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The Recent Social Welfare Development in Hong Kong

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With the assumption of office of the new Chief Executive Mrs Carrie Lam in July 2017, the Hong Kong Special Administration Region Government (SARG) has devoted more efforts and resources on social welfare which in Hong Kong's context includes education, housing, health, labour, and personal welfare. On the one hand, Lam was once the Director of Social Welfare, and on the other Dr Law Chi-kwong, who was a social work academic, became the Secretary for Labour and Welfare in the new administration. These may have predisposed the SARG to be more familiar with welfare issues at large. Furthermore, given the Hong Kong society had been baptized with social and political chaos in the 2014-15 period, there has been escalated social discontent, especially among those who could not afford decent housing and waged employment. In fact, the poverty rate has maintained at a considerably high level; especially among the elderly population. All these have pushed the Lam administration to place more emphasis on social welfare, so as to revitalize social stability and harmony, which could thereby buttress the administration's legitimacy that has been watered down in the previous administration.

Education

Before the new administration assumed office, the education sector had been plagued with the controversies over the implementation of assessment test for primary school students, which was viewed as inducing excessive pressure of examination over the children as well as

their parents. The Lam administration made some concession in fine-tuning the assessment test to the effect that such pressure is to be reduced.

The government introduces the provision of non-means-tested subsidy to students enrolling for non-subsidized (or 'self-financed') undergraduate degree programs. This may serve to relieve the possible financial burden of students and their families who may not get into the first-degree programs provided by non-University Grants Committee (UGC) funded universities.

With special attention on the needs and problems faced by students with Special Educational Needs (SEN), the government launches the Special Educational Needs Coordinators (SENCOs) in schools, based on the successful pilot project initiated by the Community Care Fund. This could be seen as the new administration's awareness of the shortcomings in the government's implementation of inclusive (or previously called 'integrated') education for the past two decades or so.

Housing

The new administration headed by Lam has pledged to spearhead into increasing land supply, so as to increase the number of flats, both public and private, available to the people, which can be interpreted as an indirect strategy to tame the ever-soaring house prices. The government takes a new initiative by setting up a Task Force on Land Supply, vested with the responsibility in identifying strategies for increasing land supply. However, there has been much controversy as to how best to identify and utilize available land. For instance, while the environmentalists strongly object the resumption of some portions of the territory's country park for turning into housing land-use, other advocates criticize the government as trying to avoid offending the vested interests of landed capital in resuming deserted farmland, and the like.

As an innovative and small-scale measure, the government supports the non-government sector in exploring the possibility of developing 'shared housing'. Some NGOs and social enterprises have collaborated, with the help of some property developers in providing land on temporary lease with nominal rent (e.g. \$1 HK dollar, or US\$0.13 per year), to develop shared housing for low-income households or other disadvantaged families who have been waitlisted for public rental housing for a prolonged period of time. The Hong Kong Council of Social Services has spearheaded in taking the initiative in developing 'community housing movement' which is a novel attempt in Hong Kong, in providing temporary accommodation characterized by efficient use of idle land plots in the territory.

Health

The new administration, upon assumption on office on 1st July, has immediately lowered the age eligibility for Elderly Health Voucher from 70 to 65, thus enlarging the scope of beneficiaries. In June 2018 the scheme is further fine-tuned to allow the users to accumulate up to HK\$5,000 i.e. 2.5 years of voucher value. This is another strategy stepped up by the government in rebalancing the public-private mix in health care utilization, in which there is an obvious lopsided imbalance towards the public health care system, resulting in long queuing time, excessively high workload for practitioners and thus high turnover or even wastage in health care professionals in public hospitals.

Probably due to the fact that the public health care system has since the late 1980s been developed to such an extent that it has been commented as 'its success is also its failure', implying that the provision of easily accessible and quality health services at nominal fees has resulted in the above-mentioned imbalance between public and private sectors. Thus, over the last two decades, various administrations had tried to explore and introduce health insurance as a supplement to public health services or even an attempt to redirect the public's demand on health services to the private sector. The new administration would make effort in introducing the Voluntary Health Insurance Scheme, though some critics

would cast doubts on the financial viability and the adequacy of protection for the vulnerable, like older people and those with unfavourable financial means.

Labour

Another challenge confronting the administration is the obvious imperfection of the existing retirement protection signified by the Mandatory Provident Fund which was set up in 2000. Apart from the various problems related to low replacement (due to the low contribution rate of 5% monthly income from both the employers and employees), and high administration fees charged by the fund managers, the most formidable challenge is the inherent weakness of the Fund in allowing the employers to 'offset' the severance payments / long service payments to the employees by the employers' contribution. The Lam administration followed on with the previous administration's failed attempt in abolishing such a mechanism, and committed itself to double its subsidy to businesses, in view of buying in their good will for the eventual abolition. Yet, in the foreseeable future, given the business sector's strong resentment, it is questionable whether such a move could be implemented within the tenure of Lam's office.

Another thorny labour issue relates to the stipulation of a 'standard working hours' for employees, which is seen as furtherance of protecting labour's rights, as Hong Kong is renowned of its long working hours of its labour force. While the trade unions have urged for setting a 'maximum working hours', with strong rebuttal from the business sector, the previous administration compromised in trying to set up 'standard' hours only. Yet, the Lam administration recently announced its decision to put on hold all the previous proposals of devising a 'standard working hours', and that only a charter is to be entered by some sectors as a pilot attempt. This may reflect that the new administration may not want to offend the business sector on multiple fronts.

Welfare

Over the years, within the social welfare sector (i.e. personal welfare), whereby a great majority of services in such areas as children and family, rehabilitation, elderly, youth, community development, and the like, are provided by NGOs but funded by the government, there have been controversies on the funding mechanism named Lump Sum Grant (LSG). Since its inception in 2000, there have been heated debates and strong resentments from frontline and unionists about the system. The new administration follows up with the previous efforts on reviewing the system under the LSG Steering Committee.

The government set up the Commission on Children in 2018 to symbolize its heightened concern over child welfare. This could be seen as a response to the previous incidents of child abuse, suicide by school-age children and the looming large demand from children with special needs and challenges.

In corollary, the government has provided more resources to enable primary schools to be provided with professional social work services, either under the school administration itself or by way of 'purchase' of service from NGOs, similar to the existing secondary school social work model. This may serve such functions as early identification and intervention of potential problems at an earlier stage, as well as providing teachers with professional support in the school setting.

Following the precedence of the Community Care Service Voucher for the Elderly, the government continued the effort in using voucher as a policy tool in providing services for older people who are in need of long term care and introduced the pilot Scheme on Residential Care Service Voucher for the Elderly. Although voucher in public service provision is not totally new in Hong Kong's public administration, for instance, there have been vouchers implemented in the education sector (for the kindergartens) and health sector (the Elderly Health Voucher), the two voucher schemes for elderly long-term care services have adopted co-payment schemes tied with a sliding scale of subsidy for users with different

financial means, i.e. it is characterized with a means-test mechanism, though which does not practically deny eligible (clinically assessed) older people from using the subsidized services. All these may reflect that the Hong Kong government may move forward to adopting more in-cash (though in the form of a voucher) instead of in-kind provision of public or subsidized services.

In the transitional period between the outgoing and incoming administrations, the Elderly Service Program Plan (ESPP) was formally adopted by the Elderly Commission and then the government. The Plan is meant to be providing a review of existing services for the elderly population, identifying problems and challenges, projecting future demands, and thus formulating strategies to tackle the various problems and challenges posed by an increasingly aging population.

Immediately after the completion of the ESPP, the new administration kick-started the Rehabilitation Program Plan (RPP) exercise. Given the wide range of numerous types of disabilities in the population, and the variety of existing services, the RPP is expected to be even more complicated and thus challenging for the administration.

Probably taking cognizance of the high elderly poverty rate (of about 30%), the government would implement Higher Old Age Living Allowance in mid-2018, which is a step-up of the previous Old Age Living Allowance, on a means-tested basis for elderly persons.

Based on the pre-existing experience of the Guangdong Scheme in which older people eligible for receiving government welfare in Hong Kong may opt for living in Guangdong, a province just adjacent to Hong Kong and hometown for many older generation Hongkongers, the government further launched the Fujian Scheme which adds another province near to Hong Kong to expand the scope of beneficiaries.

The government renamed the former 'Low-income Working Family Allowance' to become Working Family Allowance (WFA) Scheme, probably an attempt to destigmatize the recipients to a certain extent, though it is still means-tested. Any household (including singletons) that meets the requirements on working hour, income and asset limits are eligible.

Concluding remarks

All the above are either new initiatives or follow-up strategies from the previous administration, which reflects the emphasis of the Lam administration in people's livelihood rather than political issues. All in all, with the implementation of the above various measures, it could be seen that voluminous resources would be pumped in to the welfare policy domain. With these, there may probably be the possible scenario that the Hong Kong people would benefit from some token improvements in welfare in general, which would probably foster a more stable and harmonious social atmosphere in Lam's term of office. Nonetheless, given that the Hong Kong society has been very much politicized in the context of having various tensions, including those between Hong Kong and mainland, skyrocketing property prices, and heated controversies and sensational reactions aroused in the social media, it is also foreseeable that the SAR government has still to wade through troubled waters.

Efforts to Meet up with Social Challenges using Technologies in Japan

◆ Why the Development/Wider use of Technical Aids and Equipment is Expected?

To consider social welfare in Japan, it is indispensable to assume the declining birthrate and increase of aging population. Looking at the status quo of the elderly persons in Japan on that premise, there are various issues to be considered, including increase in number of elderly persons in need of nursing care, increase in number of elderly persons with dementia, increase in number of the elderly-only-households and those who live alone.

When it comes to people with disabilities, their needs for support have been very much diversified and complicated, while understanding and social support for their activities and social participation have been very much enhanced. Infrastructure development supporting their lives are also well advanced. Because of the ongoing aging of people with disabilities, in these days, the policies for the elderlies and those for people with disabilities are inseparable.

Adding to the above-mentioned elements, recent trend of insufficient human resource for care industry causes the greater expectation of the development and wider use of technical aids and equipment, including robotics. Concerning the human resources, receiving care workers from overseas countries have been commenced, however, yet to proceed forward, it still needs to overcome various obstacles, such as, system barrier, language barrier, training barrier, and so forth, step by step.

In general, care workers are prone to have high risks of suffering from backache, low back pain, etc. To secure care human resources, it is urgent to create good working environment with consideration for the risk mitigation, and the usage of technical aids and equipment will

be one of the effective measures for such issue. Unfortunately, education or enlightenment about the usage of technical aids and equipment are not satisfactory.

◆ Robot Industry and Nursing Care

Japan is a so-called “Robotics Superpower” as it records the world’s best annual shipment of industrial robots as well as the world’s largest number of domestic working robots in operation.

To be a world leading power with robots, Japanese Government set up the Robot Revolution Realization Council in 2014, and conceived the New Robot Strategy in 2015.

In that, it is aimed to achieve the following goals by 2020 as the action plan in the field of nursing care:

- To expand the size of domestic market of nursing-care robots to 50 billion yen
- To make the risk of care workers suffering from low back pain to “0”
- To enhance the awareness for new nursing care technology using robotics

◆ Support for the Development of Nursing Care Robots by the Ministry of Economy, Trade and Industry (METI) and the Ministry of Health, Labor and Welfare (MHLW)

In June 2013, by the Cabinet Decision, Japanese Government conceived the “Japan Revitalization Strategy-Japan is Back” , and the “Five-Year Strategy for Medical Innovation Robots (2014-2018)” was brought up in it. It addresses the acceleration of the development of highly practical robotic nursing care equipment.

To promote the support for the development of equipment, the Project to Promote the Development and Introduction of Robotic Devices for Nursing Care (2013-2016) and its Effect Measurement Subsidies (2017) were implemented lead by METI.

On the other hand, lead by MHLW, the Project for Helping Putting Welfare Equipment and Nursing Robots into Practice (2013-) has been implemented to conduct monitor investigation or evaluation so that the creation of an environment that prompts practical use of nursing-care robots will be promoted.

Important development fields are as follows:

- Transfer aids
- Mobility aids
- Toileting aids
- Monitoring & Communication
- Bathing aids

By the revision in October 2017, the following elements were added:

Revision of priority areas for nursing-care robot development (Oct. 2017)

※ Red fonts show revised/added areas

<p>Transfer aids</p> <p>oWearable</p>  <ul style="list-style-type: none"> Wearable device that uses robot technology to assist caregivers with heavy loads <p>oNon-wearable</p>  <ul style="list-style-type: none"> Non-wearable device that uses robot technology to assist caregivers with lifting 	<p>Mobility aids</p> <p>oOutdoors</p>  <ul style="list-style-type: none"> Walking support device that uses robot technology to assist the elderly on outings and safely carry things <p>oIndoors</p>  <ul style="list-style-type: none"> Walking support device that uses robot technology to assist the elderly with indoor movement, sitting and standing, especially to and from the restroom, as well as maintaining balance while using the toilet 	<p>Toileting aids</p> <p>oToilet aid</p>  <ul style="list-style-type: none"> Use of robot technology for human waste management where placement of toilets can be adjusted <p>oReminder for using the restroom</p>  <ul style="list-style-type: none"> Device that uses robot technology to predict need for using the restroom and reminds individuals to go at the right time 	<p>Monitoring and Communication</p> <p>oFacility</p>  <ul style="list-style-type: none"> Platform for devices that use robot technology equipped with sensors and two-way communication function for use in nursing-care facilities <p>oIn-home</p>  <ul style="list-style-type: none"> Platform for devices that use robot technology equipped with sensors that detect falls and two-way communication function for in-home care use 	<p>Bathing aids</p>  <ul style="list-style-type: none"> Device that uses robot technology to assist with all movements needed for getting in and out of the bathtub <p>Nursing-care services</p>  <ul style="list-style-type: none"> Device that uses robot technology to collect and accumulate information associated with nursing-care tasks, such as monitoring, transfer aids, toileting aids; then making it possible use that information to provide support that care receivers, such as the elderly need
	<p>oWearable</p>  <ul style="list-style-type: none"> Wearable mobility aids device that uses robot technology to assist the elderly on outings and prevent falls, as well as assist in walking 	<p>omobility aids</p>  <ul style="list-style-type: none"> Device that uses robot technology to assist with all movements, such as pulling pants down, needed for using the restroom 	<p>oLivelihood support</p>  <ul style="list-style-type: none"> Livelihood support devices that use robot technology for communication with care receivers, such as the elderly 	

One of the priorities in this project is matching support to eliminate mismatches by filling the gap between the robot manufacturer and the end user (at care sites). It means to create an environment that prompts the production and practical application of “usable” equipment by conveying the needs at care sites to the manufacturer side at the early stage of development of such equipment, or by conducting demonstration experiments of prototype equipment at care sites.

Concretely, there are following approaches:

- Providing consulting service (in the Association for Technical Aid: ATA, the project contractor)
- Creating venues for demonstration
- Conducting monitor investigation
- Dissemination and enlightenment activities

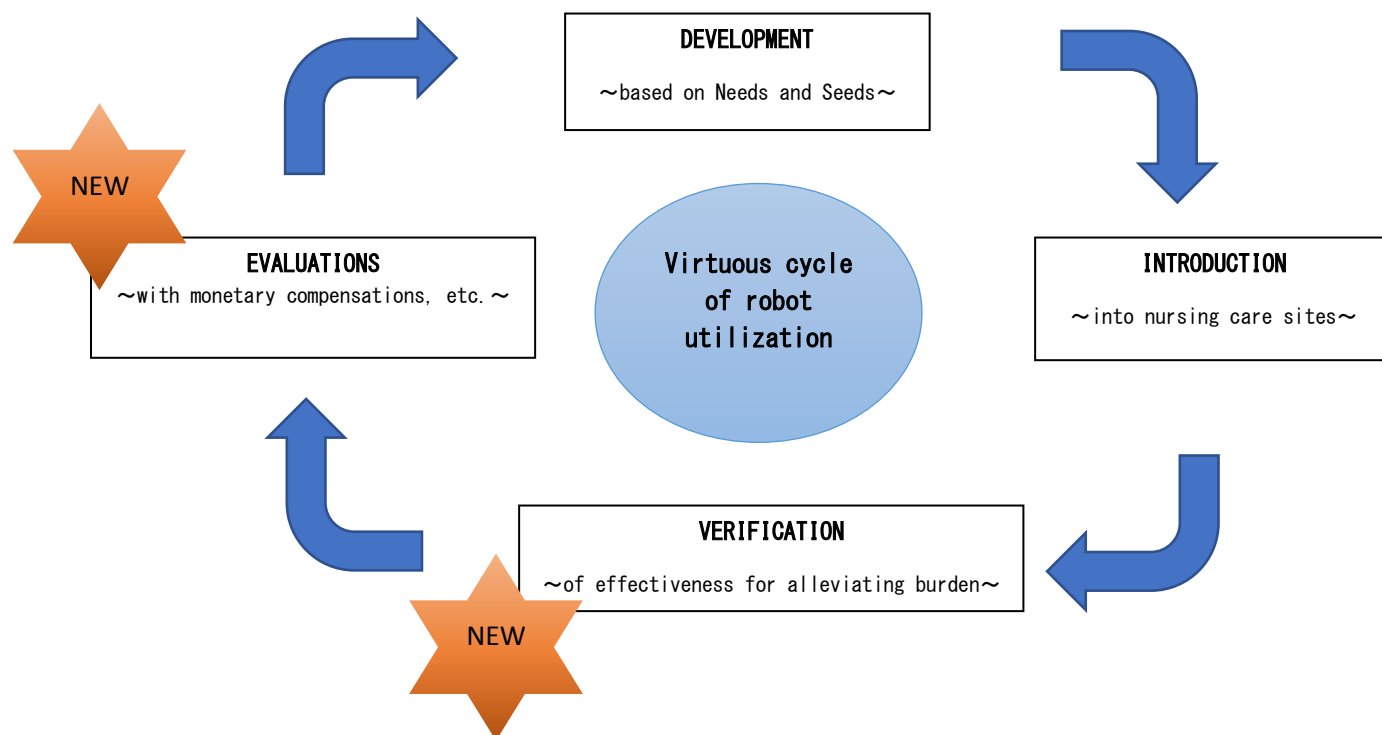
◆ Recent policies of Japanese Government

In the “Investments for the Future Strategy 2017” approved by a cabinet decision on June 9, 2017, Japanese Government spotlights “health, medical care, and nursing care” as strategy fields to be targeted, and underlines the importance of demonstration and evaluation.

For example, concerning the use of robots and sensors at the nursing care scenes, their effects will be substantiated. And based on those results, the nursing care fee and standards for personnel and facilities will be reviewed at the time of the amendment of care payment. At the 2018 amendment, by introducing technological equipment for monitoring at nursing care facilities for elderly persons, they may be eased of number requirement for overnight staffing.

Also, project coordinators who are going to lead projects will be trained and deployed appropriately so that the on-site needs will surely be picked up and turned into so-called development seeds.

In addition to the enhancement of direct support for development and introduction, based on verification and evaluation of outcomes, further development and introduction of nursing-care robots should be realized to create a virtuous cycle of robot utilization in the future.



◆ For the Wider Introduction and the Usage of Robotics

It is true that development of monitoring devices such as sensors are tremendous.

However, especially because nursing care is a personal social service, careful introduction/use of such equipment is expected.

At the same time, to make the support for self-reliance of elderly persons and the alleviation of care burden of care workers compatible, it is necessary to keep in mind, that utilizing those equipment/devices are not for restricting one' s behaviors but for supporting one' s life.

It is important to bear in mind that the basic philosophy for the utilization of nursing-care robots and other technical aids is that it is nothing but a means for better nursing care, and not a goal.

Peace Settlement over the Korean Peninsula and the Issue of Health and Welfare

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Evidently, the year of 2018 will be remembered as a time significant and urgent in the history of the Korean Peninsula in whatever way it may be interpreted. In 2017 right after the 5th nuclear experiment of North Korea, the acute tension even led to the extreme assertion that not merely strong sanctions but military actions would be necessary against North Korea. This relation, however, was changed dramatically with the Pyeongchang Winter Olympics as a turning point. Owing to the inter-Korean summit on 27th April and the Korean government's active coordination thereafter, the Korean Peninsula was given an opportunity to dream of a new future in which peace and prosperity would be finally realized. After the recovery of political relations, there may be various social issues and challenges that need to be addressed and require constant effort in a long run. Particularly in the area of health and welfare, the quality of North-South Korean people's lives is a challenging issue hard for us to deal with. We need to prepare for the next steps toward the social integration as well as economic prosperity over the Korean Peninsula.

After the food crisis in the 1990s, North Korea faced a serious crisis threatening even the basic living of people. The growth and development of people born during the period of the "March of Suffering" were delayed with the growth of the following generations affected as well. It is necessary, therefore, to improve people's lives for the sake of general advancement

of the Korean Peninsula. In addition to that, modernization of the social security is also required since the health and welfare system of socialists' rationing would not work properly in the market economy.

A lot of time would be necessary for the two societies having confronted each other for more than 7 decades after the national liberation to be able to understand each other and reduce the gap between them. It is desirable and required for them to absorb each other's advantages and to make up for shortcomings and address problems for the sake of prosperity of the Korean Peninsula. Economically, it is vital to support North Korea's infrastructure and accelerate its growth by investing South Korea's capital. From a military point of view, unnecessary arms and military manpower need to be reduced gradually and put into other areas that promote peace and prosperity. Most importantly, efforts need to be put forth into enhancing the quality of North Korean population and establishing a basis for long-term growth through exchange and cooperation in the area of health and welfare.

With the basic objective of achieving North-South Korea exchange and cooperation in mid/long-term perspectives, it is necessary to establish systematic health welfare policies toward the North in line with that objective. An integrated approach system in the area of health and welfare needs to be established.

While the existing mode of North-South Korea exchange and cooperation aimed at humanitarian assistance to North Korea, a more serious and long-term approach needs to be adopted in the perspective of social integration over the Korean Peninsula. It is suggested, therefore, to derive effective ways of exchange and cooperation in each area based on empirical evidence and to establish an integrated approach to the general society particularly in reflection of directly applicable experiences such as social development models of underdeveloped countries.

To this end, the following policy proposals are presented:

First, one deciding factor for the fast and stable establishment of an integrated system of the Korean Peninsula is to narrow the gap between North Korea and South Korea. For this purpose, it is necessary to establish an official channel through which the two can communicate and associate regularly in the area of social welfare and social security separately from the issues of politics and national security. North-South Korea exchange and cooperation has been led by private or international organizations at home and abroad for humanitarian purposes. In order to achieve long/mid-term goals in terms of exchange and cooperation, roles of representative entities such as governmental offices, semi-public institutions, associations, and councils need to be emphasized.

Second, a variety of policy alternatives need to be developed for expected problems based on accurate information on North Korea. Particularly in terms of social security system, it is vital to taken into consideration the heterogeneity between the two institutions of North Korea and South Korea and to try to combine advantages of the two. To this end, it is necessary to take the initiative of sufficient academic exchange and to develop new policies through cooperative research on various policy aspects that may affect social security such as economy, population, and legislation. While findings on social security of North Korea have been limited due to its conservative nature, it is necessary to systematize collection and analysis of data collaboratively by the two in order to establish a population and social security database. In consideration of the rapidly-changing political status of North Korea and neighboring countries as well as the structural and cultural changes in the North Korean society, issues of social integration need to be reconsidered with necessary corrective or progressive measures taken.

Third, expanding the poor health and welfare infrastructures of North Korea requires a tremendous amount of financial resources. Thus, it is necessary to establish 'North-South Korea Health and Welfare Funds' in mid/long-term perspectives. In Germany, for example,

more than a half of national reunification expense was spent for social security. As South Korea population is aging and the demand for social security finance is increasing, it is necessary to collect funds in advance and to divide social burdens in mid/long-term perspectives. The Community Chest of Korea has allotted part of the funds for reunification. Such efforts need to be promoted over both private and public sectors.

Finally, exchange and cooperation need to be sought in various areas where North and South Korean people can meet. Since North-South Korea exchange and cooperation have been conducted in political contexts so far, they were mostly one-time events and focused on representatives.

Rather than merely transferring one party's institution and finance, it will be more effective to expand people-to-people exchange for social integration in a long run. Particularly in the area of health and welfare, if various occupations such as medical professionals (doctors, nurses and pharmacists), social welfare workers, childcare teachers, disability professionals, and mental health professionals meet corresponding professionals in North Korea, the gap in terms of institution, expertise, and skill will be identified. Specific supports and technical information that are necessary will be grasped accordingly. Expanding such professional exchange and cooperation with North Korea is expected to bring out more political effects than contacts by individual organizations.

It is true that the rapid improvement of the relationship between North Korea and South Korea has given hopes and visions to many, but there will be many challenges to be addressed by our society on the other hand. There is need for a new health and welfare system that takes into consideration the entire Korean Peninsula rather than the situation of South Korea only. Long-term challenges of national social integration require more than the government's efforts. Rather, efforts on the part of private sectors that can take swift actions may have to come first. It is time for every member of the society to gather their interests and efforts for this common goal at their individual positions.

Current Issues and Future Trends of Social Welfare in Mongolia

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Mongolia is a landlocked country in Central Asia and locates between Russia and China. The country has the socio-demographic distinction of being the least densely populated country in the world. Its population of only 3 million and dispersed over 1.5 million square kilometers. Current social welfare system of Mongolia was initiated by the government in the mid of 1990s. One of milestones of establishing post-socialist social welfare system was the Set of Laws on Social Welfare of Mongolia that enacted in 1995. However the law has reenacted twice in 1997 and 1998, it has become a basis of social welfare management as an independent sector.

The social protection sector' s strategic program (2003) was one of the main strategic programs of Mongolian government; moreover, one of the sub-strategies of the program focuses to social welfare. The goal of reforms in the social welfare sector is to reduce decentralization of social welfare services and move to a fair, stable and flexible welfare

system by raising the effectiveness of state-funded social benefits for vulnerable groups¹. According to the strategic program, social welfare strategy includes the following points²:

- Social welfare allowance reform
- Establish a new framework for social welfare services
- decentralization and institutional strengthening of social welfare services
- Reorganize institutionalized care
- Development of social work

The main concepts and principles of the strategic document are social and community-based approaches which directed to the social welfare sector. Academics agree that this strategic document has been implemented through the social welfare law and has been effective enough to provide the current system of social welfare.

Current social welfare law has implemented since 1st June, 2012, however, the law revised in 2000, 2005, 2008. The main changes inserted in the social welfare law of 2012 were to reduce types of allowances through integration of services and to serve to the target groups, and improve effectiveness of social welfare services. Furthermore, ideology of community-based welfare services inserted the first time in the law. There were challenges to implement the community-based welfare service such as lack of information, uncertainty of methods of service, lack of experience and skills of service providers. In addition, having a huge involvement of the government in community-based welfare service has had a negative impact on the community's engagement and participation.

Although the Mongolian macroeconomics situation is not stable as expected, a positive change in the livelihoods of population has observed for last few years.

¹Монгол Улсын засгийн газар, Нийгмийн хамгаалал, хөдөлмөрийн яам., Нийгмийн хмагааллын салбарын стратегийн баримт бичиг., УБ. 2003., 20-р тал

²Мөн тэнд 20-р тал

The poverty rate was 33.7 percent in 2011, down from 21.6 percent to 12.1 percent in 2014. The Mongolian Government has implemented the "National Program on Supporting Family Development" in 2012-2015. Within the framework of this program, the "Household Development Plan" program was initiated to support the implementation of the program. According to official statistical bulletin, Household Development Plan developed for each of the 55,000 households. 17 thousand beneficiaries involved in the program had positive changes in their livelihoods³. Based on the experience of implementing the National Program on Supporting Family Development, Government Resolution #16 was approved in 2016 to implement "National Program on Improving Targeted Household Development and Protection" in order to continuously improve livelihoods' quality of life.

Social welfare system and its services are varied and distinctive due to many factors, such as the level of development of the country, peculiarity of the population, and attitudes of citizens. It is important to keep in mind the difficulties and risks that might be encountered and to integrate with other socioeconomic sector reform processes while adapting the experiences and lessons learned from foreign countries to home country.

In terms of future directions of social welfare in Mongolia, It is imperative to introduce the concept of transferring welfare to labor (welfare to work). The idea that social welfare is the right, but labor is the responsibility is a new trend for social welfare policy. This concept of welfare to work comes from the two changes in the minds of the policy⁴. The following actions will be taken to implement this concept in the country:

- Prevent the target groups' individuals and households who involved in the welfare programs become 'spoon-feed' with active involvement of social workers

³Нийгмийн халамжийн хууль 2012 он

⁴ (J Millar, 2006) The Role Of social workers in Welfare- to- work programs. Internatoinal perspectives an policy and practice. The journal of Policy Practice 5(2/3) 149-158

- Improve involvement of the target groups' individuals and households who are a beneficiaries of the welfare programs to labor training with active involvement of social workers
- Involve the target groups' individuals and households who are a beneficiaries of the welfare programs to transfer to labor
- Use the target group household development plan as a tool to support the concept of 'welfare to work'

As a prior concept of social work development in Mongolia, developmental social work perspective should achieve its goal with assistance of social welfare programs which protects human capital, income generation, and job creation. Therefore, the social welfare should make a real contribution to social development⁵. Social development is a tripartite process, first, social services (health and education), social security and security systems, secondly, access to economic benefits and repayment opportunities (increase household income, safe and secure employment program), and thirdly, to gain a sense of belonging to the community and in the environment, and to unite with others (to maintain peace and nonviolence)⁶.

Developmental social work aim to improve income, develop community, improve material well-being of the people⁷. The following activities will be implemented in order to implement this concept.

- Support to develop human capitals of vulnerable people and poor through suitable social welfare programs
- Implement social welfare policies and programs for income generation and coordinate to workplace initiation programs

⁵(Г.Түмэннаст., 2017) Нийгмийн халамжийн салбар дах нийгмийн ажил. In Нийгмийн ажил, УБ, МУИС Пресс

⁶(А Батхишиг., 2016)Хүнд нөхцөл дэх хүүхдэд үзүүлэх нийгмийн ажлын үйлчилгээний агуулга, хэлбэр, хүртээмж. МУИС, Эрдэм шинжилгээний бичиг. Социологи сэтгүүл, № 11 306

⁷(James Midgley, 2010)Social work and social Development: Theories and skills for Developmental social work. Oxford University Press .

- Investing in social welfare programs and measures should be directed towards the improvement of the material well-being of the target group
- Increase community involvement and participation of target groups

Summary

- Upgrade the social welfare system, management, its planning, implementation, and monitoring, reform service concepts, types, forms and methodologies, and introduce voluntary social services for community-based welfare.
- It is important to improve involvement of NGOs, private companies, and citizens in the welfare service, instead of having heavy involvement of state, and develop the social welfare program that fits in country' s development level and trends. To do this, it is important to develop and implement scientifically based, sustainable, specific policies and programs of social welfare.

Engaging the Elderly with Social and Technology Innovation in Taiwan

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Background

Taiwan is experiencing a very high speed of ageing in recent years. It took only 25 years for Taiwan to transform from 'ageing society' to 'aged society'. The official statistical data demonstrates the number of people aged 65 years old and more has increased from about 1.49 million in 1993 to 3.31 million in March 2018. The percentage also increased from 7.10% to 14.1%. In the end of March 2018, the percentage of the elderly (aged 65 and more) has surpassed 14% and thus Taiwan has entered the stage of 'aged society'. According to the estimation of National Development Council, the percentage of elderly population will exceed 20% and Taiwan will become a 'super-aged society' in 2026 (Ministry of the Interior, 2018).

This trend will bring some challenges to existing social welfare system and elderly services in Taiwan, such as more demands for elderly services including care, medical treatment, education, recreation, etc., needs for more social workers, nursing Aides, personal care attendants, sustainability of financial security after retirement, and so on.

Social and Technology Innovation Cases in Taiwan

In order to meet the increasing needs of elderly people, more social and technology innovation is required to improve the quality and efficiency of elderly services. Therefore, there have been some innovative initiatives in Taiwan in recent years. The following sections will introduce some promising cases in different areas including care, communication, medical services, transportation and education.

1. TV Video Model with Care Secretary: Mabow

Mabow is a young company founded in 2013. It invented the “TV video model” with “Care Secretary” services, providing family telecare choice to easily contact seniors at home. As some elderly people are not accustomed to use new technology applications, Mabow provides online services through televisions that the elderly are more familiar with. The elderly can make video calls to family members easily with TV. Family members also can use this service to transmit pictures or videos via television so that the elderly can easily communicate with family members (Mabow, 2018).

Moreover, Mabow provides online care secretary services with television. The care secretaries are well trained and elderly people can talk to online secretary when family members are unable to accompany them. The care secretaries also can help to connect other services for the elderly such as providing information, arranging housekeeping services, searching for activities or courses they are interested or reminding the elderly important schedules or events. These services can help to raise the life quality of elderly people and reduce the pressures of their children to care for parents (Mabow, 2018).

2. Multiple Service Platform: Corn Soup

Corn Soup is a multiple supporting service system that uses innovative ICT to provide services through TV, Pad or Robots. It aims to make the elderly live independently with dignity. Moreover, elderly people can get companion to reduce the feelings of loneliness and receive support when necessary. With this multiple service platform, the elderly can easily connect to various services including food service, health consultation, housekeeping, transportation, entertainment and financial advice. They can use this platform to talk to care givers, family members and volunteers. When they need medical or social work services, they can also connect to call center with online advisers to provide necessary information or services (Corn Soup, 2018).

3. TeleRehabilitation: LongGood

LongGood is a newly invented system that makes users enjoy better rehabilitation experience with systematic data analysis of training result, and save commuting time back and forth hospitals. It develops a remote telerehabilitation system to provide virtual instructions for those who need rehabilitation and uses interesting and interaction ways like games to make rehabilitation more interesting and raise the willingness to rehabilitate regularly. With this application, it can use 3D-Motion sensing technology to collect the data and monitor the progress of rehabilitation and then provide suitable course of treatment based on scientific data to improve the efficacy of rehabilitation (LongGood, 2018).

With such a system, it can help to reduce the problem of clinical resource inequality. For those people who are unable to access clinical resources easily, they can use this system to do rehabilitation at home and the progress of rehabilitation can be ensured under the monitor of the system (LongGood, 2018).

4. Home Delivery Prescription Medicine: iHealth

ihealth provides home delivery service of prescription medicine since 2010. In areas where medical services are not so prevalent, it is usually difficult for elderly or disabled people to access medical services or get prescription medicine due to time and transportation costs. The traffic process may also increase unnecessary risks. In order to address these difficulties, iHealth apply home delivery to prescription medicine. The elderly can send the picture of prescription to the iHealth in advance through fax or communication app and then the medicine will be delivered to their address before they run out of the prescription medicine. Besides, iHealth offers online medical consultation to provide medical information and advice to the service users. In addition to individual users, the services of iHealth are also delivered to institutes such as nursing home (iHealth, 2018).

5. Accessible Transportation: Duofu

The elderly, the disabled and their carers usually encounter various difficulties in transportation. These difficulties limit their possibility of movement and thus restrict their opportunities to participate in the society. Therefore, the company 'Duofu' was founded to provide private accessible transportation to solve this problem. In order to facilitate accessibility, there is no limitation on users in terms of status, areas, purpose of transportation. Any person with difficulties in moving such the elderly, the disabled, the sick and the injured, pregnant women or children can use this service. In addition to general transportation, Duofu also provides accessible tour to promote the quality of life of elderly or disabled people. For those who need assistive devices, Doufu offers rental services for assistive devices including manual wheelchair, walker, commode, and powered stair climber (Duofu, 2018).

6. Educational Innovation: Smart Ageing Alliance

As elderly services involve many different aspects of life, they will require many disciplines to work together. The society needs more people with interdisciplinary skills and perspectives to design the products and services that meet diverse needs of elder people. Therefore, the education system also needs innovation to supply sufficient capable experts. For this reason, National Taiwan University cooperates with several universities and institutes in silver industry and form a 'Smart Ageing Alliance' to develop human resources to meet the demands of ageing society (Smart Ageing Alliance, 2018).

This alliance encourages the exchange of knowledge in different disciplines such as medical science, industrial design, social work and so on. It provides innovative courses and various workshops taught by teachers with different professional backgrounds. Students also come from different disciplines. Moreover, it works closely between universities and silver industries or hospitals to get experiences from industries and provide students opportunities to put their ideas into practice. With such innovative courses, it expects to create more social and technology innovation for the elderly (Smart Ageing Alliance, 2018).

Conclusion

There have been some social and technology innovation cases in Taiwan in previous years. These innovative initiatives can bring some benefits to our society. Firstly, they can increase working efficiency by providing services with fewer staff to more service users and mass-data multiprocessing. Moreover, the innovation of assistive technology applications can add the work value of care workers. The distance health care and disease prevention can contribute to achieve several goals at the same time, including remote family company, raising seniors' life quality, medical monitoring, increasing accessibility of cares and sharing family care pressures. With the reform of education and courses, more innovative ideas and practices could happen in the future.

References and Useful Links

Ministry of the Interior (2018) Internal Affair Statistical Notification.

https://www.moi.gov.tw/chi/chi_site/stat/news_detail.aspx?sn=13742

Smart Ageing Alliance: <http://www.t-edu.tw>

Corn Soup: <https://www.mycornsoup.com>

Mabow: <https://www.mabow.com.tw>

LongGood: <http://www.longgood.com.tw>

Duofu: <http://www.duofu.com.tw/en>

iHealth: <https://www.ihealth.com.tw>

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