagoya-area foreign population, as well as how they feel about the services targeting them, this paper primarily focuses on two surveys. The first is Nagoya city's 2010 foreign resident survey (Nagoya City 2011).² The second is from our own POPIC survey, administered June through August 2015, asking foreign residents about their usage of and satisfaction with local city services.³ Although the POPIC survey may be less representative than the city survey, it updates city findings, also asking questions that were not included in the Nagoya city survey.⁴ Three broad topics are addressed here: Japanese language abilities, children's education, and overall satisfaction with local services.

2.2. Survey Results

Nagoya city survey respondents tend to skew toward long-term and permanent residents, with average residency in Japan being 10.6 years, and average residency in Nagoya at 9.0 years. POPIC survey data was less oriented toward long-term residents, with 36% of respondents in Japan over seven years, 19% in Japan four to six years, and 45% between zero and three years.

Survey findings indicate that Japanese language ability is of fundamental importance to foreign residents. On the Nagoya city survey, 47% of respondents self-assessed as advanced speakers of Japanese, compared to only 13% on the POPIC survey. The Nagoya city survey correspondingly had fewer basic-level Japanese speakers (31%) compared to the POPIC data (41%). Additionally, both Nagoya and POPIC surveys show less fluency in written Japanese, with 10% in the Nagoya survey and 17% in the POPIC survey respectively self-reporting as functionally illiterate in Japanese.

When asked whether they are currently studying Japanese, the Nagoya city survey reports 42% are indeed studying, while POPIC data shows 66% studying Japanese. Although findings are not conclusive because of the smaller sample size, the POPIC survey additionally shows some positive correlation between Japanese language ability and income level. Additionally, one of the most important issues foreign residents note in the Nagoya city free-response section is a desire for Japanese language study support.

Moving on to children's education, it is worth noting that only a minority of foreign residents

have school-aged children. The Nagoya city survey shows 23% of respondents with children in school, while the POPIC survey demographic is 29%. Most foreign residents appear to be relatively satisfied with the level of support offered, with 80% of Nagoya survey respondents with children being “generally happy” with school services. The primary complaints which parents had were over an insufficient amount of Japanese as a second language courses offered (33%) and not enough teachers or administrators that speak the child’s native language (22%). Overall, most parents (73%) felt that their child spoke enough Japanese to follow along in class reasonably well.

Lastly, general foreign resident satisfaction should be considered. Although the Nagoya city survey did not ask this seemingly important question, the POPIC survey finds most respondents mostly satisfied: 29% are very satisfied and 32% are somewhat satisfied. Only 14% of respondents were somewhat unsatisfied or very unsatisfied, while 25% were neutral. When asked about areas for improvement, one Brazilian resident complained that letters relating to taxes and social security benefits were generally written in Japanese. Another Brazilian resident mentioned that she wanted to get tax information in Portuguese. A Pakistani national noted the lack of available Halal food in the area, while a Vietnamese resident considered the duration of Japanese language classes to be insufficient. Residents mentioned that they want more “multilingual services”, additional English-language services available to residents that do not speak Japanese, and information on Japanese language courses available in the area.

2.3. Discussion

In each of the areas briefly addressed above - Japanese language, children’s education and general satisfaction - one thing is immediately apparent: Japanese language ability is essential for foreign residents. Without at least a basic level of Japanese, it is extremely difficult for a foreign resident to manage even simple tasks. Although multilingual services are often available, they are limited and residents may be unaware of their existence.

As for language programs, there is a general lack of information. Agencies such as the Nagoya International Center and the Aichi International Association provide information on Japanese language classes in the area, but this is only useful to individuals already aware of these agencies. Furthermore, each agency is typically only aware of and promoting a particular subset of language programs, making the foreign resident unable to obtain a comprehensive picture of service. This decentralized and often piecemeal administration of an essential service is thus more inconvenient and time-consuming to access than necessary. It would be useful to administer some kind of database or central storage of the types of language programs available to foreign residents, and to promote such a database. Reducing the cost in finding a suitable program would help to increase language program enrollments, and ultimately language proficiency overall.

Moving to children’s education, we find similar issues. Most foreign parents seem to believe their

children speak decent Japanese, at least enough to participate in school activities. However, there appears to be a significant minority lacking a sufficient Japanese ability. Additionally, while the majority of foreign parents are satisfied with the support their children receive, there is a strong minority that remain unsatisfied. The main driving force in education dissatisfaction is likely to be low levels of Japanese comprehension. It appears that one of the main problems impeding foreign children's education is the same one that adults encounter: acquiring the necessary language skills first.

Finally, we turn to foreign resident satisfaction with city services. Residents in Nagoya report being generally happy with the level of services offered. Their assessment appears to be relatively optimistic. Foreign residents may well be genuinely satisfied with the level of services available, where all of their needs are addressed and expectations met. Alternatively, higher levels of satisfaction may be associated with comparative service provision: cities in immigrants' home countries may not offer the level of information, language services or educational assistance that Nagoya does. Having been conditioned to perhaps expect a lower level of service, local foreign residents may in fact feel satisfied with Nagoya's efforts. Regardless, services can be further improved. We note additional areas for improvement in the following sections, starting with the Nagoya International Center.

3. Nagoya International Center

The Nagoya International Center (NIC) was founded in 1984 to provide international information to city residents. Rather than its current conception as a central location for foreign resident-focused services, the center initially supplied information for Japanese residents going abroad. Following the 1990 revision of Immigration Control and Refugee Recognition Act and the relatively large influx of foreign residents to Nagoya, the center changed to its current focus in the early 1990s. Because the NIC maintains official ties to city government, it is designated as the central locale for foreign resident services and information provision. Management is semi-autonomous, where budget and oversight is provided by the city Mayor's office, although day-to-day management is conducted in-house. As a part of the POPIC project, members interviewed NIC officials in June 2015 and conducted a thorough review of their in-person and online services and offerings.

3.1. NIC Services

Being the city-designated point of contact for foreign residents, the NIC provides an array of services. The most basic and perhaps furthest-reaching service available is multilingual information. As new foreign residents in Nagoya often possess rudimentary, if any, Japanese speaking and reading ability, basic information is available in Japanese, English, Chinese, Korean, Portuguese, Spanish, Tagalog and Vietnamese through the center. Other primary services include a multilingual information desk, consultation services, and interpretation. Through the information desk, residents can obtain

information on topics including health care, Japanese language schools, daily-living, and municipal information including taxes, trash collection and city services. Inquiries are free, and can be made in person, by phone or email. Japanese, English, Portuguese, Spanish and Chinese language assistance is generally offered during normal working hours, while Korean and Tagalog assistance is more limited. Vietnamese language assistance is also available, but limited to twice a month (NIC 2016a).

Consultation services are likewise free of charge, and divided into legal, civic advising, mental health, education, and refugee/asylum seeker subcategories. Legal consultations are not clearly explained on the NIC website, but are provided by the Aichi bar association and presumably for lawyer-related issues. Civic advisory consultations are given by administrative lawyers, and include anything related to government administration such as immigration, taxation and national health insurance. Mental health counseling is intended for those having “difficulty with their lives” in Japan. Education consultations are for residents interested in learning Japanese, foreign children enrolling in the Japanese school system, Japanese returnees from abroad, and foreign residents intending to return to their home country. Refugee and asylum-seeker consultations are provided in conjunction with a semi-official refugee organization called Refugee Assistance Headquarters (NIC 2016b).

Interpretation services offered through the NIC are phone-based and free of charge. The NIC utilizes a trio phone system, where the center arranges a phone call between the user, an NIC translator, and a third party. Third party recipients of the phone translator system are not explicitly identified, but are intended to be official entities such as city ward offices, educational facilities or health centers. Translation services are available in English, Portuguese and Spanish during typical business hours and weekends, while Chinese, Korean and Tagalog availability is more limited. As with information services, Vietnamese translation services are available, but limited to twice a month (NIC 2016c).

In addition to the aforementioned services, NIC maintains a detailed website with up-to-date information on a variety of topics of interest to foreign residents. Topics covered include a Nagoya city living guide, disaster preparedness, things to do in and around Nagoya, information on child and adult education, the pension system, welfare, immigration, taxes, local health services, municipal services, and a number of other topics. However, varying levels of information are available depending on the language used when browsing the website.

3.2. NIC Service Provision

In speaking with NIC staff, they consider the consultation function as one of their most important activities. In particular, mental health consultations are something quite unique to be offered through city-level government to foreign residents in their native language, and actually serve to attract foreign residents from outside of Nagoya city and Aichi Prefecture.

Consultations are reportedly given in a manner very similar to what Japanese natives receive. That

is, the counselor will listen to the foreign resident, provide information as needed and refer them to other organizations as necessary. The primary difference, as perceived by NIC administrators, is the language barrier and the additional concern of immigration-related issues. The consultation system is thus reliant on the will and initiative of the foreign consultor. Little follow-through is available on the part of counselors.

NIC administrators report that the variety of consultation topics and languages are both increasing. There has been an increase in consultations relating to domestic violence, child abuse issues, welfare benefits, and issues relating to families including marriage, divorce, child nationality and parental rights. Likewise, complicated issues that cannot be solved by simple consultation are also increasing. Domestic violence and child abuse issues, for example, often have no clear-cut solutions that a relatively brief consultation can adequately address. Issues around disability are similarly noted as falling outside of what simple consultations can assist with.

Consultor diversity is similarly increasing. As the foreign population of Nagoya and surrounding locales grow more diverse, so do individuals seeking assistance. The NIC has seen increased inquiries coming from Nepalese, Uzbek and Vietnamese residents in particular. With very limited Vietnamese support and none in Nepalese or Uzbek (or Russian), multilingual services have been stretched. While the largest level of service is available in English, aside from Japanese, foreign residents are not always proficient in English. Realizing this shortcoming, the NIC has been placing greater emphasis on providing information in more “simplified” Japanese as a way to reach other language speakers.

3.3. NIC Critique

While the NIC offers useful and centralized services to foreign and native residents of the city and surrounding area, there are a number of actions that can be taken to improve the delivery of NIC’s services and its overall mission. Such actions mainly involve more equally and uniformly providing information to residents.

To start, Japanese and non-Japanese language navigation of the NIC website contains considerable differences. The site maintains a detailed monthly event calendar, only available in English and Portuguese. Other language versions of the site make no reference to the events calendar. The Japanese version of the site appears to be aimed at Japanese residents rather than foreign residents, with more space devoted to the center’s history and mission. Some similarities do exist as well: for example, all languages provide the Nagoya living guide with very basic daily living information. Yet in contrast, the Spanish language version of the site does not include information on translation services, even though they are offered in Spanish. To provide a sense of uniformity in usage, the NIC could simply include the same information in each language, in a consistent style.

Similarly, consultations are quite limited in the times offered for some languages. While there is little doubt the intentions are good in offering multilingual information services, by providing

differential access days and times for different groups it becomes considerably less user-friendly. Such limited availability may also not coincide with individual work schedules. A more uniform offering of multilingual support would be useful.

NIC administrators note the necessity of providing information in simplified Japanese. For foreign residents not proficient in Japanese or the other languages already addressed, simplified Japanese may be the best way to go forward. As the NIC is one of the officially-designated organizations addressing foreign resident issues, this should be prioritized, particularly for the NIC website.

While consultation services are undoubtedly useful for foreign residents, NIC consultations are admittedly limited. The International Center is at best a starting point, where foreign residents are only able to obtain introductory-level information. That mental health consultations are available and attract foreign residents from outside of the immediate area speaks to the already limited nature of such services. Given this reality, mental health services could be expanded. The Aichi International Association, for one, is able to offer more comprehensive counseling services through their multicultural social workers, but are often lacking in cases. Where the NIC has more direct access to a larger number of foreign residents requiring a higher level of assistance, it would make sense for these groups to work more closely together.

Finally, despite being the most prominent foreign resident service center in the city and region, the NIC remains underpublicized. In its foreign resident survey, Nagoya city found only 48% of respondents had even heard of the NIC. Of those, only 55% had used some kind of service (Nagoya City 2011: 81–86). In other words, only a fraction of foreign residents are aware of the center's existence, and only a fraction of them have actually used any NIC services. The picture is worse for Japanese residents: in a 2013 city survey, only 23% of native residents report awareness of activities of the NIC (Nagoya City 2014: 5). Clearly, more should be done to promote the center.

4. Aichi International Association

The Aichi International Association (AIA) is another significant, semi-independent organization tasked with assisting foreign residents in Aichi prefecture. The original association was founded as “the Aichi Overseas Emigration Association” in 1960. It was reorganized and formally established in 1984. The AIA began a consultation window aimed at providing information and assistance to the prefecture’s growing Latin-American community in 1991. Its own dedicated facilities were set up in 1997 and it continues to maintain close ties with prefectural government. POPIC members interviewed AIA administrators in June 2015 and reviewed their in-person and online offerings as a part of the project.

4.1. AIA Service Provision

Like the Nagoya International Center, the AIA maintains an office with an information desk available

for drop-in consultations. Consultation languages include Japanese, English, Spanish, Portuguese, Tagalog and Chinese (AIA 2016a).

Aside from providing general multilingual information, the AIA's primary activities are providing consultations for foreign residents and dispatching multicultural social workers. Consultations are done for free, in-person with prior reservation twice a month. Supported languages include Japanese, English, Portuguese, Spanish and Chinese (AIA 2016b). Although the AIA website specifies that consultations are "legal", it separately notes in a "consultation examples" section that they can include categories not limited to the legal sphere. These include daily life issues, education, health care, pension, study abroad, and volunteering (AIA 2016c). Consultations on legal issues are facilitated by lawyers.

Actual consultations are somewhat different from the AIA mission as espoused. Most consultations occur in Japanese and are reportedly from concerned NGOs working with foreign residents, local city offices with foreign resident-related inquiries, or in some cases foreign residents who do not speak the other supported languages.

The hiring and dispatch of multicultural social workers is something quite unique. AIA's multicultural social worker program is actually the first of its kind in Japan and a potential model to other locales. Multicultural social worker duties are similar to other social workers in Japan, where they are able to go in the field and provide continuous support for complicated cases. The main difference is in their awareness of and exposure to other cultures, and fluency in their target population's language. As of June 2015, the AIA employed four multicultural social workers on a part-time basis.

In addition to consultations and social worker support, the AIA co-sponsors Japanese language classes for foreign residents, issues prefectural handbooks, maintains a library and provides rental facilities for foreign and international exchange groups. Japanese language courses are offered with volunteer instructors, for a fee of 2000 yen per semester.

4.2. AIA Service Critique

Perhaps the strongest critique against the Aichi International Association is a lack of awareness and publicity. Many foreign residents simply do not know of the AIA's existence. Where the AIA had 700 unique consultations in 2014, the Nagoya International Center had 5,734 information counter visitations and 911 formal consultations during the same period. The Nagoya city website has a direct link to the NIC, yet no such connections for the AIA. The AIA additionally is in a much less accessible location, being nearest to the city mayor's office, not centrally located for residents. The NIC, by contrast, is directly accessible by subway, and a short walk from one of Nagoya's main subway and train stations. Perhaps more disconcerting, AIA's multicultural social workers only covered nine actual cases during 2014. In spite of being a unique and potentially useful service, AIA's multicultural social

workers are under-utilized.

Another significant problem the AIA confronts is service duplication. Legal and general-living consultations are also provided by the Nagoya International Center. The AIA is unable to provide the breadth of multilingual consultations that the NIC does, and AIA consultations are actually utilized more by Japanese nationals than foreign residents. One could argue that the AIA targets the full prefecture rather than Nagoya city in particular, but NIC explicitly notes that it accepts consultations from anyone in the area. Spending the limited resources available on services that overlap with other agencies may not be their most effective use.

AIA website navigation is quite inconsistent and very limited in languages aside from Japanese. The Japanese site provides considerably more information compared to other languages. Navigation is rudimentary and in some cases information is out of date. Because the region is experiencing a diversification of its foreign population, many of whom are not proficient in the languages provided, it is also increasingly important to provide information in simplified Japanese. The AIA website and guidebooks fail in this regard.

Because the website is often the first stop for interested parties, information should be clearly and consistently displayed. To illustrate, the AIA website is inconsistent in the types of consultations offered. Are consultations only legal, or are other types available? What exactly do consultations entail? How long might they last? Who provides the consultations? Such basic questions should be clearly answered.

Lastly, more information is needed on the Japanese language courses offered through the AIA. Who are the instructors? Even if they are volunteers, what are their qualifications? What texts are used? Although the Japanese language courses are certainly inexpensive, as presented course organization looks very unclear. Is there a curriculum? How are speaking and reading levels assessed? For potential students, it would be very worthwhile to answer these questions on the program website.

In sum, the AIA offers some unique services to prefectural residents, particularly the employment of multicultural social workers. Unfortunately, there is major overlap of some of AIA's other primary services with designated government bodies, creating significant redundancies. More fundamentally, thus far the AIA has not created a viable means of informing foreign residents of its existence or given a reasonable explanation of the types of services it offers. The AIA would be well served coordinating and pooling efforts with the NIC in particular, working to avoid redundancies in services and to mutually promote each groups' strengths.

5. Practitioner Interviews

To further understand the role of local foreign resident service providers, we conducted email interviews with four city practitioners. These are ground-level individuals working for support

organizations through city offices or in the private sector, often both. Practitioners were contacted through personal networks, and thus do not represent a random sample of local service providers. However, these individuals work directly in the field with foreign residents providing on-the-ground support. Their insights consequently warrant consideration.

First, local practitioners appear highly motivated in trying to assist foreign residents. Most held multiple positions, some through official city channels, while at the same time working with local nonprofits or nongovernmental organizations. One individual, for example, holds three somewhat overlapping positions: an interpreter at a municipal employment service center, a volunteer staff member at a local NGO, and a member of Aichi Prefecture's Disaster Victims Support Center, targeting foreign residents. Practitioners appear to bring a strong commitment to their field, even when compensation for their efforts may be limited.

Services provided by the practitioners interviewed were largely oriented around consultations. While other services may indeed be necessary for foreign residents, consultations appear to be quite widespread. Consultations can cover a wide gamut of subject areas, and as such often function as an initial line of inquiry for foreign residents. Because navigating Japanese bureaucratic institutions can often prove difficult and time-consuming for residents with limited language skills, multiple points for consultation help foreign residents to obtain necessary information with less effort. However, as noted above, overlapping consultation functions also bring a level of redundancy when organizations offer similar services.

Other services provided by practitioners interviewed include translation between Japanese and a foreign language, in some cases physically accompanying foreign residents to local institutions (such as a city ward office) for translation and interpretation, and in some cases planning and coordinating events focusing on multicultural cooperation.

Respondents note that there are groups of foreign residents who seem under-represented in consultations. Practitioners offering public support, typically through city or prefecture-level offices, feel that undocumented residents are highly unlikely to make contact. One respondent in fact noted that their city deletes foreign resident information once their visa expires. As such, city officials then lose the means to track these individuals, follow up on their status, or provide any other services that may be necessary. Others noted that trainees are generally under-represented, as are mixed children with one Japanese parent, and single parent households.

In terms of problems encountered in dealing with foreign residents, practitioners note different sets of difficulties for government positions versus the nonprofit sector. For official city jobs, hierarchical rigidity seems to pose a problem. Practitioners can only do their tasks as assigned. A translator, for example, may only translate regardless of any other useful contributions they could make. Residents sometimes ask for specific services, but they may be outside of the scope of what city workers are able to provide based on assigned roles. This may be useful in keeping administrators from overstepping

their bounds, but can diminish problem-solving capacity. Respondents additionally criticize a lack of foreign awareness on the part of other city administrators.

For the nonprofit/NGO sector, practitioners note a pervasive lack of funding. This serves to minimize the level of services offered. As Miyazawa and Moriguchi (2015) explain, municipal grant schemes for organizations targeting foreign residents can often be quite narrow and application processes complicated. For Nagoya, the vast majority of city funds go to the NIC, with very little available for other organizations. While organizations with motivated staff may well exist, they are often disparate and limited in their activities, in some cases with members having to bear financial responsibility for organization activities themselves.

Lastly, practitioners identify a number of areas requiring attention. For example, one recommendation is multilingual assistance for nursing care insurance and services for the disabled, neither of which is currently available in the area. Second, practitioners note that coordination between the NGO sector and area public schools is insufficient, and there is not enough support available for children with “complicated” family backgrounds. Third, teachers are often the primary point of interaction with children, but they do not have sufficient knowledge or expertise to navigate sometimes difficult domestic situations. Fourth, local governments, rather than prefectural government, should actively recruit and retain multicultural social workers and school social workers. Local-level social workers may be able to provide a higher degree of support at a more consistent rate, especially because schools in particular are already managed by municipal governments.

6. Conclusion

The POPIC project has endeavored to provide an updated explanation of the services offered to foreign residents in the Nagoya area, looking here at four aspects: foreign resident assessments, the Nagoya International Center, the Aichi International Association, and practitioner assessments. We observe that although foreign residents in the Nagoya area are generally satisfied with the level of services offered, there is considerable room for improvement. Table 1 below summarizes our main findings. We note a strong overlap in general services such as consultations, and a lack of central coordination. The city can focus on providing clear and uniform dissemination of information in multiple languages and simplified Japanese, centralized storage of information, in particular regarding Japanese language classes and other essential services, and a minimization of overlapping functions. Organizations should play to their strengths, where a group like the Aichi International Association may not need to offer the same kinds of consultations as the Nagoya International Center, but can (and should) try to expand their multicultural social work activities.

Ultimately, more cooperation is needed between public and private organizations, both in terms of information and funding. Funding is highly centralized, with city and prefecture-sanctioned

organizations receiving most funds. Other local nonprofit groups maintain a strong mission and considerable dedication to their cause, can often provide specialized support, yet suffer from a chronic lack of funds. City organizations are more constrained in their missions and what they can accomplish, but are comparatively well funded. To improve services for foreign residents in the area going forward, these two sides should work closer together toward this common goal.

Table 1 Services Provided and Challenges Faced by Each Stakeholder

	Primary Services	Challenges Faced
Nagoya International Center	<ul style="list-style-type: none"> * Multilingual information * Multilingual consultation * Japanese language courses * Mental health consultation * Interpretation (Trio-phone system) 	<ul style="list-style-type: none"> * Little follow-through is available after consultations * Complicated issues that cannot be solved by simple consultation are increasing
Aichi International Association	<ul style="list-style-type: none"> * Multilingual information * Multilingual consultation * Japanese language courses * Dispatching multicultural social workers 	<ul style="list-style-type: none"> * A lack of publicity and awareness of the organization * Multicultural social workers are under-utilized
Practitioners	<ul style="list-style-type: none"> * Consultation through official city channels, local nonprofits and nongovernmental organizations * In-person translation, accompanying foreign residents to local institutions 	<ul style="list-style-type: none"> * Hierarchical rigidity diminishes the problem-solving capacity of practitioners in official city jobs * Lack of funding in nonprofit/NGO sector minimizes the level of outside services

Note: Overlapping functions of the Nagoya International Center and the Aichi International Association are included in boldface

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Notes

- 1 Participants included Japanese graduate students, as well as a diverse group of foreign students and scholars.
- 2 This survey was conducted by sending mail to foreign residents and holding additional follow-up visits. There were 1708 responses. Topics cover issues such as demographics, child care, health care, work, and housing.
- 3 POPIC Surveys were administered in-person, with 86 surveys completed.
- 4 Nagoya city additionally implemented a second foreign resident survey in 2015, although results from this survey

were not available at the time of POPIC survey.

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