

# PR3 A3 NATIONAL GUIDELINES



360  
REWIND



# National guidelines on the phenomenon of violence against migrant women in Italy

## **360 REWIN Project**

---

Project Result n.3

**National guidelines on the phenomenon of violence against migrant women**

*Result Leading Organisation*



## Contents

Introduction - The violence against migrant women in Italy .....	4
General information on the phenomenon.....	4
1. Migrants women in Italy.....	4
2. Profile of women victims of violence .....	5
3. Italian laws regarding access to the right to health for EU and non-EU citizens .....	6
4. Bodies and institutions offering assistance.....	7
The perception of the phenomenon by migrant women in Italy.....	10
1. Exploring migrant women's perspectives on violence .....	10
2. Challenges faced by migrant women: Insights from interviews .....	12
3. Legal frameworks: Support for migrant women .....	14
4. Organizational support for migrant women.....	16
Research : interview of migrants women .....	18
Research method .....	18
Research results .....	18
Research conclusion .....	27
Perception of phenomenon and violence .....	27
Support available.....	28
Particular laws or experiences to support migrants .....	29
Specific organizations working to support migrant women .....	29
Interview conducted with migrant women.....	30
Position on the phenomenon of Professionals Supporting Migrants Interview in Italy.....	72
Research method .....	72
Research results .....	73
Research conclusion .....	80
Perception of the phenomenon and social projection of their work.....	80
Perceived needs and social projection.....	81
Challenges faced and recognition .....	81
Strategies for social projection.....	82
Perception of recognition.....	83
Interviews conducted with Professionals Supporting Migrants .....	84
Practical indications for operators .....	137
Summary of the research and conclusion.....	147



Findings .....	147
Recommendations .....	148
Sources .....	152



## ANNEX 4

## National guidelines on the phenomenon of violence against migrant women

### Introduction - The violence against migrant women in Italy

#### General information on the phenomenon

#### 1. Migrants women in Italy

The transformation of immigration in Italy during the late Seventies and early Eighties marked a significant shift from a historically emigrant to an immigrant nation, crucial for understanding the Italian migration landscape (Pugliese E., 2006). Despite a decline in industrial employment since the 1980s, there has been an increase in smaller enterprises, particularly in the tertiary sector, shaping the evolving economic dynamics.

Italian immigration is distinctive due to its diverse and extensive composition, resembling an "archipelago of immigration." Originating from various parts of the world, including Morocco, the Philippines, Tunisia, Albania, Egypt, Lebanon, Yugoslavia, Romania, Senegal, Sri Lanka, Serbia, Montenegro, Macedonia, Croatia, Bosnia Herzegovina, Slovenia, China, and South America, this diverse ethnic mix is noteworthy, given Italy's historical, cultural, linguistic, social, and economic disconnect from most of these nations (D'Alconzo G. et al., 2002).

In Italy, the immigrant female population forms a significant yet often overlooked portion of the foreign demographic. These women face unique challenges, residing on the fringes of society. Female migration introduces distinct social nuances, particularly evident in reception and cultural mediation. Women in migration paths, whether reuniting with family members or pursuing independent journeys, increasingly play prominent roles, emphasizing the pivotal role of the women's movement in contemporary international migrations (Maronilli, M. P., 2020).

Motivations for women leaving their country of origin share similarities with men, encompassing cultural, political, economic, and security concerns. However, women's motivations are characterized by specificities related to their roles as married, divorced, mothers, violated, or repudiated individuals, rooted in the pursuit of economic and social autonomy, seeking recognition independent of their roles as mothers and wives.

Migrant women aim to break free from situations of inferiority within marital relationships, demonstrating resilience and tenacity. Their pursuit of new horizons is driven by the desire for personal redemption, improved economic conditions, and enhanced social roles for themselves and their families. Earnings are often sent back to their home countries to support unforeseen expenses, construct homes, or finance their children's education. Family ties are central to the migration plans of women, surpassing their significance for men. Recognizing migrant women as protagonists in their migration projects challenges the prevailing notion of their marginalization or subordination to male figures.

Perceiving immigrant women in Italy as occupying an inferior and marginal position, as outlined by Sayad's concept of the paradox of otherness, reinforces the idea of being absent where one is present and present where one is absent (Sayad, 2008). In the receiving country, immigrants are physically present but emotionally detached, while in the country of origin, they are physically absent but emotionally connected, underscoring the complex nature of the immigrant experience.

## 2. Profile of women victims of violence

The profile of women victims of violence, with a specific focus on immigrant women in Italy, reveals distinctive patterns in the prevalence, types, and perpetrators of violence. Drawing from data presented by ISTAT in 2015, this section provides a comprehensive overview of the experiences and challenges faced by women, emphasizing the intersectionality of violence with factors such as nationality and relationships.

Violence against immigrant women in Italy reflects similarities and differences compared to Italian women. While the overall risk of experiencing sexual or physical violence during their lives is comparable (31.3% for foreigners and 31.5% for Italians), nuances emerge in the types and frequency of violence (ISTAT, 2015).

Physical violence is more prevalent among foreign women (25.7%) compared to Italian women (19.6%), whereas sexual violence is more frequent among Italian women (21.5% of Italians compared to 16.2% of foreigners). Notably, more severe forms of violence, such as rape and attempted rape, are more widespread among immigrant women (7.7% and 5.1%, respectively). This suggests that Italians often experience less severe forms, such as harassment, particularly from strangers (ISTAT, 2015).

Foreign women, in contrast to Italians, predominantly experience violence from partners or former partners (20.4% compared to 12.9%). The analysis also highlights that 27.9% of foreign women faced violence from a former partner, with 46.6% of these cases occurring before arriving in Italy (ISTAT, 2015).

Examining the six largest groups of foreign citizens in Italy, Moldavian, Romanian, and Ukrainian women report the highest incidence of violence. Moldavian women, in particular, face a higher prevalence of rape and attempted rape (11.7%). Chinese women, resembling Italian women, experience violence predominantly from men other than their partners (ISTAT, 2015).

While 17.1% of foreign women press charges against partners, they turn more often to specialized centers (6.4%). Despite facing serious injuries (44.5%) and fearing for their lives (44.2%), foreign women express satisfaction when reporting violence to the police (35.6%) (ISTAT, 2015).

Comparing data over the last 5 years with the 2006 survey, there is a notable increase in awareness and reporting of violence. More women press charges (11.8% compared to 6.7%), discuss their experiences, and seek support from anti-violence centers. The perception of violence as a crime has also risen significantly (from 14.3% to 29.6%) (ISTAT, 2015).

The profile of women victims of violence in Italy, particularly immigrant women, underscores the need for targeted interventions. Understanding the variations in experiences among different nationalities and relationship dynamics is crucial for developing effective strategies to combat violence against women.

### 3. Italian laws regarding access to the right to health for EU and non-EU citizens

Italy recognizes the right to health as a fundamental individual right and a community interest under Article 32 of the Constitution. This right is guaranteed to all individuals, including both European Union (EU) and non-EU citizens, whether regular or irregular, as well as their minor children. The Immigration Consolidation Act further delineates these rights in articles 34, 35, and 36.

Specifically addressing women's health, Article 35, paragraph 3, of the Constitution ensures healthcare for all, focusing on the protection of pregnancy and maternity, safeguarding the health of the child, vaccinations within the scope of collective prevention campaigns, and prophylaxis, diagnosis, and treatment of infectious diseases. Irregular foreign citizens can access health services through the STP code (Temporary Foreigner Present), valid throughout the Italian territory.

Italy also provides a program of assistance and social integration for foreign individuals who are victims of violence and serious exploitation, as established by Article 18 of the Immigration Consolidation Act. This program includes the issuance of a specific residence permit "for reasons of social protection," offering access to welfare services, education, enrollment in placement lists, and the ability to engage in subordinate work, subject to minimum age requirements. Notably, this program addresses various forms of violence and exploitation, and data from IOM and GRETA suggest that a significant number of individuals benefiting from this initiative are women and adolescent girls.

Despite these legal provisions at the national and regional levels ensuring equal access to healthcare for Italian and foreign citizens, there exist serious limitations to access. Bureaucratic delays, extended waiting times, the use of inaccessible technical language by healthcare personnel, and instances of institutional racism for foreign citizens contribute to these limitations, leading to increased distrust in approaching healthcare services. This discrepancy between formal access possibilities and substantial access prompts a critical examination of the trajectory taken by foreign women to access healthcare and the available orientation tools.

Migrant women in Italy tend to rely more on public healthcare services than private facilities and social services, with approximately 80% seeking public healthcare during pregnancy, in contrast to 33% of Italian women (Lombardi, 2004).

One of the most significant factors influencing migrant women's access to SSR services is language, with women who speak only a foreign language often requiring an interpreter or cultural mediator, not always readily available. Close family members or even minor children may assist in translation, but guidelines caution against potential inhibitions in free communication when sensitive information is involved (Cantwell et al., 2011).

Indeed, a systematic analysis of the impact of medical interpreting services has found that the quality of healthcare is worse for patients who speak foreign languages when untrained or ad hoc interpreters (friends, family members) are used (Flores, 2004).

Cultural or religious norms may further present barriers, as certain norms may prohibit sex outside of marriage or hinder discussions about sexual health. Consequently, some migrant women may encounter difficulties seeking contraception or preventive care (Metusela et al., 2007). Additionally, discussions about menarche and menstruation with other women may be perceived as shameful, and during menstruation, women might avoid various activities to prevent potential contamination.

Conversely, when engaging with topics related to body education and sexuality, many migrant women express a desire to provide information and guidance to their daughters (Hawkey et al., 2016).

Patients' expectations regarding medical care and the role of doctors may significantly differ from Western countries. For instance, a study on African immigrant families in Canada revealed patient dissatisfaction with extended waiting times. Another qualitative study involving Finnish healthcare professionals reported difficulties with Somali women, highlighting cultural differences in attitudes toward physical contact. While patients sought more interpersonal relationships, healthcare staff adhered to a professional demeanor focused on executing exams and technological assessments (Degni et al., 2011).

In a study conducted in the United States, some Somali women expressed surprise at doctors asking numerous questions, conducting investigations, and prescribing fewer medications compared to their home country. In their cultural context, they expected doctors to ask fewer questions and immediately provide prescriptions based on their knowledge (Pavlish, Noor, and Brandt, 2010).

Some women continue to report experiences rooted in racism and stereotypes. A study on migrant women in London indicated varying encounters with healthcare professionals: some were dedicated despite language barriers, while others displayed disinterest. "Unconsciously" racist ideas surfaced, with professionals expressing beliefs that Somali women are inherently good mothers, do not require painkillers, and prefer instructions over detailed information (Bulman and McCourt, 2002).

In conclusion, while Italian laws aim to ensure equal access to healthcare for EU and non-EU citizens, including specific provisions for women's health and victims of violence, there are challenges and disparities in practice. The barriers to healthcare access faced by migrant women, including language barriers, cultural differences, and discriminatory behaviors, underscore the need for continued efforts to bridge the gap between legal provisions and the lived experiences of individuals seeking healthcare in Italy.

#### 4. Bodies and institutions offering assistance

The Italian government collaborates with Prefectures, specialized NGOs/associations, and private companies to operate reception centers aimed at providing support to asylum seekers facing financial constraints. Managed by the Ministry of Interior, these centers play a crucial role throughout the asylum application process.

The reception centers are diverse, each serving specific purposes based on the stage of the asylum application. Upon arrival in Italy, individuals undergo initial identification and care in first-aid and assistance centers. Subsequently, they may be transferred to either a first assistance or temporary center or directly to a Special Reception Project (SAI), contingent on space availability. Accommodation is provided in Italian territory during the entire asylum procedure, wherever space permits. These centers offer indispensable services, encompassing social and psychological assistance, health care, cultural mediation, legal support, and Italian language courses (United Nations High Commissioner for Refugees website).

The Italian reception system, governed by Legislative Decree 142/2015, has undergone iterative reforms since its inception. The original S.A.I.-centered model faced challenges, notably voluntary municipal participation issues in the SAI network. The "Salvini Decree" in 2018 brought substantial



changes, impacting the system. Subsequent reforms, notably the "Lamorgese Decree" in 2020, partially reinstated the original model.

The current structure, outlined in LD 142/2015, distinguishes between first aid and identification activities, first assistance in various centers, and reception in the SAI system. However, the 2020 reform (DL 130/2020) introduced changes to access and services in the reception system. In cases of space shortages, asylum seekers may be temporarily housed in Extraordinary Reception Centres (CAS) before transferring to SAI centers. Despite the legal framework, access to the second-level reception system (SAI) often doesn't materialize, with over 66% of asylum seekers accommodated in CAS, revealing chronic inadequacy in meeting reception needs.

In May 2023, Law 50/2023, converting Decree Law 20/2023, came into force, introducing restrictive measures. Notably, asylum seekers were again excluded from accessing the SAI system. Consequently, applicants will only have access to collective government centers and temporary facilities, while the SAI becomes exclusive to protection holders, with limited exceptions for vulnerable asylum seekers and those entering Italy through complementary pathways. This mirrors the approach of the 2018 Salvini Decree, with the new provision adding criteria for SAI access (Asylum Information Database).

To access a reception center, individuals must apply for asylum through the Police Headquarters and Prefecture. Notably, personal circumstances are considered during assessment, but individuals cannot choose their reception center's location; it depends on space availability within the national network (United Nations High Commissioner for Refugees website).

However, three persistent factors impact the system and asylum seekers' access:

- Voluntary Nature of SAI Activation by Municipalities: Reception measures are mandatory, but municipalities can choose to join the SAI network, resulting in a lack of consistent places nationwide.
- Chronic Unavailability of SAI Places: Shortages lead local Prefectures to establish temporary measures like government reception centers (CAS). Low costs for reception in these facilities favor large centers managed by for-profit organizations, excluding smaller non-profits and cooperatives.
- Emergency Approach and Limiting Arrivals: The perception of reception duties as short-term emergencies and intentions to limit arrivals prevent comprehensive interventions, hindering the development of an efficient accommodation system.

Consequently, the insufficient number of reception places compared to needs makes access challenging for entitled individuals. The entry into reception varies for those from search and rescue operations, who go directly to hotspot facilities, and spontaneous arrivals, who may wait months for asylum procedure access (Asylum Information Database).

The duration of stay in the reception center aligns with the entire asylum application process. Services like social and psychological assistance, health care, legal support, and language courses are provided during this period. Withdrawal of reception measures is possible if an individual leaves the center without formal authorization, poses a threat to public order and security, engages in seriously violent behaviors, or possesses sufficient financial resources (United Nations High Commissioner for Refugees website).

Upon receiving international protection, individuals have the right to stay in a dedicated reception center (SAI project) for six months, extendable for another six months. Alternatively, they can seek private accommodation at their own expense (United Nations High Commissioner for Refugees website).

Regarding reception facilities, tender specifications schemes in 2018 significantly altered the landscape, lowering costs, eliminating core services, and favoring large collective centers managed by for-profit organizations. Over 3,500 reception facilities were closed between 2018 and 2021, resulting in a decrease in available places. The voluntary adherence of municipalities to the SAI system further limits places in these projects (United Nations High Commissioner for Refugees website).

The law mandates a limited stay in first reception facilities, followed by a transfer to SAI. However, access to SAI is subject to availability, and the vague definition of "time strictly necessary" provides discretion to public administration. Even after the reform, the SAI system primarily serves international protection beneficiaries and unaccompanied minors, with others gaining access only when vacancies allow (United Nations High Commissioner for Refugees website).

The impact of Decree Law 130/2020 on services for asylum seekers in the Italian reception system was substantial. The restoration of access to the SAI system brought improved services, including social and psychological assistance, cultural mediation, Italian language courses, legal information, and information on territorial services. These crucial services had been removed in 2018, leaving asylum seekers without essential support during their stay in Italy.

However, challenges persist in the quality of services for asylum seekers:

- Access to SAI Services: Asylum seekers in SAI centers have access only to "first-level" services, lacking support for integration, job search, orientation, and professional training. These services are limited to beneficiaries of national or international protection. The chronic shortage of SAI system positions forces most asylum seekers to stay in CAS, depriving them of SAI-quality services.
- Quality of Services in CAS: While essential services have been reinstated in CAS, the new specifications for service awards suggest low-quality services. Inadequate hourly forecasts for service operators limit the actual content of services, reflecting a lack of interest from national authorities in effective implementation.
- Unaccompanied Children: Despite the supposed immediate access to SAI for unaccompanied children, they predominantly stay in governmental centers, temporary structures, or residential care facilities.
- Impact of Law 50/2023: The new law removes health care, social assistance, and linguistic-cultural mediation from governmental centers and CAS. This change will be followed by new tender scheme specifications for these centers.
- Reception Approach Changes: The 2018 "Security Decree" shifted the reception approach towards large CAS centers, favoring for-profit companies and sidelining small local cooperatives. This resulted in job losses and reduced positive effects on host territories.
- Continued Challenges: Tender specifications published in 2021 did not significantly alter the first reception scenario post the 2018 reform. The distinction between services for asylum seekers and those exclusively for protection beneficiaries hampers the process of asylum seekers regaining self-sufficiency.

In conclusion, the intricate landscape of the Italian reception system for asylum seekers reflects a dynamic interplay of legislative frameworks, reforms, and persistent challenges. While collaborative efforts between the government, Prefectures, NGOs, and private entities aim to provide essential support during the asylum application process, structural deficiencies, and policy shifts pose obstacles to effective service delivery. The restorative impact of Decree Law 130/2020 on access to the Special Reception Project (SAI) underscored the significance of comprehensive services for asylum seekers. However, the enduring issues, such as the limited availability of SAI spaces, the voluntary nature of municipal participation, and the consequences of Law 50/2023, continue to impede the system's efficiency. Addressing these challenges requires a holistic approach, fostering inclusivity, resource allocation, and sustained commitment to the welfare of those seeking refuge in Italy.

### The perception of the phenomenon by migrant women in Italy

This section explores the nuanced perspectives of migrant women on the phenomenon of gender-based violence, offering insights through interviews conducted with frontline operators engaged in supporting migrant communities and migrant women themselves. The interviews, encompassing diverse cultural contexts, highlight the multifaceted nature of gender-based violence and its implications for migrant women.

#### 1. Exploring migrant women's perspectives on violence

Migrant women's experiences with gender-based violence are intricate and influenced by a myriad of factors, including cultural backgrounds, workplace dynamics, and awareness levels. This section synthesizes insights derived from interviews with operators immersed in the frontline support of migrant communities. The aim is to provide a comprehensive understanding of migrant women's perceptions of gender-based violence and the support mechanisms in place.

##### **Stereotyping and Discrimination in the Workplace :**

Analysis of the interview data reveals a disconcerting reality for migrant women, particularly those of Nigerian descent, who grapple with deeply entrenched stereotypes that indiscriminately associate them with illegal activities and prostitution. These pernicious stereotypes, perpetuated by societal prejudices, inflict systemic discrimination upon these women, significantly shaping their lived experiences and limiting their access to socio-economic opportunities. The confluence of racial and gender biases further exacerbates their challenges, creating a hostile environment that impedes their integration into various sectors.

The phenomenon of gender-based violence is linked with workplace dynamics. As an operator highlighted it during the interview: *"Foreign women are paid less on a contractual level. Almost all migrants get a job thanks to temporary employment agencies, that offer very short work contracts."* Migrant women find themselves disproportionately affected, as they encounter barriers in accessing employment opportunities and face unequal treatment. Indeed, they are often engaged through temporary employment agencies, and face obstacles such as limited job opportunities and lower pay. The narratives from the interviews underscore the intersecting dimensions of discrimination, wherein

migrant women not only grapple with gender-based biases but also contend with racialized expectations that perpetuate harmful stereotypes. The intersectionality of gender and migrant status intensifies these challenges, with second-generation migrants experiencing heightened gender-based discrimination in the workplace.

Moreover, the interviews reveal an additional layer of complexity, wherein the gender-based vision of the operators becomes an obstacle to open communication. The operator reflects on the challenges encountered in establishing rapport with Nigerian women, acknowledging the difficulty in eliciting explicit discussions about the stereotypes imposed upon them. The operator states *"I have dealt especially with Nigerian women that were considered with the stereotype of the Nigerian woman who for sure is a prostitute, who for sure does illegal activities. They didn't talk to me about it explicitly, it could also be because I am a man."*

This revelation underscores the importance of fostering gender-sensitive communication channels within support systems to ensure that the nuanced experiences of migrant women are adequately addressed. The intersectionality of gender and cultural biases thus emerges as a crucial focal point for comprehensive interventions aimed at dismantling stereotypes, mitigating workplace discrimination, and fostering an inclusive environment for migrant women.

#### **Awareness, cultural factors, and Perceptions:**

Cultural factors play a pivotal role in shaping perceptions of power dynamics between genders. The acceptance of male supremacy in some migrants' countries of origin contributes to the normalization of domestic violence. Power imbalances, including instances of domestic abandonment, are identified as sources of significant suffering among migrant women.

From the interview, we noticed that the comprehension of gender-based violence among migrant women is intricately linked to their cultural origins. *"In their country of origin they were aware of this. Because some of them had just run away from situations where they were repressed, mistreated and they suffered violence, and so there was this awareness. But before, from a certain point of view, they accepted that situation even though they were conscious that they were in a bad situation."*

In their countries of origin, many of these women possess an acute awareness of gender violence, often stemming from personal experiences involving repression, mistreatment, and violence. The acceptance of certain conditions, despite awareness, can be attributed to the normalized nature of gender-based violence in their countries of origin.

Upon arrival in Europe, a discernible shift occurs in their awareness levels. Migrant women begin to recognize the inherent unacceptability of certain behaviors and attitudes, fueled by their exposure to different societal norms. This increased awareness becomes particularly evident as they become sensitive to the possible effects on their residency status, highlighting how cultural changes can transform their views on gender-based violence.

However, we also notice a disparity in the responses to gender-based violence among migrant women, who exhibit a spectrum of awareness levels, influenced by cultural factors, educational backgrounds, and time spent in the host country. While some women internalize Western concepts of equality and gender violence, others may require targeted interventions, such as specialized courses, to foster awareness.



## 2. Challenges faced by migrant women: Insights from interviews

This section explores the different needs of migrant women, based on interviews with frontline operators and the women themselves. The analysis reveals various challenges across practical, economic, cultural, health, legal, and psychological aspects. The identified needs reflect the complexity of migrant women's experiences, recognizing specific requirements. However, challenges persist, highlighting that diverse responses are common, even in official settings.

### *General needs*

#### **Survival-Oriented Challenges**

The interviews illuminate significant challenges associated with bureaucratic processes, involving documentation, court appearances, and requests for international protection. The delicate balance required to address immediate practical needs and psychological distress is a critical concern. Migrant women express a prevailing perception that the violence they endure is inevitable, intensifying the struggle to prioritize psychological well-being amidst pressing survival imperatives. Diverse individual needs emerge, with aspirations ranging from transitioning from service users to pursuing professional roles. Decision-making regarding continuing studies or entering the workforce is notably complex, influenced by their roles as mothers and individuals with career ambitions. There is a highlighted necessity for more effective channels enabling direct communication of needs to professionals within support centers, indicating a discerned need for enhanced clarity in disseminating information to navigate support structures.

#### **Basic and Economic Support**

Articulated needs encompass fundamental requirements such as food, clothing, and economic essentials. Bureaucratic processes are navigated as matters of survival, presenting challenges in addressing psychological discomfort and trauma. Economic and social autonomy, especially through employment and housing, emerges as a critical requirement. Independence, both socially and economically, is a common aspiration, with employment playing a crucial role. Pressing needs range from general support to the fundamental necessity of securing employment for self-sufficiency. Emotional support, coping mechanisms, legal documents, and good health are underscored as contributors to emotional well-being.

#### **Revictimization Concerns**

The risk of establishing relationships mirroring past traumas surfaces as a pervasive issue. Women engaged in prostitution encounter stereotypes, victim-blaming, and inappropriate comments during interactions with authorities, amplifying concerns about secondary victimization. Seeking help from institutions may yield unfavorable outcomes, adding a layer of complexity to their experiences. Instances of secondary victimization, encompassing racism, discrimination, and challenges in institutional interactions, are acknowledged. Specific situations, such as child removals affecting black mothers, reveal differential treatment, necessitating resilience to prevent revictimization.

#### **Cultural and Identity Dynamics**

Anthropological considerations, such as "Sayad's Syndrome" of the double absence, underscore the dynamic nature of identity in migratory contexts. Migrant women express a desire for an improved status quo, emphasizing the evolving nature of identity throughout their migration journey. The pivotal role of cultural-linguistic mediation in healthcare settings is emphasized, ensuring comprehensive health literacy, particularly in gynecological care. Mediators, surpassing translators, become indispensable in overcoming cultural barriers and enabling effective healthcare access. The significance of building positive relationships among residents from different backgrounds is stressed, emphasizing the value of fostering understanding and peace within the community.

### **Employment, Training, and Education**

Employment emerges as a pivotal need for financial independence, particularly for those seeking autonomy after leaving spouses. A pronounced desire for training and education is evident among migrant women, emphasizing the importance of study and work opportunities for empowerment and professional development. Education stands out as a prominent theme, encompassing language learning, employment aspirations, and the hurdles of adjusting to a new language. Recognizing career development and educational opportunities as essential for empowerment, the challenges in accessing health services and post-support project concerns reveal an ongoing need for assistance. The significance of overcoming linguistic obstacles is underscored, highlighting the importance of transcultural perspectives and integrating medical anthropology into healthcare training.

### **Post-Reception Period Needs**

The post-reception period is identified as a critical phase requiring support. Concerns revolve around employment, relational care, and creating spaces for autonomy. Instances of repeating complaints without mediation and insensitivity from hospital staff underscore challenges in post-reception experiences.

### *Health Needs*

#### **Counselling and Emergency Services**

Through the analysis of frontline operations and migrant women interviews, a palpable gap in counseling centers dedicated to migrant women's healthcare has been discerned. This deficiency accentuates the necessity of instituting specialized non-judgmental first aid and emergency services, tailored explicitly for critical situations. The strategic approach aims to foster a supportive environment, encouraging migrant women to seek assistance without apprehension of societal stigma or judgment.

#### **Mental Health Restructuring**

The imperative of restructuring mental health support surfaces prominently, acknowledging the disadvantaged starting point and heightened somatization rates among migrant women. The inadequacies within the existing healthcare system regarding mental health issues necessitate comprehensive measures to effectively address these deficits.

#### **Broader Perspective on Health**

An expansive perspective on health needs has been identified, recognizing the intricate interplay between economic and social conditions and the overall well-being of migrant women. This broader viewpoint implies that health interventions should extend beyond conventional medical domains, considering the socio-economic determinants of health.

### **Sex Education and Reproductive Health**

The significance of sex education and reproductive health for migrant women is underscored. The discourse extends to the promotion of healthier lifestyles, incorporating considerations of nutrition, physical activity, and dietary habits. This approach seeks to address the distinctive health challenges faced by migrant women, necessitating tailored interventions.

### **Linguistic and Cultural Sensitivity**

A conspicuous gap is identified in addressing linguistic obstacles and the profound need for understanding transcultural perspectives within the healthcare domain. Proposing the integration of medical anthropology into health training, this approach aims to cultivate a more culturally sensitive healthcare environment. Specific domains, such as gynecology, nutrition, and prevention, warrant comprehensive and culturally tailored strategies.

### **Mediation Support in Healthcare**

Recognizing the pivotal role of cultural-linguistic mediation in hospital settings for facilitating migrant women's access to healthcare, the imperative lies in ensuring comprehensive health literacy, with a particular emphasis on gynecological care. Beyond acting as mere translators, mediators play an indispensable role in surpassing cultural barriers, thereby enabling effective healthcare access.

### **Prioritizing Health Areas**

Strategically prioritizing health areas for migrant women is exemplified by successful resolutions achieved through initiatives like Prevenzione Serena. Emphasis is placed on screening protocols for specific health concerns, including Mediterranean anaemia, favism, and parasitosis. Despite encountering resistance, there persists an unwavering commitment to addressing concerns through gradual and personalized approaches, acknowledging the diverse backgrounds of migrant women.

This integrated analysis illuminates the nuanced tapestry of health needs among migrant women, providing a foundation for targeted interventions and policy enhancements in healthcare delivery.

## **3. Legal frameworks: Support for migrant women**

In this section, we'll explore the legal challenges highlighted in the interviews with both frontline workers and migrant women. We will explore issues regarding access to legal advice, the rights of migrant women, and the challenges faced by workers in this context.

### *Legislative Consideration and rights of professional workers :*

The interview analysis has uncovered a crucial need for legislative attention, particularly concerning the 2019 Code Red law. It is imperative to implement specific training and awareness programs for

professionals, including social workers, nurses, and police, to ensure they possess the necessary skills and sensitivity to navigate diverse situations effectively.

A potential challenge concerning the rights of professional workers has been identified, with an emphasis on the importance of access to legal advice in their work as frontlines operators. There is a highlighted need for advocacy to address bureaucratic challenges, ensuring workers' rights. This includes the establishment of essential facilities, such as a psychology desk.

The lack of recognition for the role of anthropologists is mentioned, indicating a blind spot in the current system. There is a need for better representation and protection, including training from the start, suggesting a desire for improvements in the legal and professional rights of workers.

There are some challenges within the system, particularly time constraints in the second reception phase. There is an emphasis on the need for an extended timeframe to facilitate effective integration. Additionally, a challenge has been indicated in the financial aspects of working for institutions, including delayed payments and unfair checks. Issues with neighbors and potential challenges such as the introduction of bedbugs due to used clothes suggest a need for better support or regulations in these areas.

### *Legal support for migrant women*

Legal assistance and recognizing the rights of migrant women upon arrival hold significant importance. Various interviewees stressed the need to inform migrants, especially women, about their rights and legal processes before engaging with the commission. A potential information gap surfaced, indicating the necessity for comprehensive details on rights, legal procedures, and available support services.

The emphasis on seeking legal representation signals a dedicated commitment to ensuring migrant women receive proper legal support. Regional disparities in the legal process, particularly delays in obtaining the initial permit due to the COVID-19 pandemic, reveal the need for consistent support across diverse municipalities. Challenges faced in acquiring a residence permit in Naples underscore the ongoing need for comprehensive assistance beyond initial stages, even after leaving reception centers.

Family ties and support were underscored as crucial in navigating legal aspects. The reliance on husbands or family members, especially those with Italian citizenship, highlights the interconnected nature of legal processes and familial assistance. Instances of relying on a husband for legal aid and considering future plans accentuate the interconnectedness of legal processes and childcare concerns.

Despite challenges, some interviewed women acknowledged receiving assistance for the asylum process and legal support, emphasizing the importance of legal aid and the right to appeal negative decisions. These efforts indicate a commitment to safeguarding the legal rights of migrant women, particularly during the asylum process. The focus remains on ensuring proper legal representation, reinforcing the dedication to protecting migrants' rights throughout their legal journey.

The interviews collectively underscore the diverse legal needs of migrant women, including the necessity for information dissemination, legal representation, support during the asylum process, addressing regional variations, and ensuring continuous assistance throughout their migration journey.



#### 4. Organizational support for migrant women

The promotion of independence and the proactive addressing of issues within migrant communities are central aspects emphasized in the interviews. Community-driven initiatives, notably exemplified by events like community dances and informal meetings, have proven to be highly efficacious in addressing critical issues and fostering the autonomy of migrant women. As articulated in the interview, these communal gatherings have become invaluable platforms for the open discussion of pertinent concerns. The quote, "*The things that helped most to bring out these critical issues were community dances, or music meetings,*" encapsulates the transformative impact of these initiatives in providing a conducive environment for dialogue and empowerment.

An integral component of fostering independence involves the establishment of safe spaces that facilitate open communication. Within migrant communities, where instances of gender-based violence may be pervasive, creating environments where individuals feel secure to discuss such sensitive matters is paramount. The interviews underscore the critical role of safe spaces in acknowledging and addressing gender-based violence. These spaces serve as sanctuaries where individuals can openly share their experiences, concerns, and perspectives, contributing to a collective effort in dismantling the barriers and challenges faced by migrant women.

Moreover, the interviews reveal a nuanced and comprehensive approach employed by frontline operators to address gender-based violence. The deployment of multifaceted support strategies is evident, with psychologists assuming a pivotal role in the process: "*Psychologists take part in neutral observation. They do informal interviews while accompanying users in daily activities, for example doctor's visits.*"

Their involvement spans neutral observations, informal interviews, and the establishment of heterogeneous contexts to cater to the diverse needs of individuals who have faced gender-based violence. Practical interventions in everyday life, such as ensuring the equitable distribution of domestic responsibilities, emerge as effective strategies in instigating positive change. This holistic approach emphasizes the importance of addressing not only the immediate psychological and emotional needs of survivors but also the broader societal factors contributing to gender-based violence within migrant communities.



## Research : interview of migrants women

In the discourse surrounding migration dynamics, the narratives of migrant women often remain underrepresented, especially concerning issues of gender-based violence and discrimination. This section aims to highlight these critical matters through qualitative interviews conducted with ten migrant women currently residing in Italy.

The objective of this study is to show the multifaceted experiences of migrant women, exploring the intricate intersections of migration, gender, and violence. By engaging directly with their lived experiences and perspectives, we aim to identify tangible strategies for combating gender-based violence and discrimination within migrant communities.

### Research method

This research employed a qualitative approach, utilizing semi-structured interviews to gather insights from migrant women residing in Italy. A purposive sampling strategy was utilized to highlight the perspectives of 10 migrant women, each representing a distinct migration background and country of origin, ensuring a broad spectrum of experiences and insights regarding gender-based violence within migrant communities. The interviews were conducted via virtual platforms, allowing for in-depth discussions while ensuring the safety and comfort of the participants.

The interviewees comprised ten migrant women of varying backgrounds, including but not limited to different countries of origin, migration statuses, and socio-economic backgrounds. Diversity within the sample was sought to capture a wide range of experiences and perspectives. The participants were selected based on their willingness to engage in discussions related to gender-based violence and their availability to participate in the study.

The inclusion criteria for the interviewees were as follows:

- Self-identification as a migrant woman residing in Italy.
- Willingness to discuss personal experiences and perspectives on gender-based violence.
- Ability to communicate effectively in the chosen language of the interview (e.g., Italian, English).

Efforts were made to ensure the participants' anonymity and confidentiality throughout the research process. Informed consent was obtained from each participant before commencing the interviews, outlining the purpose of the study, the voluntary nature of participation, and the measures taken to protect their privacy.

Overall, the research methodology aimed to provide a platform for migrant women to share their experiences and insights authentically, contributing to a more comprehensive understanding of the challenges and potential solutions related to gender-based violence within migrant communities in Italy.

### Research results

Using the interviews carried out, here are the results emerging about the following aspects :

### Sociodemographic information of the interviewees

Based on the interviews conducted with the ten migrant women, various sociodemographic profiles emerged, providing insight into their backgrounds and migration experiences:

Interviewee	Origin	Arrival Year	Arrival Circumstances
C.	Nigeria	2015	Arrived with husband
F.	Gambia	2014	Arrived with husband
Z.	Pakistan	Approximately 4 years ago	Entered illegally, sought asylum, challenging journey through multiple countries
B.	Nigeria	2016	Arrived alone
M.	Morocco	2019	Arrived pregnant, reunited with husband
S.	Somalia	2021	Arrived alone to reunite with husband
B.	Peru	7 years ago	Reunited with family already living in Italy
M.	Ivory Coast	2016	Arrived with fiancé
B.	Morocco	3 years ago	Reunited with husband living in Italy for 30 years
M.	Kurdistan	2010	Initially arrived while pregnant

These profiles reveal a diverse range of nationalities, arrival circumstances, and family situations among the interviewees. They highlight the complexity of migration experiences, including factors such as family reunification, pregnancy during migration, and irregular entry into the country. Such diversity underscores the importance of considering individual circumstances when addressing issues such as gender-based violence within migrant communities.

### Presence or absence in a support centre and their perception of its action

The interviews with migrant women showed diverse perspectives on their experiences with support centers and their perceptions of the actions undertaken within these facilities. Below are the trends that emerged:

- **Mixed Satisfaction and Challenges:** Participants reported a mixed spectrum of satisfaction and challenges regarding their engagement with support centers. While some expressed contentment with the assistance received, others encountered difficulties and unmet expectations during their stay.
- **Importance of Support Centers:** Support centers were acknowledged as vital institutions providing essential needs such as housing, food, clothing, and medical assistance upon the migrants' arrival in Italy. These services were particularly crucial in ensuring the initial well-being and security of the migrant women.
- **Positive Aspects:** Many participants highlighted positive aspects of their experiences, including the kindness and helpfulness of center staff, as well as the sense of security and community fostered within these environments. Participants also appreciated assistance with language learning and integration activities.

- **Challenges Encountered:** Despite the positive aspects, challenges were commonly reported, including overcrowding, inadequate financial support, and limitations in educational and employment assistance. Some participants also noted instances of gender-based discrimination and occasional infantilizing treatment from workers.
- **Need for Improvement:** Overall, the findings underscored the need for improvements in the quality and accessibility of support services provided by these centers. Participants expressed a desire for enhanced support in addressing their diverse needs and facilitating their integration into Italian society.

While support centers play a crucial role in assisting migrant women upon their arrival in Italy, there are areas for improvement to better meet the multifaceted needs of this population. Addressing these challenges and enhancing the effectiveness of support services can contribute to a more positive and supportive environment for migrant women as they navigate their integration journey.

### Successful or interesting social initiatives that reception centres or facilities have implemented or are implementing.

From the interviews, here are the trends emerging for social initiatives implemented or being implemented in reception centers:

- **Staff Support and Clinic Days:** Participants acknowledged the positive role of center staff in providing support and assistance, fostering a sense of community and inclusivity. Specific initiatives such as clinic days, where women were given priority, demonstrated a strategic approach to addressing diverse needs and promoting inclusivity within the centers.
- **Fostering Positive Relationships:** Reception centers were noted for their efforts in fostering positive relationships and understanding among residents from diverse backgrounds. Despite language barriers and cultural differences, initiatives aimed at promoting peace and cooperation were recognized as impactful in creating a supportive environment.
- **Community Support and Inclusivity:** Some centers, such as cooperatives, were praised for their role in fostering a sense of community and providing support to residents. These initiatives contributed to residents' well-being and integration by offering practical assistance and creating a supportive network.
- **Facilitating Integration:** Reception centers played a crucial role in facilitating the integration of residents into Italian society. Successful initiatives included providing assistance beyond basic needs, such as education support and internship opportunities, to help residents acquire skills and find employment.
- **Informal Social Support Systems:** Informal social support systems were observed within reception centers, with residents forming friendships and providing mutual assistance. These informal networks contributed to a sense of belonging and facilitated the exchange of support among residents.
- **Holistic Assistance and Sense of Belonging:** Some centers stood out for their holistic approach to support, treating residents as part of a supportive community rather than just recipients of aid. Initiatives such as language learning, cooking classes, and health support fostered a sense of belonging and contributed to residents' well-being.

The interviews highlighted a range of successful social initiatives implemented in reception centers, including staff support, fostering positive relationships, community support, integration facilitation,



informal social support systems, and holistic assistance. These initiatives played a significant role in creating supportive environments and promoting the well-being and integration of migrant women in Italy.

### Perception of invisibility of migrant women

The interviews provided limited insights into the perception of invisibility experienced by migrant women, with only a few participants offering their experiences. Here are the key findings:

- **Recognition of Specific Needs:** Some participants acknowledged a recognition of the specific needs of migrant women within certain activities or settings. For example, there was a mention of prioritizing migrant women's needs during certain activities, indicating an awareness of their unique circumstances.
- **Challenges Faced by Migrant Women:** Participants highlighted various challenges faced by migrant women, including restrictions on clothing choices, societal stereotypes, and limitations in expressing concerns. These challenges underscored the complex dynamics that may contribute to a feeling of being unseen or marginalized.
- **Designated Sections for Women:** One participant mentioned the existence of a separate section designated for women within a reception center. While this separation implied a recognition of the unique needs and vulnerabilities of female residents, there was no explicit discussion of discrimination within the center.
- **Language Barrier and Communication Challenges:** Several participants emphasized the importance of language and the challenges they faced in expressing themselves. The language barrier, particularly in official settings like hospitals or universities, was noted as a significant obstacle to feeling understood and visible within the community.
- **Feelings of Misunderstanding and Stigmatization:** Instances of feeling misunderstood and potentially stigmatized were also reported by some participants, particularly in health settings. Discriminatory attitudes based on preconceptions and the perception of being dangerous were highlighted, further underscoring the communication and visibility barriers faced by migrant women.

Overall, while some efforts were noted in recognizing and addressing the specific needs of migrant women, challenges such as language barriers, societal stereotypes, and discriminatory attitudes persisted, contributing to feelings of invisibility and marginalization among this population.

### Perceived rights

Participants highlighted various aspects related to legal processes, assistance, and challenges. Here are the key findings:

- **Importance of Legal Assistance:** Participants emphasized the importance of legal assistance and recognition of the rights of migrant women upon arrival. Efforts were noted to ensure proper legal representation and support for migrants throughout legal processes, including asylum applications and appeals.

- **Assistance and Challenges in Legal Processes:** Challenges with legal processes, such as delays in obtaining permits exacerbated by the COVID-19 pandemic, were discussed. Participants mentioned relying on spouses or family members for legal assistance, indicating potential gaps in providing comprehensive information about rights and legal procedures to migrant women.
- **Regional Variations and Family Support:** Regional variations in the ease of obtaining documentation were highlighted, underscoring the need for consistent support across different municipalities. Family ties played a significant role in navigating legal aspects, with some participants relying on spouses or relatives with Italian citizenship for support.
- **Continued Support and Comprehensive Assistance:** The importance of continued support beyond the initial stages of migration was emphasized. Participants discussed receiving assistance from lawyers and associations, highlighting the need for comprehensive support in navigating legal aspects even after leaving reception centers.

Overall, the interviews highlighted the need for assistance and support in asserting the rights of migrant women, navigating legal processes, and addressing challenges encountered during migration. Efforts to ensure proper legal representation and comprehensive support services were noted, but gaps in information dissemination and regional variations in support availability were also acknowledged.

### Roles assumed by migrant women.

The interviews provided insights into the various roles assumed by migrant women, reflecting their aspirations, responsibilities, and contributions within Italian society:

- **Transition to Professional Roles:** Some participants expressed anticipation and aspirations for transitioning from service users to pursuing professional roles. This includes aspirations for both continued education and employment, indicating multifaceted roles as mothers and individuals with career aspirations.
- **Emphasis on Independence and Employment:** Many participants highlighted the desire to assume roles of independence, both socially and economically, emphasizing the importance of employment in establishing autonomy and reducing dependency on external support.
- **Navigating Multifaceted Roles:** Migrant women navigate multifaceted roles encompassing challenges in making choices, accessing support, dealing with bureaucratic processes, and fulfilling family and societal expectations. This includes roles as mothers, students, caregivers, professionals, and community contributors.
- **Professional Ambitions and Contributions:** Participants expressed aspirations for future professional roles, such as socio-medical workers, nurses, gynecologists, journalists, activists, and caregivers. Their roles collectively contribute to their evolving identity as migrant women in Italy and reflect their contributions to the community.
- **Intersection of Gender and Familial Responsibilities:** The intersection of gender and familial responsibilities was evident, with participants acknowledging the support received for childcare while pursuing education or employment. This highlights the dynamic balance migrant women navigate between their professional aspirations and their roles as mothers and caregivers.

The interviews highlighted the diverse roles assumed by migrant women in Italy, reflecting their aspirations for independence, education, and professional engagement. Their contributions to the

community, both through professional roles and familial responsibilities, underscore the resilience and determination of migrant women in navigating their integration journey.

### Expressed or perceived needs

The interviews provided insights into the expressed or perceived needs of migrant women, highlighting various aspects crucial for their integration and well-being in Italy. Here are the reported elements:

- **Clear Information Dissemination:** Participants expressed a need for clearer information dissemination regarding support structures and services available to them. This includes channels for expressing individual needs directly to professionals, as well as a preference for more information about transition processes between different support structures.
- **Support and Employment:** Pressing needs identified by participants include support in various forms, ranging from general assistance to the fundamental necessity of securing employment for self-sufficiency. Employment opportunities were highlighted as crucial for achieving personal and professional goals.
- **Language Acquisition and Educational Opportunities:** The importance of language acquisition and educational opportunities emerged as significant needs. Participants expressed a desire for linguistic support to enhance integration into the community and diverse educational opportunities catering to individual aspirations.
- **Access to Health Services:** Concerns about accessing health services, particularly gynecological and pediatric care, were expressed. Participants emphasized the importance of continued assistance in accessing health services after leaving support projects.
- **Psychological and Emotional Support:** The need for emotional and psychological assistance was highlighted, with participants expressing an interest in finding spaces for discussing problems and receiving support, particularly for mothers.
- **Steady Work and Housing:** Steady employment and stable housing were identified as critical needs for achieving self-sufficiency and successful integration. Language barriers were cited as a significant challenge in securing employment, while accessible and inclusive places for discussing problems, finding courses, or seeking employment were also highlighted.
- **Continuous Support and Access to Information:** Participants stressed the importance of continuous support, especially for those still learning Italian. The challenges faced in accessing information and services, particularly in areas such as health, education, and job search, were also highlighted.

Overall, the interviews underscored the diverse and multifaceted needs of migrant women, ranging from practical assistance to emotional support and access to information. Addressing these needs is essential for facilitating their successful integration and well-being in Italian society.

### Emotional implications in facing life: self-esteem and personal reconstruction.

The interviews with migrant women provided insights into the emotional implications of facing life challenges. Here are the key results and trends emerging from the interviews:

- **Emotional Support and Sense of Security:** Participants emphasized the importance of emotional support in coping with life challenges. Support from faith, supportive partners, and positive experiences in healthcare settings contributed to a sense of security and well-being, potentially bolstering self-esteem during the adjustment process.
- **Impact of Legal and Health Status:** Legal documents and good health were mentioned as factors positively impacting emotional well-being. Having legal status and access to healthcare services contributed to a sense of security and stability, potentially alleviating emotional stress.
- **Perceived Treatment and Communication Barriers:** Perceptions of being treated in a child-like manner and communication barriers were identified as potential sources of emotional strain. Effective communication was highlighted as essential for personal reconstruction and problem-solving, indicating the emotional toll associated with language barriers and potential isolation.
- **Resilience and Adaptability:** Despite facing initial challenges, participants demonstrated resilience and adaptability in coping with life difficulties, particularly during the COVID-19 pandemic. Positive shifts in outlook and experiences of emotional support contributed to increased resilience and well-being over time.
- **Supportive Relationships and Decision-Making:** Support from family members, spouses, and supportive associations played a crucial role in emotional well-being and personal reconstruction. Collaborative decision-making processes and gratitude for support systems highlighted the importance of supportive relationships in navigating life challenges.
- **Psychological Support and Coping Mechanisms:** Access to psychological support and coping mechanisms, such as engaging in activities and making independent decisions, facilitated personal reconstruction and bolstered self-esteem. Addressing mental health aspects and acknowledging emotional complexities were essential for navigating the migrant journey.

Overall, the interviews revealed the multifaceted nature of emotional implications faced by migrant women, highlighting the importance of supportive relationships, access to healthcare and legal services, effective communication, and psychological support in fostering resilience, self-esteem, and personal reconstruction during the migration process.

### Situations of revictimization or perception of the phenomenon

The interviews shed light on situations of revictimization or the perception of such experiences among migrant women. While few experiences were shared, indicating the complexity and sensitivity of the topic, some participants highlighted instances or perceptions of revictimization:

- **Limited Experiences Shared:** Only a minority of participants shared experiences or perceptions of revictimization, indicating rarity, sensitivity, or lack of awareness of the phenomenon among the interviewees.
- **Power Dynamics and Cultural Biases:** Participants highlighted potential power dynamics and cultural biases contributing to feelings of vulnerability or victimization. This includes situations where restrictive norms and judgments based on clothing choices led to feelings of stigmatization and victimization, suggesting a perception-based revictimization.

- **Challenges in Healthcare Settings:** Instances of revictimization were indicated in healthcare settings, where participants faced challenges in receiving adequate assistance or support. This included situations where pain management during childbirth was compromised, underscoring the need for more empathetic and inclusive practices in healthcare services for migrants.
- **Traumatizing Employment Experiences:** Some participants recounted retraumatizing experiences when seeking employment, citing dismissive and unsupportive behavior within employment agencies. These encounters underscored the need for more empathetic and inclusive practices in support services, particularly considering language barriers.
- **Discrimination Based on Background:** Discrimination based on cultural background was reported, with participants facing challenges and mistreatment. This included instances of facing stereotypes and preconceived judgments, highlighting the need for greater awareness and sensitivity towards diverse cultural backgrounds.
- **Challenges in Daily Life:** Some participants reported facing difficult situations in their daily lives, contributing to feelings of sadness and vulnerability. However, they chose not to share specific experiences, indicating the personal nature of these challenges.

Overall, while experiences of revictimization were limited among the interviewees, perceptions of power dynamics, cultural biases, and discriminatory practices were highlighted as factors contributing to feelings of vulnerability and victimization among migrant women. These findings underscore the importance of promoting awareness, empathy, and inclusivity in addressing and preventing revictimization within migrant communities.

## Health-related needs

The interviews revealed various health-related needs among migrant women, reflecting both positive aspects and existing challenges within the healthcare system:

- **Inclusive and Non-Discriminatory Healthcare Practices:** Participants noted positive aspects of healthcare services, highlighting opportunities for inclusive and non-discriminatory practices. Accessibility to healthcare services was also emphasized as a crucial factor.
- **Barriers and Difficulties in Accessing Healthcare:** Many participants highlighted existing barriers and difficulties encountered within the healthcare system. This includes challenges in making health appointments, renewing health cards, and understanding healthcare processes, underscoring the need for improved accessibility and understanding of healthcare services.
- **Importance of Preventive Healthcare:** The importance of accessible preventive healthcare, particularly in areas such as gynecological health, was emphasized by some participants. This highlights the need for tailored healthcare services to address the specific needs of migrant women.
- **Specific Health Concerns:** Participants expressed specific health concerns, such as the importance of gynecological and pediatric care, particularly during pregnancy and childbirth. Satisfaction with the treatment received in these areas was noted, indicating the significance of appropriate care for women's health.
- **Language Access and Translation Services:** The reliance on partners or translators for communication with healthcare professionals suggests a potential need for more language-appropriate healthcare services to enhance communication and understanding.



- **Support During Pregnancy and Illness:** Positive experiences with healthcare professionals during pregnancy were reported, including substantial assistance and support. However, challenges such as difficulty in accessing specialists and changes in healthcare providers were also mentioned, indicating areas for improvement in continuity of care.

Overall, while participants acknowledged positive aspects of healthcare services, such as accessibility and satisfaction with treatment received, they also highlighted existing barriers and challenges in accessing healthcare. Addressing these needs, including improving accessibility, providing language-appropriate services, and offering tailored preventive healthcare, is crucial for ensuring the well-being and health equity of migrant women in receiving countries.

### Professional opportunities and needs (training, education and employment)

The interviews provided insights into the professional opportunities and needs of migrant women, highlighting both aspirations and challenges in career development:

- **Desire for Education and Employment:** Many participants expressed a desire for education and employment opportunities. This includes attending Italian school, pursuing professional training, and aspiring for career advancement. However, challenges such as adapting to a new language, balancing family obligations, and navigating educational pathways were highlighted.
- **Challenges in Career Development:** Participants discussed challenges faced in career development, such as financial constraints, duration and cost of courses, and the need for guidance and support in navigating educational opportunities. Balancing family obligations with career aspirations emerged as a significant challenge, underscoring the importance of flexible solutions and family-friendly employment opportunities.
- **Importance of Language Proficiency:** Language proficiency was emphasized as crucial for successful career development. Participants recognized the importance of language courses and language skills in accessing employment opportunities and advancing in their careers.
- **Initiative in Seeking Training:** Some participants demonstrated initiative in seeking relevant training and education, such as registering for courses independently or participating in internships. However, the need for more accessible information and assistance in job-seeking processes was also noted.
- **Supportive Structures for Career Development:** The importance of supportive structures, such as childcare support during educational pursuits and public nursery schools, was highlighted in facilitating career development for migrant women. Flexible and tailored approaches to career development were deemed essential to accommodate diverse skills, aspirations, and family dynamics.

Overall, while migrant women expressed aspirations for education and employment, they also faced various challenges in accessing opportunities and navigating career pathways. Addressing these needs requires holistic support systems that provide language education, guidance in educational and career choices, and flexible solutions to accommodate family responsibilities. Additionally, creating inclusive and supportive environments in workplaces and educational institutions is crucial for fostering the professional development of migrant women.

## Research conclusion

From the interviews with migrant women, we noticed that their perceptions of the phenomenon and the violence they face vary, alongside the presence of laws, experiences, and organizations that support them. Here's a comprehensive summary based on the provided results.

### Perception of phenomenon and violence

Migrant women in Italy perceive the phenomenon of migration and the violence they face through diverse lenses.

Migrant women in Italy face numerous challenges, including pervasive gender-based discrimination, societal stereotypes, and restrictions on their autonomy, which collectively contribute to feelings of invisibility and marginalization within society. These challenges are often deeply rooted in cultural norms and societal attitudes that perpetuate gender inequality and limit women's agency.

One significant issue migrant women encounter is gender-based discrimination, which manifests in various aspects of their lives, including employment opportunities, access to education, and participation in public life. Discriminatory practices in employment agencies may result in migrant women being offered only low-paying, precarious jobs with limited prospects for advancement. Additionally, discriminatory attitudes and stereotypes prevalent in society may undermine their credibility and restrict their ability to assert their rights or access essential services.

Furthermore, migrant women often face restrictions on their clothing choices, dictated by societal expectations and cultural norms that may differ from those in their countries of origin. These restrictions can lead to feelings of constraint and disempowerment, limiting their ability to express themselves freely and engage fully in social interactions.

Instances of gender-based violence further compound the challenges faced by migrant women. Within healthcare settings, migrant women may experience mistreatment or neglect, stemming from language barriers, cultural insensitivity, or discriminatory attitudes of healthcare providers. This mistreatment can have severe consequences for their physical and mental well-being, exacerbating their vulnerability and eroding trust in healthcare systems.

Similarly, discriminatory practices in employment agencies may subject migrant women to exploitative working conditions, including wage theft, harassment, and unsafe working environments. These experiences of gender-based violence not only jeopardize their economic security but also perpetuate cycles of vulnerability and marginalization.

Addressing these challenges requires multifaceted interventions that address systemic inequalities, challenge harmful stereotypes, and promote gender equity and social inclusion. Efforts to combat gender-based discrimination and violence must be integrated into broader strategies aimed at empowering migrant women, promoting their rights, and facilitating their integration into Italian society. This includes ensuring access to culturally competent healthcare services, implementing labor

protections, and promoting educational opportunities that foster gender equality and social cohesion. Additionally, raising awareness and challenging societal attitudes and norms that perpetuate gender inequality are essential for creating environments where migrant women can thrive and contribute fully to society.

### Support available

Various support centers and organizations play a crucial role in providing assistance and advocacy for migrant women in Italy.

These institutions play a vital role in providing essential services to migrant women upon their arrival in Italy. These services encompass various aspects of their well-being and integration into society, including housing, food, medical aid, legal assistance, and community support. Upon arrival, migrant women often rely on these institutions to meet their immediate needs and navigate the complexities of settling in a new country.

Housing provided by support centers offers a safe and stable environment for migrant women and their families, ensuring they have a place to reside as they begin their integration journey. Access to nutritious food and medical aid addresses their basic health and nutritional needs, promoting their physical well-being and overall health. Legal assistance is crucial for navigating the complex legal processes associated with migration, including asylum applications, residency permits, and accessing social services.

Furthermore, community support provided by these institutions fosters a sense of belonging and connection among migrant women, facilitating social integration and reducing feelings of isolation. Through various programs and activities, such as language classes, cultural workshops, and peer support groups, migrant women have opportunities to connect with others, share experiences, and build supportive networks.

However, despite the essential services offered by these institutions, challenges persist that hinder their effectiveness in addressing the diverse needs of migrant women. Overcrowding within support centers can lead to cramped living conditions, compromising privacy and dignity. Inadequate financial support may limit access to resources and opportunities for migrant women, exacerbating their vulnerability and hindering their ability to achieve self-sufficiency.

Moreover, gender-based discrimination within these facilities further complicates efforts to support migrant women. Instances of discrimination may manifest in various forms, including unequal access to resources, differential treatment based on gender, and lack of accommodations for the specific needs of women. Such discrimination not only undermines the dignity and rights of migrant women but also perpetuates inequalities and barriers to their integration into society.

While initiatives exist to address these challenges, further efforts are needed to enhance the accessibility, quality, and inclusivity of support services for migrant women. This includes implementing measures to reduce overcrowding, increase financial support, and combat gender-based discrimination within support centers. Additionally, incorporating a gender-sensitive approach into service delivery and policymaking is essential for ensuring that the unique needs and experiences of migrant women are adequately addressed and that support services are accessible and inclusive for all.

### Particular laws or experiences to support migrants

Efforts have been made to support migrant women through legal assistance and recognition of their rights upon arrival in Italy.

Legal representation and support are paramount for safeguarding the rights and well-being of migrant women throughout their migration journey, particularly during legal processes such as asylum applications and appeals. Access to competent legal assistance ensures that migrant women can effectively navigate complex legal systems, understand their rights, and present their cases in a fair and comprehensive manner.

However, despite the importance of legal representation, migrant women often encounter various challenges and barriers that hinder their access to legal protection and support. One such challenge is the significant delays in obtaining permits and legal documentation, which can leave migrant women in precarious situations and exacerbate their vulnerability to exploitation and abuse. These delays may result from bureaucratic inefficiencies, understaffed immigration offices, or systemic barriers that disproportionately affect migrant populations.

Additionally, there are regional variations in the availability of legal support services, with some areas having more resources and expertise than others. This discrepancy can result in unequal access to legal assistance, leaving migrant women in certain regions at a disadvantage and compromising their ability to assert their rights effectively. Addressing these regional disparities requires concerted efforts to allocate resources equitably and ensure that legal support services are accessible to all migrant women, regardless of their location.

Furthermore, there are gaps in information dissemination regarding legal rights and processes, which can leave migrant women uninformed and vulnerable to exploitation or rights violations. Limited access to accurate and up-to-date information may prevent migrant women from making informed decisions about their legal options or seeking assistance when needed. Improving information dissemination through outreach efforts, community workshops, and accessible resources is essential for empowering migrant women to assert their rights and navigate legal processes effectively.

Addressing these challenges requires coordinated efforts from policymakers, legal advocates, and civil society organizations to ensure equitable access to legal protection and support for migrant women. This includes implementing measures to streamline legal processes, reduce bureaucratic delays, and improve the availability and accessibility of legal support services across regions. Additionally, efforts to enhance information dissemination and raise awareness about legal rights and resources are crucial for empowering migrant women and promoting their well-being and integration into society. By addressing these challenges, policymakers and stakeholders can uphold the rights and dignity of migrant women and create more inclusive and equitable societies for all.

### Specific organizations working to support migrant women

Several organizations and reception centers have implemented various social initiatives aimed at fostering inclusivity, community building, and holistic support for migrant women in Italy.

Initiatives aimed at supporting migrant women encompass a range of programs and services designed to address their diverse needs and facilitate their integration into Italian society. These initiatives often

include staff support programs, community engagement activities, integration facilitation services, and language and vocational training opportunities.

Staff support programs play a crucial role in providing migrant women with personalized assistance and guidance as they navigate the complexities of settling in a new country. Through these programs, support center staff offer emotional support, practical assistance, and advocacy services, helping migrant women access resources, address challenges, and build connections within their communities.

Community engagement activities foster a sense of belonging and social cohesion among migrant women, providing opportunities for them to participate in cultural events, social gatherings, and community projects. These activities not only promote social integration but also encourage cross-cultural exchange and mutual understanding among residents from diverse backgrounds.

Integration facilitation services aim to address barriers to integration and empower migrant women to access education, employment, and other opportunities for personal and professional development. These services may include assistance with job placement, enrollment in educational programs, and access to legal and social services, helping migrant women navigate bureaucratic processes and overcome systemic obstacles.

Language and vocational training opportunities are essential for enhancing the skills and capacities of migrant women, equipping them with the tools they need to succeed in their new environment. Language courses help migrant women improve their language proficiency and communication skills, facilitating their integration into the workforce and broader society. Vocational training programs offer practical skills development and career pathways, empowering migrant women to pursue meaningful employment and economic independence.

While these initiatives demonstrate positive efforts to create supportive environments for migrant women, challenges such as resource limitations and cultural barriers may hinder their effectiveness. Limited funding and staffing may restrict the scope and reach of support programs, making it difficult to meet the diverse needs of migrant women. Cultural barriers, including language differences and unfamiliarity with Italian systems and norms, may also pose challenges to effective service delivery and engagement.

Enhancing collaboration between stakeholders, including government agencies, non-profit organizations, and community groups, is essential for addressing these challenges and maximizing the impact of social initiatives in supporting the integration and well-being of migrant women. By working together, stakeholders can leverage their respective expertise, resources, and networks to develop more comprehensive and inclusive support systems that better meet the needs of migrant women. Additionally, incorporating feedback from migrant women themselves is critical for ensuring that initiatives are responsive to their needs, preferences, and aspirations, fostering a more inclusive and empowering environment for all.

### Interview conducted with migrant women

Paste here the annexes 2 relating to the interviews with migrants women.



**Participant Code (woman): C - a migrant woman from Nigeria (interview 1)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

C. is a woman Edo state in Nigeria who arrived in Italy in 2015 with her husband.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The experience of C. reflects a mix of satisfaction, initial expectations, and the recognition of both strengths and weaknesses in her experience. Initially, upon arrival in Italy, there was a sense of relief and happiness, anticipating freedom and support. However, C. expresses concern about the lack of pocket money in the first camp, creating a financial challenge. Transitioning to SPRAR (Secondary Reception Center) brought improved conditions, with access to an apartment and a more independent living situation, contributing to an overall sense of satisfaction. Despite challenges, such as limited information about SPRAR beforehand, C. acknowledges the positive aspects, particularly the support received in health-related matters and the respectful treatment by medical professionals.

*"When we arrived, we were so happy, after the stress of Libya. We were so happy that we crossed successfully, they came to rescue us, we were so happy... Our expectations when we came were 'oh finally we got to Italy, we can go anywhere we want,' and when we arrived at that camp, it was very different."*

**2. Social impact: social initiatives mobilized in the centre and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

While C. does not explicitly mention specific organized initiatives, she emphasizes the positive role of the staff in the initial camp, indicating a social support system that contributes to residents' well-being. Additionally, the acknowledgment of specific clinic days, where women were given priority, reveals a strategic approach to addressing the diverse needs of the residents and fostering a sense of inclusivity within the community.

*"In the first camp, I appreciated that they are always there for you to speak with them whenever you need something. They always make sure that you eat, you must come and eat. So, I appreciated"*

*those parts... Like for example, there is a clinic day, it's a very big camp, they let women attend before the men. It was like that when I was there, I don't know if it's changed."*

### 3. Invisibility of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

When asked about any differences in the treatment of female and male migrants, she responds that there was a recognition of the specific needs of migrant women, addressing them in a prioritized manner during certain activities. However, C. also highlights challenges faced by migrant women, noting that *"you can't expect everybody to be nice to you,"* emphasizing the normality of encountering varied responses from others, even in official settings like hospitals.

*"No, they treat women specially! Like for example, there is a clinic day, it's a very big camp, they let women attend before the men."*

### 4. Rights of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

When discussing legal aspects, C. mentions the process before going to the commission, illustrating a procedure to ensure migrants, including women, are informed about their rights and legal processes. The emphasis on taking a lawyer further reinforces the commitment to ensuring migrant women have proper legal representation.

*"Before you go to the commission, they will enlighten you with all the details. You have to tell them your story, and they check if the story is ok before you go. And they always recommend you take a lawyer, so they tell if the story is good or not."*

### 5. Roles assumed by migrant women (social, gender, or professional).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

C. mentions her anticipation of transitioning from being a service user in the support center to pursuing a professional role. Additionally, when asked about her preferences between continuing studies and working, she indicates a multifaceted role as a mother and an individual with career aspirations.

*"For now, I'm not working, but I will very soon. Because I won't be in SPRAR forever."*

*"I want to go to work. I also had three children so I couldn't get the training"*

## 6. Needs expressed (and perceived) by migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

C. highlights a channel for expressing individual needs directly to the professionals in the camp. Furthermore, when discussing information about the SPRAR, C. expresses the preference for more information, which indicates a perceived need for clearer information dissemination to better navigate the transition to different support structures.

*"E: You would have preferred to receive more information?"*

*C: Yes, it would have been better. "*

## 7. Emotional implications in life coping: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

C. emphasizes the emotional support provided by faith and the presence of a supportive partner, contributing to a sense of security and self-esteem during the adjustment process.

*"What helped me the most is: first of all, God, and secondly, my husband, by my side. So, he tells me adjust quickly because he's always there, so I have nothing to worry about."*

## 8. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

C. does not explicitly mention experiences of revictimization or specific situations that suggest a repeated victimization.

*"Well for me it's normal you can't expect everybody to be nice to you. Even in my country it's like that. That is everywhere you go, some will be nice to you some not."*

*E: So, you didn't notice anything worse in Italy?"*

C: No, I didn't because it's the same everywhere. "

## 9. Opportunities and needs regarding the health of migrant women.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

C. notes positive aspects, stating an opportunity for inclusive and non-discriminatory healthcare practices. C. further mentions accessibility to healthcare services.

*"I noticed the doctors don't discriminate if you are black. They treat you equally."*

*"I don't know if it's because I'm still in the camp, but in my own experience booking appointments it's not been that long, maybe one month or two."*

## 10. Opportunities and needs regarding the career development of migrant women (training, education and employment).

Direct quotes from the interview that support the previous record (select an excerpt, at least):

When discussing education, C. mentions attending Italian school and acknowledges its helpfulness, which highlights the opportunity for education but she also indicates the challenge of adapting to a new language. C. also expresses a desire for employment.

*"Yeah, it was helpful. Though, the language is not your cultural language, so you may find it very difficult."*

*"For now, I'm not working, but I will very soon. Because I won't be in SPRAR forever."*

*"For me, they don't prepare me for work, apart from Italian school. But now that I'm in SPRAR, I do now."*

**Participant Code (woman): F. – a migrant woman from Gambia (interview 2)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

F. is a migrant woman from Gambia who arrived in Italy in 2014 with her husband.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. expresses some difficulty when she arrived in her first location, where she was living with too many people and not enough pocket money. However, F. emphasizes the positive aspects of her experience. She states a strong sense of gratitude and emotional support received from the professionals at the center.

*"I appreciate them because the love they show me is too much! I'm always happy and I always feel comfortable. I feel like my mother and my father are here with me because what my father and my mother can't do for me, they are doing it for me!"*

*"In Ancona we had some difficulties. Because the place was a hotel and there were too many people our hotel room. So yeah, we stayed there until we came here. Because there we didn't receive any pocket money."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. mentions the center's role in fostering positive relationships among residents from diverse backgrounds. Despite language barriers and cultural differences, F. acknowledges the efforts to create understanding and peace within the community.

*"Yes, we had a good relationship. You know, it's not easy when you don't speak the same language, you are not from the same country, so it's very difficult. But sometimes we make ourselves understand each other, so there is peace."*

**3. Invisibility of migrant women.**



**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

#### **4. Rights of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. emphasizes the importance of legal assistance and recognition of the rights of migrant women upon arrival. It suggests that efforts are made to ensure proper legal representation for migrants.

*"Yes, when we arrived, they found a lawyer for us. The lawyer came here to arrange our story for us."*

#### **5. Roles assumed by migrant women (social, gender, or professional).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. emphasizes the desire to assume roles of independence, both socially and economically, highlighting the importance of employment in establishing autonomy and reducing dependency on external support.

*"Yes, I am an independent woman. I always want to work because I don't want to bother anyone."*

#### **6. Needs expressed (and perceived) by migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. expresses her pressing needs, particularly in terms of support and employment. She underscores the critical needs ranging from the need for general support to the fundamental necessity of securing employment for self-sufficiency.

*"Yeah, I really need support."*

*"But work is my main problem right now."*

#### **7. Emotional implications in life coping: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. mentions the importance of emotional support and her coping mechanisms. She suggests that having legal documents and good health positively impacts her emotional well-being and contributes to her sense of security and stability.

*"Everything helped me because I have documents to stay, and that is very important. And I am healthy, so I'm good."*

**8. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

**9. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. highlights the existing barriers and difficulties that migrant women encounter in the healthcare system, underscoring the need for improved accessibility and understanding of healthcare processes.

*"Here for us, if you went to the hospital, you will find many difficulties. If you don't know how it works is very difficult also. So, some people like us, they don't know that there are specific doctors."*

**10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

F. addresses her desire for employment and the challenges she faces in career development. F. engages herself in language courses, professional training, and aspirations for a driving license, emphasizing the importance of educational and skill development opportunities for career advancement.

*"I did Italian level A2 and a course for badante. (caregiver)"*

*"If I had the possibility, I'd do other courses. I would do it, but first, I do need to work."*

*"I am taking patente (ed: driving license in Italian), I passed the written test, now I need to do practice."*

**Participant Code (woman): Z. - migrant man from Pakistan (interview 3)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

Z. is a Pakistani woman who arrived in Italy four years ago. Z entered the country illegally and subsequently applied for asylum, undergoing a challenging journey through multiple countries, including Iran, Turkey, Greece, Serbia, Bosnia, Croatia, and finally reaching Italy.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z expresses the importance of the kindness and support received from both the cooperative and fellow residents. Z values the sense of community and assistance provided by the center, highlighting the cooperative's role in facilitating their integration, such as helping with language learning and employment opportunities. However, Z. mentions that sometimes, the treatment of workers towards them can sometimes be infantilizing.

"In Turin there are only good things. I found a house, I went to school, I found a job. Everyone in the cooperative was very good, they helped me a lot with the documents. They helped me with all my problems."

*"Generally, very good. It depends, if you behave well everything is fine, if you behave badly there can be problems, they get angry, especially if you don't follow the rules. They treat you a bit like a child."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z acknowledges the positive social impact of the cooperative, emphasizing the support received and the sense of community.

*"I found a house, I went to school, I found a job. Everyone in the cooperative was very good, they helped me a lot with the documents. They helped me with all my problems."*

**3. Invisibility of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z. didn't report any personal experience.

#### **4. Rights of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z mentions receiving assistance for the asylum process and legal support, which emphasizes the importance of legal assistance and the right to appeal negative decisions in the asylum process, shedding light on the efforts made to ensure the rights of migrant women are protected.

*"Because the first time in the commission I got negative, then they helped me to appeal, and they gave me a lawyer, my operators helped me with all the documents."*

#### **5. Roles assumed by migrant women (social, gender, or professional).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

#### **6. Needs expressed (and perceived) by migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z mentions her need for support and acknowledges the importance of language acquisition. Additionally, Z expresses concerns about accessing health services after leaving the project, indicating a need for continued assistance:

*"Because if you don't speak Italian, you go to the police station and you can't explain. It's important to learn the language, if you don't speak Italian, it's too difficult to live without a project."*

*"Because in the project they also help you changing doctor, but now I want to change doctor and I can't, because it is very difficult to manage all the documents."*

#### **7. Emotional implications in life coping: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z. expresses potential perceptions of being treated in a child-like manner, may have emotional implications.

*"They treat you a bit like a child."*

**8. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

**9. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z highlighted the importance of dental care, specifically mentioning a problem with the dentist and challenges in renewing the health card after leaving the project. She also mentioned difficulties in making health appointments, indicating potential barriers to accessing healthcare services.

*"For example, the dentist is difficult because I don't know how to make an appointment."*

*"And I have problems renewing my health card now that I'm not in the project."*

**10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Z discussed her own experience in career development, mentioning the desire to pursue a hairdressing course but facing challenges due to its duration and cost. She also shared insights into the life prospects of others who left the centre, emphasizing the importance of language proficiency for successful career development.



*"I wanted to do the hairdressing course, but it takes three years, and I couldn't go that long without working."*

*"Those who have learnt the language have been fine."*

**Participant Code (woman): B. – migrant woman from Nigeria (interview 4)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

B. is a woman from Nigeria who arrived alone in Italy in 2016.

**1. Meanings and significance of her participation in the support centre (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B's participation in the support center, particularly the first center, was marked by dissatisfaction and unmet expectations. She expressed discontent with the living conditions. B mentioned the lack of support for her educational aspirations, particularly in finance, contributed to unfulfilled expectations. Additionally, B noted gender-based discrimination, stating that professionals restricted her clothing choices. Despite these challenges, B acknowledged the presence of a translator on her phone as a positive aspect, aiding in overcoming language barriers.

"For me, no one thing is good; you don't have any choice."

*"In Italy, they all believed that you are a prostitute. In my center I could not wear something like this."*

*"The only good thing in my center, even though it was a small center, you had access to your phone, so it was easier to translate."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview did not extensively discuss specific social initiatives mobilized in the center or highlight successful strategies. B's focus was primarily on the challenges and limitations she faced during her stay, with limited mention of positive social initiatives or successful strategies within the center.

**3. Invisibility of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Restrictions on clothing choices, societal stereotypes, and limitations in expressing concerns highlight the complex dynamics that may lead to a feeling of being unseen.

*"In Italy, they all believed that you are a prostitute. In my center I could not wear something like this because the people will tell you that you are making boys look at you. So, I don't have that right."*

*"If you tell them your problems, if you complain, they'll ask you to leave the center, whatever they say must be right for you."*

#### 4. Rights of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview offers insights into the legal aspects and rights of migrant women, emphasizing the need for assistance, challenges faced during legal processes, and the importance of language proficiency for effective communication and assertion of rights.

*"Yes, I needed help and I had it. Because the first time in the commission I got negative, then they helped me to appeal and they gave me a lawyer, my operators helped me with all the documents."*

*"It's important to learn the language; if you don't speak Italian, it's too difficult to live without a project."*

#### 5. Roles assumed by migrant women (social, gender, or professional).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. highlights the multifaceted roles migrant women navigate, including challenges in making choices, accessing support, dealing with bureaucratic processes, and the unique difficulties faced by foreign women in terms of family structure and societal expectations.

*"There's nobody to support you for that, it's not like that."*

*"For foreign women, it is more difficult because they do not live with men, and it is difficult for them to live without a family."*

#### 6. Needs expressed (and perceived) by migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. expressed needs of migrant women including flexibility in support, a safe environment for open communication, language assistance, and diverse educational opportunities that cater to their individual aspirations.

"If you tell them your problems, if you complain, they'll ask you to leave the center, whatever they say must be right for you."

"Yes, it would have been better. In the first place, it was not like that, but now that I know a few people and now I understand the language, it would be easier."

"In the center, a teacher came once a week, but he was teaching the same thing every time."

### 7. Emotional implications in life coping: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B acknowledges the emotional toll of facing numerous difficulties. B. indicates the frustration and emotional challenge associated with communication barriers, emphasizing the importance of effective communication for personal reconstruction and problem-solving. Also, B. implies the emotional impact of potential isolation or expulsion from the center. The fear of losing support and a place of residence contributes to the emotional strain experienced by migrant women.

*"If you to speak with them, they asked you to leave the center, and you don't want that."*

*"But in my own case, I went to speak with them, I gave them problems, and on my own I went to the 'Prefettura' to complain about my boss, but they know how to speak Italian more than me, so I couldn't go to explain myself well."*

### 8. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. suggests a potential power dynamic that could contribute to feelings of vulnerability or being silenced when expressing concerns. B. expresses a perception-based revictimization where cultural stereotypes and biases lead to restrictive norms. The implied judgment based on clothing choices could contribute to feelings of stigmatization and victimization.

*"In Italy they all believed that you are a prostitute. In my center, I could not wear something like this."*

*"If you tell them your problems, if you complain, they'll ask you to leave the center, whatever they say must be right for you."*

### **9. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. highlights the possession of a health card. Having a card signifies an opportunity for migrant women to seek medical assistance when needed. B. highlights a challenge regarding making appointments and regarding maintaining health coverage after leaving a project. This emphasizes the need for ongoing support in managing healthcare documentation and access.

*"For example, the dentist is difficult because I don't know how to make an appointment."*

*"And I have problems renewing my health card now that I'm not in the project."*

### **10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B expresses a desire for support to pursue further education and restart her academic journey. B. indicates a need for guidance and support from professionals in navigating educational opportunities and courses. B expresses a personal aspiration to continue her scholarship, indicating a need for support in pursuing educational goals. However, there is a challenge for balancing family obligations with career development, emphasizing the need for flexible solutions and support.

*"I wish that they could help me to go back to school, to start all over again, I will be very happy of that."*

*"I wanted to continue my scholarship. "But I have babies to take care of, so it is too late, but maybe later."*

**Participant Code (woman): M. – migrant woman from Marocco (interview 5)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

M. is a migrant woman from Marocco who arrived in Italy in 2019 while she was pregnant. M. came to reunite with her husband, who was already residing in the country.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. engagement with the support center has been a source of satisfaction and empowerment. Expressing contentment with the kindness, politeness, and equal treatment received from the center's staff, she highlights their supportive role in holding her child while she pursues education and attends courses. M. values the assistance provided by the association, appreciating the ease with which information is delivered. M. emphasizes the sense of security and support she finds within the community.

*"They hold my child while I study and treat her well."*

*"With them here at the association, I am calm."*

*"They do not differentiate between regions and religions, or between women. We are all the same."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. highlights the social impact of the support center in fostering inclusivity, providing practical assistance, and facilitating opportunities for the participant's personal and professional development. M. also highlights relying a lot on her husband and his network.

*"Here at the association, on the other hand, they'll keep the child while I do the courses for the third grade. And then when she goes to kindergarten, I can work."*

*"My family, then also the place where my husband works. They are Italian and they are incredibly good. They have helped me a lot."*



### 3. Invisibility of migrant women.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

/

### 4. Rights of migrant women.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

In terms of legal processes, M. discusses challenges with obtaining the initial permit, highlighting delays exacerbated by the COVID-19 pandemic. M. implies reliance on her husband for legal assistance and mentions plans to explore job opportunities after addressing childcare concerns.

*"The first permit was difficult, there was a lot of waiting, then, everything was fine. With the corona virus everything is slower."*

*"My husband was already in Italy and helped me. "*

### 5. Roles assumed by migrant women (social, gender, or professional).

Direct quotes from the interview that support the previous record (select an excerpt, at least):

As a mother, M. emphasizes the challenges and responsibilities of pregnancy and childcare. Her role as a student is evident through her pursuit of education, rejoining the Italian education system after prior academic experiences. M. has aspirations for future work as a socio-medical worker underscore her professional ambitions, portraying a desire to contribute to the community. These roles collectively contribute to her evolving identity as a migrant woman in Italy.

*"I would like both to study and to work. I would like to become a socio-medical worker in the future, after eighth grade, and also have some hours to work."*

### 6. Needs expressed (and perceived) by migrant women.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

M. expressed need for gynecological and pediatric care and reflects a concern for her health and the well-being of her child. The importance of language and education emerges as a perceived need, emphasizing the significance of linguistic skills and educational opportunities for successful

integration. Additionally, M. expresses a need for childcare support to facilitate her educational pursuits.

*"The gynaecologist and the paediatrician. For the moment, these two are important for me, for the woman."*

#### 7. Emotional implications in life coping: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. shares her initial challenges, especially during the pandemic, highlighting the emotional toll it took on her well-being. However, as the situation improved, she expresses a positive shift in her outlook, indicating adaptability and resilience.

*"The first few months I was not well because of the pregnancy, then I got used to it. When the Coronavirus went away, it was much better."*

*"Yes, I feel free to do what I want. Freedom is an important thing."*

#### 8. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. reports she didn't experience any type of revictimization and was always treated well.

*"E: Have the doctors always been nice to you?"*

*M: Yes."*

#### 9. Opportunities and needs regarding the health of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Regarding healthcare, M. underscores the importance of gynecological and pediatric care, expressing satisfaction with the treatment received. The expressed needs revolve around the importance of language and education for effective communication and understanding healthcare processes, as well as the need for appropriate care during pregnancy and childbirth.

*"The gynaecologist and the paediatrician. For the moment, these two are important for me, for the woman."*

*"It was easy to find them. I have my general practitioner. Yes, they treated me well."*

#### **10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. emphasizes the opportunities available for career development, such as childcare support during educational pursuits and her desire to study and work as a socio-medical worker. Additionally, the expressed needs revolve around challenges related to childcare hindering employment opportunities and the necessity to complete education for qualification.

*"Here at the association, on the other hand, they'll keep the child while I do the courses for the third grade."*

*"I would like both to study and to work. I would like to become a socio-medical worker in the future, after eighth grade, and also have some hours to work."*

**Participant Code (woman): S. – migrant woman from Somalia (interview 6)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

S. is a Somali woman who arrived alone in Italy in 2021 to reunite with her husband, who was already residing in the country.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The participant expresses satisfaction with her experience at the support center, highlighting the assistance received with the Italian language and the support provided for her children while she pursues her studies.

*"They help me with Italian. And they help with the children while I study."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. mentions she directly went to live with her husband when she arrived in Italy and was not in a centre. She also mentions knowing some Somali women as well.

*"My husband helps me most of all. I know few Somali women."*

**3. Invisibility of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

**4. Rights of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Her husband helps her with all the administrative and legal documents.

*"My husband helped me do everything, residence permit, identity card."*

**5. Roles assumed by migrant women (social, gender, or professional).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. expresses her interest in continuing to study Italian and pursuing a career as a nurse or gynecologist, showcasing her ambition and aspirations in the professional sphere. The role of S. as a mother is evident as she acknowledges the support received for childcare while she focuses on her studies, showcasing the intersection of her gender and familial responsibilities.

*"I want to continue studying Italian. I went to compulsory school in Somalia. I would like to be a nurse; I like hospital work."*

**6. Needs expressed (and perceived) by migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. emphasizes her interest in further Italian language learning, indicating a need for linguistic support to enhance her integration into the community. Additionally, her aspiration to continue studying, particularly in the field of healthcare, suggests a need for educational opportunities and guidance.

*"I want to continue studying Italian. I went to compulsory school in Somalia. I would like to be a nurse; I like hospital work."*

**7. Emotional implications in life coping: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. expresses satisfaction with the hospital treatment in Italy, emphasizing positive experiences that likely contribute to her sense of well-being. The emotional support provided by the association staff, assisting with Italian and childcare, suggests a positive impact on the

participant's emotional well-being, potentially contributing to increased self-esteem as she navigates the challenges of adapting to a new culture.

*"I liked the hospital. They treated me well. Then I liked the school."*

#### **8. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. indicates a potential instance of revictimization in a healthcare setting. She narrates a situation at the hospital where she faced challenges in receiving assistance for pain during childbirth.

*"Only one problem at the hospital. I had pain but the nurse would not help me, I had to call my husband and still nothing, then he had to come in person and then they helped me. I had to wait two hours for my husband to come."*

#### **9. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. expresses satisfaction with the healthcare system in Italy, especially mentioning the accessibility and affordability of healthcare services compared to her home country. S. relies on her husband for translation so it can suggest a potential need for more language-appropriate healthcare services to enhance communication and understanding.

*" Yes, I like it. It is all free, in Somalia you have to pay."*

#### **10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. expresses a keen interest in continuing her education, particularly in the Italian language, and aspires to pursue a career as a nurse or gynecologist. However, the participant's uncertainty about whether she wants to work immediately and her focus on studying Italian while raising a small



child highlight the need for flexible and family-friendly employment opportunities for migrant women.

*"I do not know yet. I'm interested in the job of nurse or women's doctor."*

**Participant Code (woman): B. – migrant woman from Peru (interview 7)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

B. is a woman from Peru who arrived in Italy 7 years ago who reunited with her family already living Italy.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. didn't go to any support centre and went directly living with her family.

*"E: Therefore, have you gone to a centre?"*

*B: No, I went to work almost immediately. I got a job quite quickly."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. highlights the positive impact of the Sant'Egidio community in Florence, where she learned the language and connected with people from different countries and cultures.

*"I didn't have to wait long to get my documents. I was having difficulty with the language, so I joined the Sant'Egidio community, given that I was living in Florence at the time. There I learnt a lot and met many people from different countries and cultures."*

**3. Invisibility of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

#### 4. Rights of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. mentions a potential gap in providing comprehensive information to migrant women about their rights, legal procedures, and available support services. The interviewee's experience in obtaining residency also highlights regional variations in the ease of obtaining documentation, emphasizing the need for consistent support across different municipalities.

*"I went to the prefecture, and everything was done in one day, I made an appointment, and so, I waited a short time at the police station."*

*"The most difficult thing is to obtain residency, because not all municipalities give it to you willingly. In Florence they are stricter, while in Turin it was easier."*

#### 5. Roles assumed by migrant women (social, gender, or professional).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. discusses her transition from being a caregiver to aspiring for more professional opportunities. This indicates a desire for broader professional engagement beyond traditional caregiving roles.

*"Because now, I would like to do something more and work not only as a caregiver."*

#### 6. Needs expressed (and perceived) by migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

When discussing the challenges faced during her early days in Italy, B. mentions the necessity for more information. This highlights a perceived gap in the provision of comprehensive information that could address the diverse needs of migrant women, ranging from documentation to accessing support services. Furthermore, her expressed interest in finding spaces for adults, particularly mothers, to discuss problems and receive support underscores the need for emotional and psychological assistance.

*"Maybe more information would have been needed."*

*"Yes, I would like some support because we adults also have problems, overloads and stress. Especially for mothers, who are the most active."*

## 7. Emotional implications in life coping: self-esteem and personal reconstruction.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

When discussing difficulties faced, B. mentions the emotional challenges of single motherhood. She also mentions the decision to move to Italy for better conditions which underscores the profound impact on personal well-being.

*"The difficulty was when I had my son, at which point life became difficult in Peru because I was alone, I couldn't count on anyone, just my family."*

## 8. Revictimization: specific situations or perception (if experienced).

Direct quotes from the interview that support the previous record (select an excerpt, at least):

**B. mentions a** retraumatizing experience when seeking employment. This encounter with dismissive and unsupportive behavior within the employment agency and it underscore the need for more empathetic and inclusive practices in support services for migrants, particularly when language barriers are present.

*"Once, I was looking for a job and I went to an agency where they treated me badly because they wanted certificates and references, and the one who interviewed me said 'if you don't have any certificates, you came for nothing'."*

## 9. Opportunities and needs regarding the health of migrant women.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

B. mentions the importance of accessible preventive healthcare for migrant women, particularly in areas such as gynecological health.

*"Prevention for women and mothers, like gynaecological tests, which fortunately I could do always."*

## 10. Opportunities and needs regarding the career development of migrant women (training, education and employment).

Direct quotes from the interview that support the previous record (select an excerpt, at least):

B desires to pursue additional education and engage in diverse courses. This highlights the opportunity for continuous education and personal development among migrant women. On the other hand, her earlier experience of finding work through relatives and acquaintances, without knowledge of available support services, underscores the need for more accessible information and assistance in job-seeking processes for migrant women.

*"Actually, I like everything. I am open to study everything. My intention is to continue studying after I get my eighth grade."*

**Participant Code (woman):** M. – migrant woman from Ivory Coast (interview 8)

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

M. is a migrant woman from Ivory Coast who arrived in Italy in 2016 with her fiancé.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

According to M., the provision of housing upon arrival was particularly meaningful, as it provided a sense of security and happiness in a foreign land. The strengths of her experience include positive interactions with the center's staff, who were described as kind and helpful. Additionally, the support center addressed essential needs such as food, clothing, and medical assistance, aspects she deemed crucial. However, challenges lie in the difficulty of transitioning to society due to changes in regulations, limiting her assistance options.

*"I like it because when you leave your country and you don't know anybody, they give you the house to sleep in, it made me very happy."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. acknowledges the center's role in facilitating her integration into Italian society. The successful strategy of offering support beyond basic needs is highlighted in the center's assistance with education, including schooling up to the eighth grade. Moreover, M. mentions the positive impact of an internship provided through the project, demonstrating the center's efforts to help residents acquire skills and eventually find employment.

*"All these things have been done, also, the school for the eighth grade, and the documents."*

**3. Invisibility of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**



M. mentions a separate section designated for women. This separation implies a recognition of the unique needs and vulnerabilities of female residents. While the interviewee doesn't explicitly delve into discrimination within the center, her comment about Africans facing discrimination among themselves.

*"E: Did you perceive discrimination in the reception centre?"*

*M: Not in the centre, no. Only us Africans among us."*

*"There is a part for women only, and then there is a part for families, so they are separate."*

#### 4. Rights of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. mentions receiving assistance for legal aspects, and the focus is primarily on obtaining the necessary documents and legal support rather than gender-specific rights.

*"E: So, did you receive professional legal help? Was it helpful?"*

*M: Yes. "*

#### 5. Roles assumed by migrant women (social, gender, or professional).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. mentions the focus on work as a crucial element for achieving independence and supporting her family indicates the central role that employment plays in the lives of migrant women.

*"For work, they helped me well; I did a cleaning apprenticeship. Because I had to do the test first. I have always worked so for me there is no problem. Without it, I can't do anything."*

#### 6. Needs expressed (and perceived) by migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. expresses a significant need for steady work, emphasizing its importance for achieving personal and professional goals. She highlights the challenges of finding a permanent job due to language barriers and the subsequent difficulty in securing stable residence.

*"I have difficulty in writing, so school is difficult for me. Work is the most important thing, steady work. Because if there is, you can get your own house."*

#### **7. Emotional implications in life coping: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. mentions the psychological support received from a psychologist, underscoring the importance of addressing the mental health aspects of her journey. M. acknowledges the complexity of her feelings, stating that there are "so many things in my head," indicating the emotional challenges associated with being a migrant and dealing with personal difficulties.

*"Yes, because there are so many things in my head."*

*"Yes, I went to the psychologist for that. It's hard because when you go to another country and there's illness in your life, it's a bit difficult."*

#### **8. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. reports to have experiences some difficult situations in her daily life that made her feel sad and vulnerable but didn't want to share her experiences.

#### **9. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. mentions facing health challenges, particularly related to personal illness. She highlights the difficulty of dealing with illness in a new country and expresses a need for peace, freedom, and health. M. reports that she always received a good treatment at the hospital and a easy access.

*"It's hard because when you go to another country and there's illness in your life, it's a bit difficult. You go to another country for your children and then the illness stops everything.*

*"They always treated me well. "*

#### **10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. mentions receiving assistance with creating a CV, attending school for the eighth grade, and participating in internships. While M. acknowledges the help received in finding a cleaning apprenticeship, the interview does not extensively explore specific opportunities for career development beyond these initial steps.

*"Slowly. First, they made my CV, then I went to school to do eighth grade and internships, and I did six months, and then I met people to find work, and it was difficult because I did not speak Italian well."*

**Participant Code (woman): B. – migrant woman from Morocco (interview 9)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

B. is a woman from Morocco who arrived in Italy 3 years ago to reunite with her husband who was already living in Italy for 30 years.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. expressed overall satisfaction with her experience at the support center, particularly highlighting the assistance she received in navigating essential services such as the post office, bank, and hospital. She valued the kindness and helpfulness of the professionals at the center, emphasizing their support in overcoming language barriers during official contexts.

*"Kindness, I've never had any problems. They also help me to explain at the post office, at the bank, at the hospital. They always help me."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

There is an indication that the center played a crucial role in fostering social connections and networks for the interviewee. B. mentioned having a positive experience with her flatmates in university accommodation, where she formed friendships with both Italians and Chinese individuals who provided valuable assistance. The interaction with these friends, who arrived earlier and offered help, suggests an informal social support system within the context of the support center.

*"B: I had a good time. There were Italians and Chinese, from them I received help. There are some friends who arrived earlier and helped me, and they are very nice."*

**3. Invisibility of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. emphasizes the importance of language and the challenges she faced in expressing herself. She discussed struggling with the language barrier, particularly in the university setting, where she faced difficulties in speaking.

*"B: The only problem at university is language, I struggle to speak."*

#### 4. Rights of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. highlighted receiving assistance from the university in obtaining a residence permit for study and later acquiring one for family reasons. The mention of relying on the support of her husband, who has Italian citizenship, and his sisters, indicates the importance of family ties in navigating legal aspects.

*" The university helped me. I did the residence permit for study and now I have the one for family reasons."*

*"I ask my husband who has been here for more than 30 years and has Italian citizenship, he came here as a child. There are also his sisters here."*

#### 5. Roles assumed by migrant women (social, gender, or professional).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. discussed her decision to temporarily pause university attendance due to motherhood and a newborn child, highlighting the role of a mother and caregiver. She also mentioned her intention to continue her education and pursue a career as a social and health worker, indicating aspirations beyond traditional gender roles.

*" I'm not going to university now because I have a new-born child, I want to continue but after one or two years."*

#### 6. Needs expressed (and perceived) by migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Housing and language were identified as crucial needs, with B. emphasizing the importance of these factors in her integration into Italian society. She mentioned that while she did not encounter problems with housing, language posed a significant challenge. Additionally, the need for accessible and inclusive places where migrant women can freely discuss their problems, find courses, or seek employment was highlighted.

*"B: Housing and language are very important. I had no problems with housing, I rented a house for two months and then I went to university accommodation. But for the language, it was a problem."*

*"I would like a place with lots of people to find courses or work."*

## 7. Emotional implications in life coping: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. affirmed that her family has been supportive, as well as her husband. She emphasizes the collaborative decision-making process with her husband.

*"B: My husband and I decide everything together for our lives, for both of us. He and I cannot do things alone, the most important thing is that we have to talk together. There is a rule at home! He or I cannot do a thing alone."*

## 8. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. consistently expressed positive experiences and satisfaction with the support received from the university, family, and friends. There were no mentions of situations where the interviewee felt revictimized.

## 9. Opportunities and needs regarding the health of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. highlighted the importance of health services, mentioning the significance of the paediatrician for her child and the general practitioner for herself. B. expressed satisfaction with the support

received during her pregnancy, indicating successful access to healthcare services. The mention of the availability of a translator on her mobile phone to overcome language barriers suggests a potential need for improved language access in healthcare settings.

*" The paediatrician for my little girl is very important to me. For me, the general practitioner, but I only went once."*

*" Yes, there was a problem, but I use the translator on my mobile phone!"*

#### **10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

B. expressed a desire to continue her education and pursue a career as a social and health worker, indicating an aspiration for professional development. B. also mentions independently finding and registering for a cook's assistant course during her pregnancy suggests initiative in seeking relevant training. However, she acknowledges her current limitations on her ability to work due to caring for a small child, which indicates the importance of supportive structures, such as public nursery schools, in facilitating career development for migrant women.

*"I already did a cook's assistant course last year during my pregnancy, and afterwards maybe I'll find a job. But now I can't because the baby is very small."*

*" I found the course by myself on the Internet and registered online."*

*" The first dream is that I want to learn Italian. Then I want to do a course because I need it in Italy to work."*



**Participant Code (woman):** M. – migrant woman from Turkey (interview 10)

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

"M," arrived in Italy from Kurdistan in 2010. She initially entered the country while pregnant.

**1. Meanings and significance of her participation in the support center (as a service user): satisfaction, expectations, strengths and weaknesses of her experience, etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The support center played a crucial role in the journey of M., providing a sense of satisfaction and a support system throughout her integration into Italy, covering various aspects such as language, cooking, clothes, health, and information. Her expectations were initially modest due to past difficulties but were exceeded by the comprehensive assistance received, especially in Turin, where the support felt like a genuine friendship rather than a project. However, weaknesses were noted in Naples, where financial assistance was insufficient during her pregnancy.

*"In Naples I liked the people, but sometimes they made mistakes with money. When I was pregnant, they didn't buy me clothes, they only helped me with 50 euros a week that I had to use for everything: detergent, food, clothes, everything with 50 euros!"*

*"When I was in Turin it was like a friendship, not just a project."*

**2. Social impact: social initiatives mobilized in the center and successful or interesting strategies.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The association in Turin stands out for its impactful approach, treating individuals not just as recipients of aid but as part of a supportive community. The social workers, educators, and neuropsychiatrists are commended for their holistic assistance, including help with Italian language learning, cooking, and health. The center's emphasis on fostering a sense of belonging is evident in the interviewee's description of feeling at home and being treated like a sister. The social impact is further underscored by the association's role in helping individuals beyond the center, exemplified by the ongoing support for the interviewee even after obtaining housing and employment.

*"In Turin, it was like a friendship, not just a project. I liked this so much. After my second pregnancy, I got diabetes, and they also helped me a lot with social workers."*

### 3. Invisibility of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. shares instances of feeling misunderstood and potentially stigmatized, particularly in health settings. She highlights experiences in Italy where she faced discrimination, as some individuals perceived her as dangerous based on preconceptions formed in Turkey. Also, M. didn't want to sign documents without understanding further underscores the communication and visibility barriers faced by migrant women.

*"Sometimes they treated me badly because they thought I was dangerous. They already thought I was dangerous in Turkey, and I was in prison because I am Kurdish. I was in trouble in Italy, and I didn't want to sign documents without understanding."*

### 4. Rights of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. mentions receiving assistance from a lawyer in Naples and continued support from the association in Turin, the interview also emphasizes the challenges faced in Naples, where obtaining a residence permit took a prolonged period. The interviewee expresses the need for comprehensive support that extends beyond the initial stages, emphasizing the importance of assistance in navigating legal aspects even after leaving the reception center.

*"Only a lawyer in Naples helped me, and then in Turin the association here followed me. Then I went to CAF and now I do everything myself."*

### 5. Roles assumed by migrant women (social, gender, or professional).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. shares her background as a journalist for a Kurdish newspaper and her continued engagement as a Kurdish activist, showcasing her professional roles. Additionally, her role as a day care worker for a disabled person, supported by the municipality, exemplifies her contribution to the community.

M. highlights that she makes decisions jointly with her husband and her involvement in managing financial matters reflects the evolving gender roles and decision-making dynamics within her family.

*"I used to be a journalist for a Kurdish newspaper, and now I still write for several newspapers and am a Kurdish activist. [...] I have been working with a disabled person as a day care worker for six and a half years, I am paid by the municipality."*

## 6. Needs expressed (and perceived) by migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. emphasizes the importance of continuous support, especially for those who are still learning Italian. The need for comprehensive assistance is underscored by M. experience of facing difficulties when unable to communicate effectively. The interview also highlights the challenges migrant women face in accessing information and services, particularly in areas such as health, education, and job search.

*"That they help you and continue to help you even when you go out. The social worker, the educator, the neuropsychiatrist still helps me with my daughter. But it's difficult when you still don't speak Italian."*

## 7. Emotional implications in life coping: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. expresses gratitude to the association and Italy, indicating a positive emotional impact on her well-being. The emotional support provided by the association is highlighted when she recounts moments of difficulty, and the association members would console her, expressing appreciation for her decision to come to Italy. M. ability to make decisions independently, engage in activities she likes, and choose her path in Italy suggests a positive impact on her self-esteem and personal reconstruction, particularly after facing difficulties and challenges in Turkey.

*"Because I didn't come to Italy for work, but I ran away only for my problems in Turkey with the state. [...] when I cried and had problems, they hugged me and said, 'thank you, M. for coming to Italy!'"*

## 8. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. shares challenges and discrimination faced in both Turkey and Italy due to her Kurdish background. The interviewee's emphasis on not signing documents without understanding and the mistreatment she faced in Italy based on preconceived stereotypes.

*"Sometimes they treated me badly because they thought I was dangerous. They already thought I was dangerous in Turkey, and I was in prison because I am Kurdish."*

**9. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. acknowledges positive experiences with healthcare professionals during her pregnancy, where they provided substantial assistance, including buying her clothes and engaging a mediator due to language barriers. However, the interviewee also mentions challenges, such as the difficulty in accessing a gynecologist and changes in general practitioners.

*"Now the gynaecologist is important to me because I've been waiting since September and now, I have an appointment in December, but it's too far away."*

*"For the pregnancy, they helped me a lot, they were all very good. They even bought me clothes and brought the mediator because I still didn't know the language."*

**10. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M. recounts her diverse professional background, including being a journalist and a Kurdish activist. While she acknowledges the support from the association in offering opportunities for work courses and projects, the interviewee emphasizes the importance of personalized decision-making based on individual circumstances, health conditions, and family dynamics. The interview highlights the need for flexible and tailored approaches to career development, considering the diverse skills and aspirations of migrant women.

*"I did everything on my own. The cooperative two years ago told me 'Let's find work with a project,' but then my health deteriorated. And I was already working at home with the disabled person, and a second job was heavy, so I said no."*

## Position on the phenomenon of Professionals Supporting Migrants Interview in Italy

In the discourse surrounding support for migrants, the voices and experiences of professionals working directly with migrant communities are often overlooked. This section seeks to illuminate these significant perspectives through qualitative interviews conducted with ten professionals actively engaged in supporting migrants in Italy.

The objective of this study is to shed light on the complex realities faced by professionals supporting migrants, delving into the nuanced intersections of migration, gender, and the challenges encountered in their work. By directly engaging with their insights and experiences, we aim to uncover actionable strategies for addressing issues such as gender-based violence and discrimination within migrant communities, thereby enhancing the effectiveness of support initiatives.

### Research method

The research method utilized in this study involved conducting semi-structured interviews with a panel of 10 professionals who work directly with migrant women in Italy. These professionals encompassed various roles such as social workers, anthropologists, psychologists, and other relevant fields. The interviews aimed to gather insights into the professionals' experiences, practices, and perspectives regarding gender discrimination and violence against migrant women.

The sample consisted of professionals who have direct experience and expertise in working with migrant women. This purposive sampling approach ensured that the participants could provide rich and insightful data relevant to the research objectives. Here's a summary of each professional role and their profile:

Role	Name	Profile
Psychologist	S	A psychologist and psychotherapist specializing in trauma and migration therapy. Works with migrant women and received special training in trauma-informed care.
Social Worker	L	A social worker with four years of experience in cooperative and reception centers, including migration and integration services.
Migrant Operator	M	An anthropologist with experience in reception centers. Emphasizes training and training in intercultural communication.
Social & Health Care Worker	V	Trained as a social and health care worker for male foreign individuals and refugees. Reflects on the initial training and the need for additional training.
Cultural Mediator & Reception Worker	V	Employed as a cultural mediator and reception worker. Has been working with vulnerable populations and advocates for better support. Emphasizes the need for further training and resources.

<b>Clinical Psychologist</b>	V	A clinical and community psychotherapy, V has experience particularly political and war creating a safe space and build
<b>Registered Social Worker</b>	V	Registered social worker with people, including unaccompanied. Emphasizes the importance of psychological supervision.
<b>Project Coordinator</b>	A	The coordinator of projects developed. Has received continuous training in psychological training. Acknowledges the system.
<b>Educator</b>	A	An educator working in reception with migrant women who have been victims of human trafficking. Emphasizes structured approach to person

Semi-structured interviews were conducted with each participant, allowing for flexibility in questioning while ensuring key topics were addressed consistently across interviews. The interviews likely covered topics such as experiences with migrant women, the perceived needs in migrant women, challenges faced, strategies employed, and perceptions of gender discrimination and violence.

The data collected from the interviews were analyzed using qualitative analysis methods. This likely involved transcribing the interviews, coding the transcripts for key themes and patterns, and identifying emerging trends and insights related to good practices in addressing gender discrimination and violence against migrant women.

The research aimed to identify and highlight good practices employed by the professionals in combating gender discrimination and violence against migrant women. These good practices likely encompassed a range of strategies, interventions, and approaches aimed at empowering migrant women, promoting gender equality, and addressing issues of violence and discrimination.

Based on the identified trends and good practices, the research likely provided insights into the implications for policy, practice, and further research in the field. Recommendations will be offered for improving support services, policy frameworks, and interventions aimed at addressing the needs of migrant women and combating gender-based discrimination and violence.

## Research results

Using the interviews carried out, here are the results emerging about the following aspects :

### **Perceived needs in migrant women**

The interviews with professionals providing support to migrant women in Italy reveal several perceived needs within this demographic. Here are the key findings:

- **Basic Needs and Survival Concerns:** Professionals highlighted the practical and survival-oriented concerns of migrant women, including bureaucratic challenges related to



documents, international protection requests, and access to essential resources like food, clothing, and shelter. The focus on addressing immediate survival needs underscores the difficulty in addressing psychological discomfort amidst pressing practical concerns.

- **Economic and Social Autonomy:** Migrant women expressed a strong desire for economic and social autonomy through employment and housing. They face challenges in navigating family pressures and seek support in areas such as parenting, reconciliation, and financial independence.
- **Healthcare and Well-being:** Professionals identified healthcare as a significant area of need for migrant women, emphasizing the importance of addressing cultural differences and providing access to sex education, contraception, and overall health awareness. Psychological support is also crucial, given that many migrant women have experienced traumatic situations that require ongoing support and follow-up.
- **Training and Education:** There is a strong desire among migrant women to study, work, and be considered, highlighting the importance of training opportunities for their empowerment and professional development.
- **Material and Emotional Support:** Migrant women expressed material needs such as pocket money, groceries, children's clothes, and access to communication tools like phones and Wi-Fi. Additionally, there is a need for emotional support and relational care to address psychological and organizational challenges. Professionals underscored the importance of finding a balance between providing support and encouraging independence among migrant women.

Overall, addressing the perceived needs of migrant women requires a holistic approach that encompasses economic empowerment, access to healthcare and education, psychological support, and social integration. By understanding and addressing these needs, professionals can contribute to the well-being and successful integration of migrant women into Italian society.

### Emotional implications in life management in migrant women: self-esteem and personal reconstruction

The interviews with professionals supporting migrant women in Italy shed light on the emotional implications faced by these women and strategies for establishing positive relationships with them:

- **Challenges in Establishing Trust:** Professionals acknowledge the difficulty in establishing trust and providing valid psychological support to migrant women, especially those who have experienced trauma. Cultural differences and past experiences of violence contribute to the complexity of building relationships, with a risk of dynamics mirroring past traumas.
- **Importance of Human Connection:** Building relationships with migrant women requires a human-centered approach that goes beyond formalities. Engaging in daily activities and creating spaces for open communication contribute to establishing meaningful connections. Informal settings like tea or coffee gatherings provide opportunities for migrant women to feel comfortable and share their concerns.
- **Empathy and Sensitivity:** Professionals emphasize the importance of empathy, respect, and sensitivity in their interactions with migrant women. Treating them as individuals, without preconceived notions, is crucial for fostering trust and comfort. Addressing concerns proactively, providing explanations, and creating safe spaces for discussion are essential components of building positive relationships.

- **Gradual Trust-building Process:** Establishing trust is a gradual process that requires patience and understanding. Professionals utilize various approaches, such as informal gatherings and shared activities, to facilitate openness and engagement. Overcoming initial reluctance and skepticism about genuine care is crucial for migrant women to feel supported and comfortable.
- **Gender Proximity and Cultural Mediation:** Gender proximity and cultural mediation play important roles in creating a comfortable environment for migrant women to open up and share their experiences. Workers strive to create non-judgmental and supportive spaces where migrant women can freely discuss their concerns and receive guidance.

The emotional implications of working with migrant women underscore the importance of creating safe, welcoming, and supportive environments. Establishing trust, empathy, and sensitivity are key components of building positive relationships and addressing the emotional needs of migrant women as they navigate self-esteem and personal reconstruction.

### Revictimization: specific situations or perceptions (if experienced)

The interviews with professionals supporting migrant women in Italy reveal concerning trends related to revictimization experienced by these women:

- **Risk of Reenacting Past Traumas:** Professionals highlight the risk migrant women face in establishing relationships that resemble past traumas. The normalization of violence as unavoidable rather than extraordinary exacerbates this risk, perpetuating cycles of victimization and hindering recovery and empowerment.
- **Stereotyping and Victim-Blaming:** Women engaged in prostitution often face stereotyping, judgment, and victim-blaming, both from society at large and within institutional settings. Inappropriate comments, counter-narratives, and victim-blaming attitudes from police, fellow Italian women, and healthcare professionals contribute to revictimization and undermine efforts to seek support and justice.
- **Challenges in Seeking Help from Institutions:** Migrant women may encounter difficulties when seeking help from institutions, with outcomes often not being positive. Instances of revictimization occur when information is provided solely to professionals, limiting the autonomy of migrant women and impeding their ability to navigate essential processes effectively.
- **Living Conditions and Institutional Practices:** Living conditions provided to migrant women, including housing solutions, may contribute to situations perceived as revictimization. Additionally, insensitive handling of complaints and lack of mediation in reporting processes exacerbate feelings of vulnerability and powerlessness.
- **Discrimination in Institutional Interactions:** Migrant women, particularly those facing fragile situations, experience discrimination and difficulties accessing services in institutional settings like police stations. Strict rules, long waiting times, and insensitivity from staff further compound their challenges, hindering their access to essential support and protection.
- **Progress and Resilience:** Despite these challenges, there are signs of progress and resilience among migrant women and professionals supporting them. Improved training for social workers and efforts to address systemic biases indicate progress in addressing revictimization.

The trends observed underscore the need for systemic changes to address revictimization effectively. Empowering migrant women, improving cultural sensitivity among professionals, and implementing trauma-informed practices are crucial steps toward creating safer and more supportive environments for migrant women in Italy.

### Opportunities and needs regarding the health of migrant women

Professionals supporting migrant women in Italy highlight various opportunities and needs regarding their healthcare. Here are the key observations:

- **Restructuring Mental Health Support:** There is a pressing need to restructure mental health support for migrant women, considering their disadvantaged starting point and high somatization rates. The existing healthcare system often fails to adequately address mental health needs, leading to insufficient measures and inadequate structuring of basic medicine. Efforts to prioritize mental health and provide culturally sensitive support are crucial to address this gap effectively.
- **Missing Components in Healthcare Services:** Professionals identify missing components in healthcare services, such as counselling centers and first aid stations for girls experiencing critical situations. These services should be non-judgmental to encourage migrant women to seek help without fear of stigma or discrimination, ensuring they receive timely and appropriate support for their health needs.
- **Broader Perspective on Health:** Economic and social conditions play a significant role in shaping the health needs of migrant women. Addressing health disparities requires a broader perspective that considers various factors beyond specific medical conditions, including socioeconomic status, access to resources, and cultural beliefs and practices.
- **Importance of Sex Education and Reproductive Health:** Recognizing the importance of sex education and reproductive health, professionals emphasize the need to provide comprehensive information and support in these areas. Promoting healthier lifestyles, including nutrition and physical activity, is essential to address the different dietary habits and health-related behaviors among migrant women.
- **Overcoming Linguistic and Cultural Barriers:** Language barriers and cultural differences pose significant challenges in accessing healthcare for migrant women. The presence of mediators, beyond translators, is crucial to help them navigate sensitive areas like gynecological care and understand preventive measures effectively. Medical anthropology serves as a valuable foundation for health training, fostering a deeper understanding of transcultural perspectives and promoting culturally sensitive approaches in healthcare delivery.
- **Priority Health Areas and Screening:** Professionals prioritize specific health areas for migrant women, including Pap tests, screening for Mediterranean anaemia, favism, and parasitosis. Efforts are made to overcome resistance and reluctance through personalized approaches and better health assessment, taking into account the specific background and needs of migrant women.

Overall, addressing the healthcare needs of migrant women requires a comprehensive and culturally sensitive approach that prioritizes mental health, overcomes linguistic and cultural barriers, and provides tailored support across various health domains. Collaboration between healthcare professionals, community organizations, and policymakers is essential to ensure equitable access to healthcare and promote the well-being of migrant women in Italy.

### Opportunities and needs regarding the professional development of migrant women (training, education and employment)

Professionals working with migrant women face both opportunities and needs in their career development. Here are the key observations:

- **Recognition and Remuneration:** There is a need for better recognition and remuneration for professionals in the third sector. Limited recognition and advancement opportunities may be an obstacle to career growth, emphasizing the importance of fair compensation and acknowledgment of their contributions.
- **Networking and Learning Opportunities:** Collaboration with other organizations and professionals presents valuable opportunities for networking and learning from different contexts. Participation in events, such as annual inspections and networking tables, facilitates knowledge exchange and skill development, enhancing career prospects for professionals.
- **Support and Recognition:** Professionals highlight the need for support and recognition in their roles, including hiring additional staff to distribute workload and provide team support. Enhanced support structures contribute to career development by alleviating job pressures and fostering a supportive work environment.
- **Training and Skills Enhancement:** Opportunities for training and skills enhancement are essential for career advancement. Participation in training events organized by government networks and self-driven initiatives, such as group discussions and collaborations, helps professionals acquire new knowledge and competencies relevant to their roles.
- **Challenges in the System:** Challenges in the system, such as lack of permanent contracts and limitations for younger colleagues, need to be addressed to foster career development. Specific training in legal aspects and coordination roles is crucial, along with continuous learning to adapt to evolving needs and circumstances.
- **Multifaceted Development Initiatives:** Professionals engage in various development initiatives, including psychological supervision groups, trust-building exercises, psychodrama, and legal training. Collaboration with mental health professionals and law enforcement further enhances their skills and knowledge, contributing to holistic career development.

Overall, career development for professionals supporting migrant women requires a combination of recognition, support, training, and networking opportunities. Addressing challenges in the system and promoting continuous learning are essential to ensure that professionals have the necessary skills and resources to effectively support migrant women and advance in their careers.

### Challenges and/or opportunities for the social development of migrant women

Professionals working with migrant women encounter both challenges and opportunities for their social development. Here are the key observations:

- **Informal Social Moments:** Informal social moments among workers contribute to their social development, fostering camaraderie and team cohesion. However, there may be a

need for more structured or formalized strategies to enhance social welfare and development among these professionals.

- **Emotional Support Mechanisms:** Psychological supervision sessions serve as essential support mechanisms for professionals, addressing their emotional well-being and facilitating social development. Dialogue with colleagues and resilience-building also play a significant role in social development by fostering supportive relationships and stress management.
- **Networking and Collaboration:** Professionals recognize the importance of networking and collaboration for their social development. Regular supervision sessions and exchanges with colleagues from different regions provide valuable opportunities for sharing experiences, receiving support, and overcoming challenges. However, there may be a need for more structured avenues for social and emotional support within the workplace.
- **Therapeutic Activities:** Engaging in therapeutic activities, such as research and writing articles about their work experiences, serves as a coping mechanism for professionals, particularly in managing the emotional burden of their work. These activities also facilitate exchanges with colleagues and provide emotional support, contributing to their social development.
- **Professional Networks:** The existence of a network of professionals in similar situations brings support and opportunities for collaboration. There is a need for a network to collaborate, share experiences, and support each other, indicating the value of staying connected with peers facing similar challenges.

In summary, while professionals working with migrant women benefit from informal social moments, emotional support mechanisms, and professional networks, there may be a need for more structured strategies to enhance their social development. Providing avenues for regular supervision, promoting collaboration and networking opportunities, and facilitating therapeutic activities can further support their social and emotional well-being, ultimately enhancing their effectiveness in supporting migrant women.

### Challenges and/or opportunities in the rights (legislation and access) of migrant women

Professionals working with migrant women encounter various challenges and opportunities in ensuring their rights, including legislation and access to resources. Here are the key observations:

- **Bureaucratic Hurdles:** Professionals highlight the bureaucratic challenges faced by migrant women in obtaining documents and navigating legal processes for international protection requests. These challenges are perceived as matters of survival, making it difficult to address psychological discomfort and trauma effectively.
- **Legislative Consideration and Training:** There is a need for legislative consideration, particularly regarding laws like the 2019 Code Red law. Tailored training and awareness-raising for professionals are crucial to equip them with the necessary skills and sensitivity when dealing with diverse situations involving migrant women.
- **Integration of Anthropological Knowledge:** The challenge of integrating anthropological knowledge into the institutionalized framework was pointed out, indicating a potential blind spot in recognizing the role of anthropologists in addressing the rights of migrant women. This suggests a need for better incorporation of interdisciplinary perspectives into existing systems.
- **Access to Legal Resources:** In some cases, professionals have access to legal training and legal advice in their work. However, there may be challenges in ensuring adequate resources for legal support for migrant women.
- **Financial and Regulatory Challenges:** There are also some challenges in the financial aspects of working for institutions, including delayed payments and unfair checks. Issues such as bedbugs due to used clothes for migrant women also indicate potential blind spots or challenges that workers face, suggesting a need for better support or regulations in these areas.
- **Representation and Protection:** There is a need for better recognition and protection of workers' roles, as indicated by the lack of representation for anthropologists and concerns about the lack of training and support from the start. Improvements in legal and professional rights, along with adequate training and support, are essential to address these concerns effectively.

In summary, addressing the rights of professionals working with migrant women requires legislative consideration, tailored training, access to legal resources, and better recognition and protection of their roles. Overcoming bureaucratic hurdles, integrating interdisciplinary perspectives, and ensuring financial and regulatory support are crucial steps in promoting the rights of migrant women and well-being of the professionals working with them.

### Harmonization of identities and values for the coexistence of different cultures

Professionals working with migrant women encounter the challenge of harmonizing diverse identities and values for effective coexistence. Here are the trends emerging regarding this aspect:

- **Cultural Sensitivity:** Professionals encounter challenges in navigating cultural differences, particularly in communication styles and understanding psychological discomfort stemming from diverse cultural backgrounds.
- **Functional Relationships:** Despite value differences, professionals aim to maintain functional relationships and understanding with migrant women, fostering coexistence amidst cultural diversity.



- **Dynamic Identity:** There's recognition of the dynamic nature of identity in a migratory context, suggesting that rigid labels may not fully capture the complexity of individuals' values and identities.
- **Value Recognition:** Trust is identified as highly valued among migrant women, along with other significant values such as family, financial stability, health, and personal interests. Professionals strive to respect and accommodate these values to promote inclusion and cultural harmony.
- **Family as a Central Value:** Family emerges as a central value among migrant women, often intertwined with economic support. However, there may be clashes of values when suggestions prioritize psycho-physical wellbeing over economic responsibilities.
- **Common Concerns:** Despite cultural diversity, migrant women share common concerns such as family, health, and work. Professionals recognize and respect these shared values, emphasizing empathy and individuality beyond maternal roles.

In summary, professionals working with migrant women grapple with cultural differences while striving to foster understanding, respect, and inclusion of diverse identities and values. They recognize the importance of acknowledging dynamic identities and promoting empathy to navigate the complexities of cultural diversity effectively.

### Research conclusion

Professionals supporting migrant women in Italy perceive the phenomenon through various lenses, understanding the multifaceted needs, challenges, and opportunities faced by this demographic. Their work aims to address these complexities while fostering social inclusion and well-being. Here's how they perceive the phenomenon and the social projection of their work, along with their recognition.

### Perception of the phenomenon and social projection of their work

Professionals supporting migrant women in Italy perceive the phenomenon through a nuanced lens that emphasizes the multifaceted needs, challenges, and opportunities faced by this demographic. They recognize that migrant women often encounter a myriad of difficulties upon arrival, ranging from practical concerns such as bureaucratic hurdles and access to essential resources, to more profound issues like social integration and emotional well-being.

Their work is geared towards addressing these complexities comprehensively, understanding that effective support goes beyond mere provision of material assistance. Professionals strive to foster social inclusion and well-being within Italian society by addressing not only immediate survival needs but also empowering migrant women economically, socially, and emotionally. They understand that successful integration requires a holistic approach that considers various aspects of migrant women's lives, including their health, education, employment, and social connections.

Through their efforts, professionals aim to create environments that are welcoming, supportive, and conducive to the well-being of migrant women. They recognize the importance of building trust, establishing meaningful relationships, and promoting a sense of belonging among migrant women in their new communities. By addressing the multifaceted needs of migrant women and advocating for



their rights, professionals contribute to the broader goal of building a more inclusive and equitable society in Italy.

In terms of recognition, while they may not always receive the acknowledgment they deserve, professionals remain committed to their work and the positive impact it has on the lives of migrant women. They understand the importance of their role in supporting vulnerable populations and driving social change. Despite the challenges they may face, professionals derive satisfaction from knowing that their efforts contribute to the well-being and empowerment of migrant women, thereby enriching the fabric of Italian society as a whole.

### Perceived needs and social projection

Professionals supporting migrant women in Italy demonstrate a profound recognition of the diverse needs faced by this demographic. They understand that these needs extend beyond the immediate practical concerns, encompassing economic, social, and emotional dimensions.

Firstly, they acknowledge the practical challenges that migrant women encounter, including bureaucratic hurdles, access to essential resources such as food, clothing, and shelter, and navigating complex legal processes related to international protection requests. Addressing these practical needs is crucial for ensuring the basic survival and safety of migrant women in their new environment.

Furthermore, professionals are keenly aware of the economic vulnerabilities faced by migrant women. Many migrant women express a desire for economic autonomy through employment and housing, highlighting the importance of supporting them in achieving financial independence. Professionals recognize the role of economic empowerment in facilitating the integration of migrant women into Italian society and work towards providing opportunities for vocational training, job placement, and entrepreneurship.

In addition to practical and economic considerations, professionals also acknowledge the social and emotional needs of migrant women. They understand the importance of fostering a sense of belonging and social inclusion within Italian society, recognizing the challenges migrant women face in navigating cultural differences and building meaningful relationships. Professionals strive to create supportive environments where migrant women feel valued, respected, and understood, facilitating their integration into local communities.

By addressing these diverse needs through a holistic approach to support, professionals aim to facilitate the successful integration of migrant women into Italian society while promoting their overall well-being. They recognize that each aspect of support—whether practical assistance, economic empowerment, social inclusion, or emotional support—is interconnected and essential for the holistic well-being of migrant women. Through their efforts, professionals contribute to creating a more inclusive and equitable society where migrant women can thrive and fulfill their potential.

### Challenges faced and recognition

Professionals supporting migrant women in Italy are deeply committed to their work, driven by a passion for advocating for the rights and well-being of this vulnerable demographic. However, they

encounter numerous challenges in their efforts to provide effective support and promote social inclusion.

One significant challenge faced by professionals is bureaucratic hurdles, which often hinder their ability to provide timely assistance to migrant women. Navigating complex legal processes, obtaining necessary documents, and accessing resources can be arduous and time-consuming, impeding their capacity to address the immediate needs of migrant women.

Cultural differences also present challenges in the work of professionals, impacting communication, understanding, and trust-building with migrant women. Professionals must navigate diverse cultural backgrounds sensitively and effectively to ensure that their support is culturally appropriate and responsive to the unique needs of migrant women.

Furthermore, systemic biases within institutional structures pose barriers to the work of professionals. Discriminatory practices, lack of resources, and institutionalized inequalities can undermine their efforts to promote social inclusion and address the rights of migrant women effectively.

Despite these challenges, professionals remain steadfast in their commitment to advocating for the rights of migrant women and promoting their social inclusion. They recognize the importance of their work in creating a more equitable and inclusive society and are determined to overcome obstacles to achieve their goals.

Recognition of their efforts is crucial for sustaining motivation and advancing their work. However, some professionals feel that their contributions are not adequately acknowledged, both within institutional settings and by society at large. This lack of recognition can undermine morale and diminish the effectiveness of their efforts.

Therefore, there is a pressing need for greater recognition and support for professionals working with migrant women. Institutional acknowledgment of their contributions, along with increased resources and support, can empower professionals to continue their vital work effectively. Additionally, raising awareness and fostering appreciation for the importance of their role in promoting social inclusion and safeguarding the rights of migrant women can help cultivate a more supportive and inclusive environment for their work.

### Strategies for social projection

Professionals supporting migrant women in Italy recognize that enhancing the social projection of their work requires collaboration, networking, and continuous learning. By actively engaging with other organizations and professionals, they seek to amplify their impact and address systemic barriers more effectively.

Collaboration is essential for professionals to leverage their resources, expertise, and networks to provide comprehensive support to migrant women. By partnering with government agencies, NGOs, community groups, and other stakeholders, they can access additional resources, share best practices, and coordinate efforts to address the diverse needs of migrant women more holistically.

Networking plays a crucial role in expanding professionals' reach and influence within the community. By building relationships with key stakeholders, including policymakers, community leaders, and

service providers, they can advocate for policy changes, raise awareness about the needs of migrant women, and mobilize support for their initiatives.

Continuous learning is fundamental for professionals to stay informed about emerging trends, best practices, and evolving needs within the migrant community. Through participation in training programs, workshops, conferences, and peer learning exchanges, they can enhance their skills, deepen their understanding of cultural dynamics, and adapt their approaches to better meet the needs of migrant women.

Creating safe and supportive environments for migrant women is a top priority for professionals. They recognize the importance of establishing trusting relationships, providing emotional support, and fostering cultural sensitivity to promote the well-being and social integration of migrant women.

Professionals prioritize building trust with migrant women by demonstrating empathy, respect, and genuine concern for their well-being. They create safe spaces where migrant women feel comfortable expressing their concerns, sharing their experiences, and seeking assistance without fear of judgment or discrimination.

Emotional support is essential for addressing the trauma and psychological distress experienced by many migrant women. Professionals offer compassionate listening, counseling, and referral services to help migrant women cope with their experiences, rebuild their self-esteem, and regain a sense of agency and control over their lives.

Cultural sensitivity is fundamental for professionals to understand the unique cultural backgrounds, beliefs, and values of migrant women. By incorporating cultural considerations into their interventions, they can ensure that their support services are relevant, accessible, and respectful of the diversity within the migrant community.

Overall, professionals recognize that collaboration, networking, continuous learning, and creating safe and supportive environments are essential strategies for enhancing the social projection of their work and promoting the well-being and social integration of migrant women in Italy. Through their collective efforts, they strive to create a more inclusive and equitable society where all individuals, regardless of their background, can thrive and fulfill their potential.

### Perception of recognition

While many professionals supporting migrant women feel valued and recognized for their contributions, there are others who express a sense of frustration over the perceived lack of acknowledgment and support for their work. This divergence in perception highlights the varying experiences and challenges faced by professionals in this field.

For those who feel valued and recognized, their satisfaction stems from tangible signs of appreciation within their organizations, such as promotions, awards, or positive feedback from colleagues and supervisors. They may also derive a sense of fulfillment from witnessing the positive impact of their work on the lives of migrant women and their communities. These professionals feel motivated and energized to continue their efforts, knowing that their contributions are valued and making a difference.

However, for some professionals, the lack of acknowledgment and support can be demoralizing and disheartening. They may feel undervalued or overlooked, particularly if their organizations fail to provide adequate resources, recognition, or opportunities for professional growth. This lack of support can lead to feelings of burnout, frustration, and disillusionment among professionals, affecting their morale and effectiveness in supporting migrant women.

Key factors contributing to this sense of frustration include a lack of fair compensation, insufficient resources, and limited institutional recognition for their work. Many professionals in this field face demanding workloads, often with limited financial compensation or job security. Additionally, they may encounter challenges in accessing training, professional development opportunities, or avenues for advancement within their organizations.

To address these concerns and enhance the effectiveness of professionals supporting migrant women, it is crucial for organizations and policymakers to prioritize fair compensation, adequate resources, and institutional recognition for their work. This includes providing competitive salaries, access to training and professional development programs, and opportunities for career advancement. Additionally, fostering a supportive work culture that values the contributions of all staff members and promotes work-life balance can help mitigate feelings of frustration and burnout among professionals.

Ultimately, ensuring that professionals feel valued, supported, and recognized for their efforts is essential for sustaining their motivation and effectiveness in supporting migrant women. By addressing these challenges and promoting a culture of appreciation and support within organizations, policymakers and stakeholders can empower professionals to continue making meaningful contributions to the well-being and social integration of migrant women.

### Interviews conducted with Professionals Supporting Migrants

**Participant Code (professional): S - psychologist working in an asylum seekers' center (Interview1)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

The person interviewed is a psychologist and psychotherapist named S. S has collaborated with reception centers, particularly in the field of psychotraumatology and EMDR for treating traumatic conditions. S has experience working with migrant women.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S articulates the challenges faced, highlighting the scarcity, and diminishing quality of services, the practical difficulties in providing assistance due to insufficient hours, and some good projects couldn't be put into practice because lack of means or financial funds. The interview underscores the intricate

nature of S's work, involving satisfaction in making a difference amid challenges, and the paradoxes of addressing severe traumas within limited timeframes and resources.

*"The most difficult part was managing the frustration of not being able to have the means or to realize that they did not have a common project with the people who ran the association."*

*"The difficulties, therefore, are of practical nature, trivially the number of hours guaranteed, which is always insufficient to provide adequate assistance."*

## 2. Training they have received and/or need to perform their work

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. mentions having previous experiences and specific training in migrants and psychotraumatology, then have been provided carte blanche in structuring interventions. The operators at the centre were offered training, moments of confrontation, and psychological support. Language limitations among operators are acknowledged as a potential challenge, and the need for language courses is recognized.

*"Yes, weekly, or sometimes fortnightly, stress management meetings, but participation was not always very high."*

*"The operators were offered training and also moments of confrontation and psychological support for those who wanted, because that could become a hard work."*

## 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. addresses the perceived needs of migrant women, emphasizing practical and survival-oriented concerns. S mentions the bureaucratic challenges related to documents and court hearings for international protection requests, highlighting the difficulty of shifting the discourse to psychological discomfort when survival needs are at the forefront. The interview excerpts reveal the perception among migrant women that the violence they suffered was inevitable, emphasizing the struggle to address psychological needs amidst pressing practical concerns.

*"The difficulty aspect is that they are needs perceived as a matter of survival; therefore, it is difficult to bring the discourse about psychological discomfort and attention to what they had experienced."*

*"There were understandable practical needs. And there was a perception that the violence suffered was inevitable."*

#### **4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S acknowledges the difficulty in establishing trust and providing valid psychological support, underlining the emotional complexities involved in assisting women who have endured acts of violence. S discusses the trauma experienced by women, noting the risk of establishing relationships with dynamics mirroring past experiences.

*"For example, establishing relationships whose dynamics could follow those of the past, as in a kind of habit."*

#### **5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. mentions the risk these women face in establishing relationships with dynamics resembling past traumas, as the violence they suffered wasn't perceived as extraordinary but rather as unavoidable.

*"It was not experienced as exceptional, but as inevitable. So, that makes these women more at risk of suffering more. For example, establishing relationships whose dynamics could follow those of the past as in a kind of habit."*

#### **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S emphasizes the need for restructuring mental health support, considering the disadvantaged starting point and high somatization rates among migrant women. S highlights the challenges posed by the existing healthcare system. S emphasizes the deficit in attention to mental health, especially for migrant women, due to insufficient measures and inadequate structuring of basic medicine.

*"We start from a situation that is already in deficit for the native population because the lack of attention to mental health is a fact, think of the measures taken that are insufficient."*

*"There are different words to express the same concepts and, compared to psychological symptomatology, a testimony is given by the fact that the number of somatizations, that is, the expression of psychological discomfort through the body, was very high."*

#### **7. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

#### **8. Challenges and/or opportunities for the social development of migrant women**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

#### **9. Challenges and/or opportunities in the rights (legislation and access) of migrant women**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

S. points out the difficulties migrants women face, particularly in bureaucratic processes such as obtaining documents and attending court hearings for international protection requests. These challenges are perceived as matters of survival, making it challenging to address psychological discomfort and trauma.

*"Sometimes the bureaucratic slowness was simply routine, but for the person it turned into a heavy wait that prolonged the feeling of instability."*

*" especially for the bureaucratic area, the documents, and the hearings in court to examine the request for international protection."*

#### **10. Identity and values harmonization for the coexistence of different cultures.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**



S mentions cultural differences as a significant challenge in their work with migrant women. The difficulties include issues related to communication modes and variations in psychological explanations of discomfort due to cultural disparities.

*"Another element of difficulty was the cultural difference, such as the mode of communication, but also the psychological explanations of the discomfort were different."*

### **11. Professional role played and the social projection or recognition it should have**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview suggests that the professional role involves not only support but also a therapeutic aspect, aiming to give direction to the care pathway. Recognition and projection of this professional role in the broader social context are crucial, requiring acknowledgment of the complexities involved in assisting migrant women and the need for more structured and specialized training.

*"I would like there to be more specific training paths and also requirements to work with this type of user. Because otherwise there is the risk that it becomes a job done without proper training."*

**Participant Code (professional): L - social worker with working experience in First Reception Centers for asylum seekers (interview 2)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

L. is a social worker with four years of experience in the public sector, specializing in cooperative and reception center work for both men and women, including migrants. L. has been involved in various projects, including the establishment of a street unit project targeting women involved in prostitution.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

L. discusses the importance of building relationships with migrant women, dealing with issues like racism and gender-based violence, and the need for more structured support systems, such as psychological supervision and training, to prevent burnout among operators. The mention of differences between the planned training and actual experiences underscores the complexities and challenges faced by operators, emphasizing the need for a nuanced understanding of their professional roles. Additionally, the unexpected elements, both satisfying and challenging, mentioned by the interviewee indicate the dynamic nature of their work, involving constant adaptation and mediation within complex contexts.

*"I based it mainly on my training as a social worker, although the planning that you find in the centre is a little different from what they teach us. Basically, going through a stuff that they consider important, like the food bought at the African market gives a greater meaning and from there you build the relationship."*

## 2. Training they have received and/or need to perform their work

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

L. followed a training course with an expert of anti-trafficking who works as a prosecutor. However, L. highlights the issue of not-harmonized background that might not have the proper training to operate. The mention of combining basic and complex tasks suggests a need for comprehensive training to equip workers for the varied aspects of their role. Additionally, L. indicates a need for specialized training and resources to address diverse challenges within the migrant support context.

*"The problem is the employers. It is a very unrecognised job, because you hire a series of people with different backgrounds, and you put all of them under the name of reception operator. You also put basic aspects together with much more complex things like the procedure for the territorial commission, complaints and a series of very delicate things."*

## 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

L. highlights various areas where migrant women need support, including basic needs such as food and clothing, economic needs related to pocket money and employment, childcare services, access to communication tools like phones and Wi-Fi, and attention to health needs.

*"There are the basic needs, like food and clothing, which still weigh a lot and you have to learn how to deal with them. Then, there are the economic needs, which take the form of pocket money and extend to work. Then it depends, many girls have had children, so there is that whole dimension: baby parking, kindergarten. Also the part related to the use of the telephone, Wi-Fi, moments of intimacy. Then there are a lot of health needs, even trivial things. For these things girls have more attention."*

#### **4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. reflects the significance of personal experiences, such as going through daily activities like buying food, in shaping the professional identity of operators in the support center. It highlights the importance of connecting with the individuals they serve on a human level, suggesting that such experiences contribute to a more meaningful and effective relationship-building process. On the other way, because L. was the only male, he experiences some distance in more intimate issue that women can face.

*"I based it mainly on my training as a social worker, although the planning that you find in the centre is a little different from what they teach us. Banally, going through a stuff that they consider important, like the food bought at the African market gives a greater meaning and from there you build the relationship."*

*"I was the only male in the team, for me there was a bit of that, for example if you have candida maybe you don't want to tell me."*

#### **5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Working with women in the prostitution field, L. reports that they often suffer from stereotype and judgment. They received inappropriate comment, counter-narrative story, and victim-blaming when they were reporting some issue at the police station, but also from fellow Italian woman or even doctors.

*"And then he would make comments that were not exactly blatant but almost. He would make a counter-narrative to what was being told that was very victim blaming, like 'but what did you do to provoke this'. It also happens with Italian women, with Carabinieri, but also with doctors."*

## 6. Opportunities and needs regarding the health of migrant women.

Direct quotes from the interview that support the previous record (select an excerpt, at least):

L. reports that counselling centres are a missing component for the health of migrant women, or they are not always effective. Also, first aid stations and emergency services for girls going through critical situations. L. highlights that those services should be non-judgemental for not scaring girls to seek for help the next time they will need it.

*"I would say mainly counselling centres, then the first aid stations, the emergency services for sure because they are the ones the girl goes to, in the critical situation. And if in the critical situation she is met with judgement and rigidity you lose her, in the sense that maybe tomorrow she will no longer ask for help."*

## 7. Opportunities and needs regarding the career development of migrant women (training, education and employment).

Direct quotes from the interview that support the previous record (select an excerpt, at least):

/

## 8. Challenges and/or opportunities for the social development of migrant women

Direct quotes from the interview that support the previous record (select an excerpt, at least):

L. highlights informal social moments among workers. L. also points out to have psychological supervision in the past and team building activities. L. implies a potential need for more structured or formalized strategies for social welfare and development among these professionals.

*"We used to do it very informally among ourselves. Basically the aperitif after work, or when there were the birthdays of the users or their children"*

*"maybe a few years earlier there was psychological supervision, when I was there was not. In the public sector, on the other hand, the social service made us do teambuilding activities, which are important for group bonding, but never in reception centres. In the municipality we also have psychological supervision and team meetings."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

L. emphasizes the need for legislative consideration, particularly in the context of the 2019 Code Red law, and to allocate specific training and awareness-raising for professionals working with migrant women. It highlights the importance of tailored training for various categories of workers, such as social workers, nurses, and police, to equip them with the necessary skills and sensitivity when dealing with diverse situations.

*"It would be very nice if the legislation on violence against women was taken into consideration, regarding the 2019 Code Red law. Part of that law stipulates that a part of training and awareness-raising should be reserved specifically for certain categories of workers, e.g., the judicial police. That would be something to be pushed a lot! Like for the social worker, the nurse, the policeman. It is the case in which you have to learn to have a certain kind of approach when you are dealing with people you don't know what they are going through."*

**10. Identity and values harmonization for the coexistence of different cultures**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

L. highlights the nuanced perspective of the interviewee on value clashes, emphasizing differences rather than clashes with the users. It specifically mentions instances such as the LGBT aspect, indicating a lack of openness among some guests. L. maintains a functional relationship and understanding despite differing values, showcasing a harmonization of identity and values for coexistence among different cultures.

*"Some clashes yes, but not experienced as clashes but rather in the sense of differences. There were also a lot of things in common though, things you feel you learned or looked up to. Especially with the Nigerian girls there was a sense of pride, which on the one hand is a limitation on the other hand is a beautiful thing. Or some very different things, for example the whole LGBT part, I notice a lack of openness about these guys. Then I never came out to the guests saying I was gay, because it didn't seem functional to me really. I don't think I ever talked about it with them, with many, though not all, we were very different on certain ideas. For example, they have the value of the traditional family, but according to their model, but never I experienced it as a contrast or clash."*

**11. Professional role played and the social projection or recognition it should have**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

L. expressed concerns about the lack of proper regulation and protection in their role. There is a need for better contractual regulations, especially in terms of protection against burnout and aggression. L. emphasized the challenges of working in a poorly structured environment, where operators often feel left to their own devices and must rely on luck for a positive experience. L. suggested the importance of incorporating legislation on violence against women, specifically referencing the 2019 Code Red law, and advocated for targeted training and awareness-raising for professionals in various roles. L. stressed the need to move away from stereotypes and urged for a more empathetic and informed perspective in dealing with different cases within the migration support sector.

*"It's a job that should be much more regulated from a contractual point of view, but also protection in the sense of burnout and aggression."*

*"It would be very nice if the legislation on violence against women was taken into consideration, regarding the 2019 Code Red law."*

**Participant Code (professional): M - anthropologist and legal officer working with asylum seekers and refugees (interview 3)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

M. is a migrant reception worker, anthropologist by training and worked in different projects both as a legal immigration worker and as an operator in reception centres. Working in different areas, M. tried to build bridges between the legal and the social aspects to prevent discriminations and in particular dealing with work inclusion and gender differences.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M expresses the nuanced nature of the work between expectations and reality, and how traumatic stories from migrants women can affect the personal life. M emphasizes the importance of differentiating between professional relationships and friendships, underscoring the need for awareness on both sides. M also reflects on the challenges faced by male workers in the field, and highlights the gender-specific prejudices faced by male workers, suggesting that there is a perception that women may prefer female workers for certain sensitive topics.

*"The expectations are crucial because the risk of disappointment is very high."*

*"Since this year, I started working with former victims of trafficking and I have confess that there are stories that initially impressed me"*

*"There is this prejudice according to which to work with migrant women you have to be a woman... According to the stereotypes, women are infantilized, and it is believed that they should have difficulties talking about intimate matters with a man."*

*"For this reason, I found many difficulties in joining all-female teams"*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M studied anthropology and did a PhD and discusses the ongoing need for training in their work, even with an academic background. Moreover, M emphasizes the importance of practical training because there is a distinction between academic knowledge and the practical experiences gained in



the field. Furthermore, M touches upon the need for specific training areas, and directly addresses the need for training in intercultural relationships.

*"Talking about academic training, I studied anthropology and I also did a PhD, and this helped me in intercultural relations."*

*"There are some academics like Beneduce and Tagliani who wrote many treatises, but the practice is different."*

*"I would say everything about knowing how to work on the intercultural relationship, which is fundamental."*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M highlights crucial areas where migrant women seek support, specifically in attaining economic and social autonomy through employment and housing. M mentions the challenges migrant women face in dealing with family pressures and the need for support in areas such as parenting and reconciliation.

*"Most frequent requests, particularly with regard to women, are the desire to achieve economic and social autonomy, and this can be achieved by getting a job and a home, things that are, unfortunately, even more complicated to get for women."*

*"Women often experience family pressure both from their families in the country of origin and from the family they create here. So, the support they mainly ask for is related to parenting and reconciliation."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M emphasizes the importance of creating spaces for open communication and creating supportive and open environments, such as talking groups, contributes to building a good relationship with migrant women. M highlights the need for awareness and treating migrant women with respect, reinforcing the idea that treating migrant women as individuals, without preconceived notions, is crucial for them to feel comfortable and establish positive relationships with workers.

*"A good practice of self-determination for women coming from critical situations could be participating in the so-called 'talking groups.' They are spaces that host a group of women, often guided by a woman, in which they can talk about various topics."*

*"Awareness, even before the linguistic aspect, is that you have a person in front of you, and you don't have to mythologise them or create neither positive nor negative expectations."*

#### **5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M acknowledges the existence of revictimization situations, indicating that seeking help from institutions may not always lead to positive outcomes for migrant women.

*"Yes, as I said in the case before, sometimes women ask the institutions for help and the situation worsens instead of improving."*

*"The woman decided to denounce the situation, and, as a result, she was sent to another region. It was supposed to be a protection measure, but it destroyed her social life and the one of her other son who attended school there."*

#### **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Regarding healthcare, M mentions that economic and social conditions play a role in the health needs of migrant women, indicating a broader perspective on health beyond specific areas.

*"Some cases are similar to the ones lived by Italian women. For migrant women, factors such as their economic and social conditions can definitely make the difference. If a foreign woman is compared to one of the Italian upper class there is clearly a large gap, but the situation is similar if it is compared to the one of a woman of a lower class."*

#### **7. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M mentions challenges in career development for professionals in the third sector, emphasizing the need for better recognition and remuneration. M suggests a potential limitation in career advancement, indicating a need for opportunities for professionals to grow beyond specific roles and responsibilities.

*"A big problem is the enhancement of the role in terms of salary because of how the third sector is conceived in Italy."*

*"Another thing that often happens, in many places, is that if a person is good at something, he remains relegated to that role."*

## 8. Challenges and/or opportunities for the social development of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M highlights the importance of psychological supervision as a support mechanism, indicating a need for emotional well-being and social development among workers. Moreover, M emphasizes the significance of dialogue with colleagues and resilience, suggesting that social development is facilitated through supportive relationships and the ability to compartmentalize work-related stress.

*"Psychological supervision has always been very important, I have been able to deal with many issues, it is a dialogue that helps a lot and that frees you from a heavy burden."*

*"Dialogue with colleagues is also important. I consider myself quite resilient and I am able to put aside work matters as I finish and start thinking about something else."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

M highlights the challenge of integrating anthropological knowledge into the institutionalized framework, indicating a potential blind spot in the institutionalization of the anthropologist's role in addressing the rights of migrant women. Also, M emphasizes that it's important to have basis for legal immigration.

*"The figure of the anthropologist and his role are not institutionalized, and this is also due to anthropology itself which is an elitist discipline that circulates only in academic circles, therefore, making it practical for the social sector is very difficult."*

## 10. Identity and values harmonization for the coexistence of different cultures

Direct quotes from the interview that support the previous record (select an excerpt, at least):

M speaks about the anthropological concept of "Sayad's Syndrome" of the double absence, which emphasizes the dynamic nature of identity in a migratory context and suggests that rigid labels may not capture the complexity of individuals' values and identities. Furthermore, M highlights the aspiration for an improved status quo and the recognition that identity evolves throughout the migration journey.

*"In a migratory context everything is constantly negotiated and subject to multiple inputs. I think it is bad to use the term migrant because these labels we attach to people are temporary and subject to change, identity itself is very plastic, even more in a migratory context."*

*"Every person who leaves one place for another does so to increase his status quo, it is historically proved that your status can improve here, but you will never achieve what you aspired to, except in rare cases since that person is not the same person who left and the one he thought he would have been."*

## 11. Professional role played and the social projection or recognition it should have

Direct quotes from the interview that support the previous record (select an excerpt, at least):

M provides insights into the professional role played and the social projection or recognition it should have. M highlights the challenge related to the economic recognition of professionals in the third sector, suggesting a need for improved salary conditions. M mentions a role-related difficulty, and indicates a challenge where individuals may be limited to specific roles despite their capabilities, emphasizing the need for policies that promote career development and diversification of roles. M adds, that there is a preference for the role of an educator in certain contexts, possibly indicating a need for broader recognition and institutionalization of diverse roles within the sector.

*"A big problem is the enhancement of the role in terms of salary because of how the third sector is conceived in Italy. It is strictly linked to public tender and European funding, that manage to give much but not enough economic recognition to professionals."*

*"Another thing that often happens, in many places, is that if a person is good at something, he remains relegated to that role."*

*"On a contractual level, but also in terms of tasks, the figure of the educator is considered more valuable, even if the training is different. When you deal with the public sector, they always refer to you as an educator."*

**Participant Code (professional): V - Health Care Assistant working in a vulnerable refugee women centre (interview 4)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

V. is a trained Social and Health Care Worker. V. had experience working with male foreign people and for 4 years also worked in a centre for adult refugee women with mental or physical disabilities. As a Socio-Health Care Worker, V's role was mainly focus on helping with medication and hygiene.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V highlights the limitation of having insufficient staff, indicating that the role should be more present, especially when dealing with users facing physical challenges. Despite facing dilemmas, V finds fulfillment in creating bonds of trust and facilitating support. V also notes the importance of collaboration with colleagues from various professional backgrounds, emphasizing the value of a multidisciplinary team in addressing the complex needs of refugee women. The challenges V faces, such as the lack of language proficiency among professionals and the need for better integration of social services, underscore the ongoing paradoxes and contradictions in the role.

*"The fact that there are not enough of us, my figure should be more present. It also depends on the users you have, when there is a majority of people with problems on a physical level, the work of the Social and Health Worker increases, but since there is only me, the other colleagues also find themselves doing it."*

*"A big limitation is also that they don't speak foreign languages so you always have to be the mediator."*

*"When the doctor tells me to communicate information but it's not my job. I speak the vehicular languages, but the hospital should call a mediator for them, but instead you have to bring him. They delegate the task of giving medical information to the operator."*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V reflects on the training and support received when joining the center, emphasizing the initial co-presence shifts and interviews to familiarize herself with the guests. However, V notes the need for

additional training in accessing local services, especially for aspects related to social work, where more knowledge could enhance their ability to assist guests effectively. V also highlights the importance of support from colleagues such as educators, anthropologists, and mental health professionals. The lack of a direct counter for guests to access services independently is identified as a gap, and V suggests its implementation as a measure to improve service provision.

*"It would be very useful when interviewing guests and various specialists, to know how to access services in the area. For example, for a disabled person, how do we get them access to certain places, how do we get the disability allowance. That is to say, the aspects related to the social worker, which is only one in our center. In this way I think we can help her better on some things."*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. identifies several areas where migrant women in the center require significant support. Employment emerges as a crucial need, particularly for those who have left their husbands and seek financial independence. Additionally, V. notes challenges related to health professionals' lack of awareness of cultural differences, citing instances where unfamiliarity with cultural norms creates discomfort during medical visits. V. highlights the importance of addressing the women's needs related to sex education, contraception, and overall health awareness

*"Work is always a big need, many left without their husbands, who maybe despite being in Europe are far away... "*

*"We did a nice project with a Senegalese midwife, who came to the facility to do sex education. Some people really have no idea what's in their bodies. We started with that and then talked about contraceptives."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. highlights the importance of building trust and creating bonds with migrant women, emphasizing the gradual process of establishing a good relationship. V. emphasizes the significance of informal moments, like joining guests during tea or coffee, to foster openness. Additionally, V. mentions the challenge of language barriers and the role of being a mediator, underlining the need for sensitivity when discussing personal and health-related matters. The assistant's approach involves pre-



emptively addressing concerns before medical visits and providing explanations to ensure the comfort and understanding of the migrant women.

*"I'll give you an example... I tried to reassure her and try to do family reunification. It seems to be working but it's a very long process... "*

*" For example, when the guest has tea or coffee I try to join in. These are then the moments when they open up more. Organized spaces are useful, but I tend to do that."*

##### **5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. addresses the issue of revictimization, specifically highlighting situations where information is provided solely to the operator and not to the migrant women, particularly at places like police headquarters, post offices, and municipal offices. V. expresses concern about this form of secondary victimization, as it limits the autonomy of the women and impedes their ability to navigate essential processes.

*"Certainly, at the police headquarters, the first violence is when an operator and a migrant go to the office and the information are reported only to the operator and not the woman. This happens also in other offices, for example the post office, the municipality with identity cards, they always give information only to you the operator."*

##### **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. identifies various health-related needs and opportunities for migrant women, particularly emphasizing the importance of sex education and reproductive health. V. recognizes the significance of nutrition and physical activity, highlighting the different dietary habits and the need to promote healthier lifestyles.

*"We did a nice project with a Senegalese midwife, who came to the facility to do sex education. Some people really have no idea what's in their bodies. We started with that and then talked about contraceptives... "*

*"Nutrition and sport are also important because they are concepts that they don't have. They have a very different diet from us, made of fat and fried food, that's why many of them are overweight, and this can lead to different difficulties. I, as a social health worker, have worked a lot on this."*

## 7. Opportunities and needs regarding the career development of migrant women (training, education and employment).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The collaboration with a centre in Bologna during the Ministry's annual inspection allowed for an exchange of files and advice with a socio-healthcare worker, illustrating the potential for networking and learning from different contexts. V. acknowledges the limited spread of their centre, emphasizing the difficulty in finding comparable colleagues within the region.

*"I had a meeting when there was the Ministry's annual inspection of refugee reception centres. And we exchanged a lot of files with a centre in Bologna that accommodated men with physical disabilities, and from there I got in touch with another socio-healthcare worker and we exchanged a lot of advice. Our centre is not very widespread, there are only two in the region, so sometimes it is difficult to find someone to compare yourself with."*

## 8. Challenges and/or opportunities for the social development of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. emphasizes the importance of regular supervision sessions with an ethno-psychologist as a crucial space for professional support. However, V. notes the limited network for comparison and suggests the need for more group supervisions and individual sessions, especially during critical situations. The assistant acknowledges the difficulty of finding comparable professionals due to the unique nature of their center and expresses the desire for increased networking opportunities with professionals from other centers. V. points out the benefits of exchanging advice and experiences with colleagues from different regions, highlighting the challenges in finding someone to compare with in their specific context.

*"As a team, we do supervision once a month with the ethno-psychologist and it is a crucial space... It would be good to do more group activities with the guests, do sports, go out, have time to be with them because there are always so many things to do, we have so many appointments every day. Every now and then we should stop. More operators would be needed."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

/

## 10. Identity and values harmonization for the coexistence of different cultures

Direct quotes from the interview that support the previous record (select an excerpt, at least):

V. identifies trust as a highly valued aspect among migrant women, emphasizing that trust is developed gradually as the women get to know the workers. Additionally, V. highlights the importance of values such as family and money among migrant women. The assistant recognizes that migrant women, once they trust the workers, learn the value of health, self-care, and the importance of necessary check-ups.

*"After they get to know you, trust is definitely a value, initially they are much more bashful than men, they have to understand what you can or cannot give. Trust means that if you create a good bond, you can maintain the relationship. A value they learn is that of health, self-care, to get the necessary check-ups."*

*"From the health point of view, the operator insists on doing medical examinations but the objective of the migrant is something else: to work to send money to the family. This is something we struggle to understand here."*

## 11. Professional role played and the social projection or recognition it should have

Direct quotes from the interview that support the previous record (select an excerpt, at least):

V. discusses the challenges in the professional role played, highlighting the need for more operators and better coordination among professionals to address the diverse needs of migrant women. The assistant recognizes the difficulty in finding comparable professionals and suggests the implementation of more group supervisions and individual sessions for professional development.

*"The systemic demands are many. I must admit that we are in a structure where we already have a lot... Every now and then we should stop. More operators would be needed."*

**Participant Code (professional): V. - teacher and former worker in a first reception centre for asylum seekers (Interview 5)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

V. was a receptionist for asylum seekers and dealt with their needs and rights in 360 degrees. V. also took care of women, and their children needs by bridging and mediating between professional and user.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Initially serving as a receptionist, the interviewee grappled with dilemmas in conveying the complexities of integration to asylum seekers. This encapsulates the inherent contradictions and challenges faced in aligning users' expectations with the realities of integration. This progression underlines the dynamic nature of V. professional journey, from a state of initial naivety to a nuanced understanding of the complexities inherent in their work. The interviewee's commitment to empowering asylum seekers is evident in attempts to reinforce gender-based violence awareness, highlighting the paradox of supporting individuals through unfair experiences.

*"In general, to make users understand the timing of integration in the territory and overall, in Italy. The practices were very long, and, at the same time, it was also difficult to find work, which was their primary objective to stabilize and be autonomous."*

*"Yes, at first, it was something I didn't know very well, then, as I went on with the work, I began to expect certain things. Although initially I was a bit naive."*

*"I tried to say them that some experiences they had been through were unfair, that they should not accept this type of situations. The difficulty was on an empathic level, because it is hard to accept certain things, especially as a western woman."*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. attended a course in France for social mediators, underscoring the need for practical application and experiential learning alongside theoretical knowledge. Additionally, the interviewee expressed the desire for broader projects, emphasizing the importance of supplementary projects, such as

travel, events, and roundtable discussions, to enhance cultural awareness and improve the overall effectiveness of their work. V. also emphasized the importance of ongoing training.

*"I attended a course in France for social mediators, that covered all the issues of mediation for fragile subjects and there was a specific part on refugees. It was very good training, but there is always the gap from theory to practice."*

*"It would be nice for both operators and users to also do projects that go a bit alongside this work, with a broader scope."*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. stated that the women needed some stimulation, and having goals set. From the material part, they need money and economic autonomy.

*"Boredom and impatience were recurring; the need was to say: 'I reached my goal!' From the material point of view, on the other hand, the needs were money and the economic autonomy."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Regarding establishing a good relationship with migrant women, the interviewee shared an empathetic approach in addressing the unfair experiences of migrant women, indicating an effort to build a supportive and understanding relationship. V. also expressed the challenge of empathizing due to cultural differences.

*"I tried to say them that some experiences they had been through were unfair, that they should not accept this type of situations. The difficulty was on an empathic level because it is hard to accept certain things, especially as a western woman."*

*"I found myself unprepared about the users' culture, so I tried to fill it in, or to go step by step."*

### 5. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Not experienced.

*"E: So, she was not traumatised by the institutions?"*

*V: Frankly, no. Fortunately it didn't happen to me."*

## 6. Opportunities and needs regarding the health of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. provided insights into the health needs of migrant women, particularly addressing the challenges in the mental health sector.

*"Maybe the Mental Health Centre should be improved, since there is a very long waiting list."*

## 7. Opportunities and needs regarding the career development of migrant women (training, education and employment).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. indicates a lack of career development opportunities, influenced by external factors such as political changes and center closures. V. highlights the precarities on this situation when it happened.

*"Not for professional development. I arrived in a moment of political change, the centers started closing, so I was used as a stopgap."*

*"Precariousness creates competition and when you work in social work there shouldn't be"*

## 8. Challenges and/or opportunities for the social development of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. expressed the importance of team support, emphasizing the supportive role of a team in overcoming challenges and fostering social development. However, the interviewee also

mentioned a gap in social support mechanisms in the workplace, indicating a need for consistent and structured avenues for professionals to address their social and emotional needs.

*"I was always lucky with the team, for me it was very important and a fantastic support."*

*"One thing they didn't do in Italy, but I did in France, was monthly meetings with a psychologist. I did something similar in Italy, but only online and in a precarious situation."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. acknowledges receiving a legal training. V. indicates the access to legal advice in their work.

*"There was the legal training which was quite useful. Also, the possibility of being able to contact the lawyer or jurist individually if there were doubts."*

## 10. Identity and values harmonization for the coexistence of different cultures

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Regarding the values rated highly, the interviewee mentioned the importance of religious beliefs and social connections in the lives of migrant women. Additionally, V. states that workers recognize the importance of facilitating activities aligned with the personal interests of migrant women, promoting a sense of inclusion and cultural harmony.

*"Religious beliefs. Friendship but in their own way, understood as social networks."*

*"Activities that they do not perceive as useless, also for inclusion."*

## 11. Professional role played and the social projection or recognition it should have

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. expressed a need for changes in the work environment to address job stability and autonomy for both workers and users. V. mentioned the need for more training, focusing on enhancing cultural awareness and legal knowledge through training programs. V. also suggests that some reorganization can facilitate their work, by grouping people in the same situations.



*"Stopping precariousness and giving users the chance to be more autonomous and faster."*

*"We would need more training on cultures of origin and legal situations."*

*"It would be better to group together people with similar situations, for example women who are victims of trafficking, so that you have an expert in that particular situation. Whereas with us you have so many different problems all together. "*

**Participant Code (professional): V- psychologist with working experience in a social housing with refugee women (interview 6)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

V. is a clinical and community psychologist, with specialization in psychotherapy. V. has experience with migrant women refers mainly to women with minors in their charge, political refugees and war refugees, especially from Ukraine.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. describes the profound significance of professional participation in the support center, emphasizing the complexities and challenges of working with refugee women. V. acknowledges the difficulties in addressing the varied emotional states of those escaping war. There was a shift in the initial challenges and a growing satisfaction in building trust with the women. Additionally, the interview underscores the importance of creating a safe and non-judgmental space.

*"Certainly, there are some challenging aspects of depression and a sense of despair, that is to say of particularly pronounced mourning and loss."*

*"The developments are that these women open up a lot more without being ashamed."*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. discusses the importance of specific training for working with refugee women, highlighting the significance of trauma-focused training for professionals in addressing the unique challenges faced by refugee women. However, when asked about additional measures or resources, V expresses a need for more support in the form of a team. This suggests a need for additional personnel to share the workload and enhance the support system for workers dealing with complex cases.

*"In my experience, the most important was the training on EMDR, both first and second level. Not because I use the specific technique, it is still too early in the cases I follow, rather because this type of training frames trauma, its consequences and what it touches on the psychic level."*

*"I feel that my work wouldn't be so heavy, as it is, if I had a team to carry out the intakes, which I manage alone at the moment."*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. sheds light on the perceived needs of migrant women ranging from economic assistance and healthcare to social and recreational activities. It underscores the diverse needs that should be addressed to facilitate the well-being and integration of migrant women.

*"The need for work. The need for health care both for the woman and her children, the economic needs, trivially even just shopping, and economic subsidies. There is also the need for ludic and recreational play and socializing."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. in the interview highlights the emotional implications of working with migrant women, particularly those who have experienced trauma. V. emphasizes the importance of creating a safe and welcoming space, and establishing a supportive and non-threatening environment to address the emotional challenges faced by migrant women. The emphasis on safety and a non-judgmental atmosphere suggests that building trust and ensuring a sense of security are essential components for fostering positive relationships between workers and migrant women.

*"There are stories that touch more than others. In the encounter with the patient the therapist also encounters himself. There are aspects that resonate more than others, and if the therapist does not take on his or her own discomfort and suffering, the clinical work does not move forward."*

*"Surely it is important to create a safe place that is welcoming, non-judgmental and protected."*

### 5. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. states that the living conditions provided to migrant women, including the housing solutions, may contribute to situations that could be perceived as revictimization.

*"In my experience, I have seen the cooperatives which take them in, they don't always work as they should. The housing solutions that are found are not suited to their needs."*

*"One family hosted by us in social housing, after almost a year in our facility, was transferred with the support of the municipality of Turin to a cooperative. But the house is very small and hosts two families together with bunk beds, there was no change of sheets, the gas did not work, there was no internet when the minors needed to continue with their online lessons. "*

## **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. states that the health system was very efficient and non-discriminatory with migrant women.

*"No, it works very well, in fact I must say that the health system was one of those systems that worked best. I experienced an uncommon openness."*

## **7. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. highlights the need for support and recognition in the form of hiring additional psychologists to distribute the workload, indicating an opportunity for career development through enhanced team support.

*"My request would be precisely to hire psychologists, in order to have a more distributed workload. A investment is needed because there is much talk about psychologists, but not even in front of such an obvious need, there is a mass activation that it is right to claim."*

## **8. Challenges and/or opportunities for the social development of migrant women**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The psychologist (V) highlights challenges in social development for professionals working with migrant women, addressing the challenges of workload management and the need for a team, indicating a potential opportunity for social development through collaboration and support

within a professional network. V. highlights that, however, there is network of people doing the same activity that also bring some support.

*"I feel that my work wouldn't be so heavy, as it is if I had a team to carry out the intakes, which I manage alone at the moment. I am alone, I feel alone, but not only because of the emotional aspects, but also because of the high number of requests."*

*"There's my specialization group so it's made up exclusively of fellow psychologists. Then there are my school supervisors. There are the volunteer psychologists, such as those from the Red Cross, who collaborate with us."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. identifies a potential challenge in the rights of professional workers, and highlights a potential blind spot in the approval of essential resources, emphasizing the need for advocacy and addressing bureaucratic challenges to ensure workers' rights, including the establishment of necessary facilities like a psychology desk.

*"An investment is needed because there is much talk about psychologists, but not even in front of such an obvious need there is a mass activation that it is right to claim. For example, in my facility the psychology desk has not been approved."*

## 10. Identity and values harmonization for the coexistence of different cultures

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. highlights the significance of family, financial stability, and health in the lives of migrant women. However, frustrations can arise due to institutional constraints. V. acknowledges the difficulty, emphasizing that the facility must be prepared to accommodate refugees who may resist being there, feeling a sense of deprivation in their freedom and decision-making ability.

*"For example, one of my patients, in order to regain a sense of everyday family life, needed to live with a pet. You do not manage this, but you must help them to accept that this is not possible. This is not easy, there are denials that weigh heavily."*

*"Yes, because, as I said before, the facility must be ready to receive refugees who wouldn't want to be there in any way and feel deprived of their freedom and their ability to choose and decide."*

## 11. Professional role played and the social projection or recognition it should have

Direct quotes from the interview that support the previous record (select an excerpt, at least):

V. expresses the need for improved work conditions, expressing a desire for a more distributed workload. It suggests a policy to address workload challenges and emphasizes the importance of investing in additional personnel to enhance the overall effectiveness of the support center.

*"My request would be precisely to hire psychologists, in order to have a more distributed workload."*

**Participant Code (professional): V - anthropologist working in a vulnerable refugee women centre (interview 7)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

V. is a trained anthropologist but employed as a cultural mediator and reception worker. Since 2017, V. has been working with vulnerable women with mental and health problems. The role is mainly related to the health sector in collaboration with an educator, but also deals with women's issues and job search.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interviewee observes that it's difficult to raise awareness about gender-based violence amongst the women. However, they also highlight instances of resistance and a desire for work independence, acknowledging the diversity in women's awareness levels. In handling such cases, the interviewee describes the challenges of remaining non-judgmental, navigating a slippery slope of cultural differences.

*"I noticed a very strong submission in the relationship, even with Italian men, women in the relationship always cook for them, they are always available on the phone."*

*"It's a slippery slope. I tried to be as non-judgmental as possible while trying to make her understand that there can be different strategies. On the other hand, with other women, it is much easier to talk about women's independence."*

*"another guest, who is very religious, once said that it was right for men to beat women because it is written in the Bible, so if he beats you, you don't have to do anything. While she was explaining this to me, her housemates contradicted her. So, it is clear that the level of awareness is different among women. "*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. emphasized the lack of formal training for receptionists, and shared their struggle to secure training, particularly in handling the emotional and conflict resolution aspects of their role. V. pointed out the absence of specific spaces for training. The anthropologist V. also advocated for better representation of their category, highlighting the need for protection and training from the



beginning of their career. This sheds light on the challenges faced due to the absence of comprehensive training programs and the potential benefits of implementing such initiatives.

*"I had an advantage, having studied anthropology, but I learned the rest in the field. training in this sense is non-existent. My training helped me to have another point of view which is now recognised where I work, but not at first."*

*"With the new recruits I realise that they don't understand this, the work is too dynamic and there is no room for training. It is only peer to peer and there isn't a specific no space for training. You learn too much on-the-job. Nobody teaches you how to handle the emotional part or how to handle the conflicts and there is also a lack of legal training"*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. identified the post-reception period as a critical area of need for migrant women. Additionally, the interviewee emphasized the need for protection and relational care, quoting a woman's concern, *"if there is not this place, I become a homeless."* The anthropologist recognized the importance of addressing these needs and suggested creating spaces related to autonomy, discussing work contracts, rent for the post-project, and managing anxiety.

"The most recurrent need is the post-reception, what is there after the centre? is there another project?"

*"It would also be useful to have spaces related to autonomy where we talk about work contracts and rent for the post-project. They could be useful also to manage anxiety."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. highlighted the emotional implications in working with migrant women and discussed ways to establish a good relationship. V. tries to have a non-judgmental support, fostering an environment where migrant women can explore different strategies. Also, V. creates safe space where they can freely discuss and be supported by professionals, discussion with former guests,...

*"I tried to be as non-judgmental as possible while trying to make her understand that there can be different strategies."*

*"I created a circular with a foreign obstetrician where women can discuss about gender health in the assembly. I think there is an urgency for women to have a safe space where they can confront themselves and ask specific questions to a professional. "*

##### **5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. mentioned a case where a girl had to repeat the report of a complaint several times without mediation. The interviewee also expressed concern about the insensitivity of the hospital staff in handling the situation. In addressing revictimization, the anthropologist emphasized the importance of making an extra effort.

*"(about reporting a miscarriage at the hospital) The big structural violence was that she was treated like a madwoman because she did not believe she had lost the baby, a situation also related to her culture and her biography, related to the spirit world. This happened because there was already a very big trauma, she had already lost a baby, the doctor only said "everything's fine" and she thought she was still pregnant. I had to stop the doctor and make him explain to her what happened. It was structural violence. "*

##### **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. emphasized linguistic obstacles and the need for a deeper understanding of transcultural perspectives in healthcare. The need for medical anthropology as the basis for health training was also highlighted. The interviewee also acknowledged specific health areas such as gynaecology, nutrition, and prevention, indicating a need for more comprehensive and culturally sensitive approaches.

*"The obstacles are mainly linguistic. We should put women mediators in this area and instead it is treated superficially."*

*"When you approach a body from another culture you can't start from your ideologies."*

##### **7. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

In response to the question about professional and social development, the interviewee discussed their participation in a women's table organized by the foreigners' office, specifically designed for managers in migrant centers with female users. V. highlighted the technical and practical exchange during monthly meetings, emphasizing its utility for services. Additionally, the anthropologist mentioned self-driven initiatives, such as participating in a group on migration and health to discuss practical issues and exchanging ideas with an anthropologist from the health and migrant center.

*"During my experience as a manager, I participated in a women's table organized by the foreigners' office for migrant centers with female users."*

*"The rest I did on my own, for example, I know there is a group on migration and health where practical issues are discussed, and it is a good way to get information."*

## 8. Challenges and/or opportunities for the social development of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. emphasized the therapeutic value of research and writing articles about their work experiences. V. mentioned using these activities to cope with the potentially oppressive nature of the shelter system. Additionally, the exchange with the anthropologist and colleagues was highlighted as crucial for emotional support, indicating a need for a supportive social network in their professional environment.

*"As far as social welfare is concerned, I mainly need to do research in my work, extrapolate issues that are interesting to me and write some articles."*

*"The shelter system can also be an oppressive system and it hurts me, so it helps me to write about it and publish, for me it has a therapeutic value."*

*"The exchange with the anthropologist and my colleagues is also important."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interviewee mentioned the lack of recognition for their role as an anthropologist, indicating a blind spot in the current system. The need for better representation as a category and protection with training from the start was emphasized, suggesting a desire for improvements in the legal and professional rights of workers.

*"To pay employees better on a contractual level would certainly improve working conditions."*

*"The only figures required now are educators and HCA (Health-Care Assistants), all the other are cut off. This is a political choice that could be considered useless."*

*"It would be nice to be better represented as a category."*

## 10. Identity and values harmonization for the coexistence of different cultures

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The values that emerge from the users, particularly migrant women, are deeply rooted in the significance of family, with a distinction from the interviewer's cultural perspective. The users believe in a family structure that extends beyond the immediate unit and involves economic support, creating an intricate link between affectivity and economic presence within the family. The clash of values arises when the suggestion to prioritize psycho-physical wellbeing challenges their commitment to supporting their family economically. V. emphasizes the importance of understanding and not underestimating the economic and social dimensions of family values for effective engagement with migrant women.

*"They believe in the value of the family, which is different than ours, for us the family is the family unit, for them the family is something that tends to remain in the country of origin and that needs you economically rather than affectively."*

## 11. Professional role played and the social projection or recognition it should have

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The professional role played by the interviewee, who is an anthropologist working in a vulnerable refugee women center, is multifaceted, encompassing responsibilities as a cultural mediator and reception worker. V. highlights challenges related to the lack of formal training and the struggle to gain recognition. V. advocates for specific policies to enhance work conditions, including better remuneration, representation for the category, initial training on technical and conflict-handling aspects, and more flexible working hours. The interviewee also emphasizes the importance of emotional well-being, suggesting the need for individual supervision and psychological support. Coordination difficulties are acknowledged, particularly in terms of the emotional demand exceeding contractual security.

*"To pay employees better on a contractual level would certainly improve working conditions."*

*"We would also need different working hours."*

*"The emotional demand is too high compared to the contractual security."*

*"For the emotional part, psychological supervision group is good, but maybe individual supervision would also be useful."*

**Participant Code (professional): V- social worker with working experience in Reception Centres and Integration Services for Asylum Seekers and Refugees (interview 8)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

V. is a registered social worker. Since 2016, V. has been working with migrant people, and started in a community for unaccompanied foreign minors, especially girls. In 2017, V. started participating in activities with households, but has recently been working both in secondary reception centres, now called SAI, with single men and families.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. express satisfaction derived from the opportunity to help people during a crucial phase of their lives, fostering integration and autonomy. The job involves addressing psychological and organizational needs, often linked to residence permits and legal statuses in Italy. The difficulties arise from the complex nature of migration paths, involving traumatic situations that require support.

*"There are a lot of them, but there is also much satisfaction. That's because it is a job that allows you to help people in a particular phase of their lives, and to activate macro-objectives linked to integration and autonomy."*

*"These problems at the psychological level make people suffer, who are already feeling bad because they come from migration paths often determined by traumatic situations that must be metabolised, and to do so they need to be followed and supported."*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. highlights their academic background in psychology and sociology of migration, emphasizing the relevance of continuous training for social workers. The interviewee points out the importance of choosing relevant topics for development. V. stress the significance of psychological supervision in dealing with the emotional aspects of their work. The need for regulated supervision is emphasized, providing a protected space for professionals to address the emotions arising from working with vulnerable individuals.

*"I have my own background from university, I had studied psychology subjects and not only, sociology of migration as well. They helped me in my work, and besides that, maybe we social workers are facilitated by the fact that we have continuous training, so we can choose the topics to develop."*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. emphasizes the psychological and organizational challenges women face. V. notes that obtaining residence permits and dealing with related psychological issues are common difficulties for migrant women. V. emphasizes the importance of addressing psychological needs, given that many migrants have experienced traumatic situations that require support and follow-up.

*"These problems at the psychological level make people suffer, who are already feeling bad because they come from migration paths often determined by traumatic situations that must be metabolized, and to do so they need to be followed and supported."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. emphasizes the importance of establishing trust and a positive relationship. V. highlights the role of gender proximity and cultural mediation in creating a comfortable environment for migrant women to open up and share their experiences.

*"In my opinion, a person to open up needs a relationship of trust, it is the basis. Consequently, the relationship with the social worker, which can be continuous and repeated over time, can help the person understand that you are there to help."*

### 5. Revictimization: specific situations or perception (if experienced).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. addresses the issue of potential revictimization or discrimination by institutions, particularly in the context of police stations. V. describes instances where migrant women, already facing fragile situations, experience difficulties in accessing services due to strict rules and long waiting times.

*"For example, the police station has very strict rules, if I am a migrant woman who is already fragile, and I am with my child, I could have a priority in the access, to have my specific situation considered also in virtue of my fragility, to enhance all my needs."*

*"The appointment is at a certain time, but that time isn't respected, and the person waits there a long, long time, even if maybe it is winter. More than anything else, this creates a difficulty that could be easily solved."*

## **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. points out the critical issue of a lack of cultural-linguistic mediation in some hospitals, emphasizing the need for support to meet the health needs of migrant women. V. highlights the importance of making women aware of every detail about their health, particularly in the gynecological aspect, and expresses the necessity for mediation support in understanding preventive measures.

*"I did not have a bad time, but some hospitals are not equipped to have a system of cultural-linguistic mediation, and this is a critical issue."*

*"The woman must be made aware of every detail about her health, especially the gynecological aspect. The fact that there is no mediation support means that the person does not understand."*

## **7. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

V. acknowledges the existence of training opportunities provided by a network created by the ministry, which regularly offers specific and training events for professionals working in the reception and integration system. The interviewee notes that both they and their colleagues have actively participated in these training opportunities.

*"There have been training opportunities. I can say that, behind the reception and integration system, there is indeed a network created by the ministry that regularly gives and disseminates specific and training events that can be very useful. Both I and my colleagues have participated. It is actually a system that has been set up and there is already a whole machine going on by itself."*



## 8. Challenges and/or opportunities for the social development of migrant women

Direct quotes from the interview that support the previous record (select an excerpt, at least):

V. acknowledges the challenges faced by professionals in the field. They emphasize the importance of psychological supervision as a tool to manage the emotional burden that comes with interacting with individuals experiencing suffering.

*"It is a very delicate aspect. Dealing with people means coming into contact with suffering, we are people too, so we carry these things inside us, over time surely every worker learns how to manage them, and psychological supervision helps. What also helps is being able to maintain detachment, which means being close to the person, but far away to protect yourself, to have that neutrality necessary to continue helping."*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

Direct quotes from the interview that support the previous record (select an excerpt, at least):

V. underscores challenges within the system, particularly the time constraints in the second reception phase, emphasizing the need for a more extended timeframe to facilitate effective integration.

*"I can say that, even in the second reception, the one that takes you to the final stage before leaving, the timeframe is too short, if before there was the problem of very long timeframes, at this stage they only have 6 months before leaving the centre. It is the paradox of the system, when it is time to integrate the person, it is a race against time."*

## 10. Identity and values harmonization for the coexistence of different cultures

Direct quotes from the interview that support the previous record (select an excerpt, at least):

/

## 11. Professional role played and the social projection or recognition it should have

Direct quotes from the interview that support the previous record (select an excerpt, at least):

V. expresses the need for systemic and political improvements in working conditions, specifically addressing challenges in healthcare access and bureaucratic processes. V. emphasizes the importance of linguistic and cultural mediation support in healthcare, particularly due to the frequent interaction of migrant women with healthcare services. V. also highlights the streamlined bureaucratic procedures to enhance the support provided. The importance of a cohesive team and a dense territorial network is underscored for effective collaboration and assistance.

*“Definitely, as I said before, that in health care there would be linguistic and cultural mediation support.”*

*“In addition, bureaucratic streamlining, because often practices remain blocked because of small requirements. “*

**Participant Code (professional): A - Refugees' Secondary Reception Centre Coordinator (interview 9)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

A. is the coordinator of two projects, in two municipalities in the province of Turin, and is principally dealing with family fosters.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview suggests that the worker might have initially anticipated challenges only related to migration issues. However, in the reality, the workers find common ground with migrant women in universal concerns such as family, work, and financial struggles. This evolution in perspective underscores the worker's experience of understanding the multifaceted lives of migrant women, transcending cultural differences and fostering empathy through shared struggles and aspirations.

*"I noticed that you could come from anywhere, but the worries are the same. That you cry and laugh about the same things. The worries are the children, the house, distant relatives, money that is not enough. All these things bring us together."*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. has received continuous training, including legal training, legal reception training, and psychological training. Additionally, they undergo compulsory bi-monthly external psychological supervision. The organization, being a managing body, hires individuals from the country and provides them with training. However, there is a recognition of shortcomings in the system.

*"As far as training is concerned, continuous training is required by the central service. We also have to do an annual report where we add which courses have been done. There is legal training, legal reception training, psychological training. We have also compulsory bi-monthly external psychological supervision."*

**3. Perceived needs in migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The main needs perceived in migrant women revolve around training, as many of them lack school or work training. There is a strong desire among migrant women to study, work, and be considered. Training opportunities are crucial for their empowerment and professional development. A. highlights the importance of providing support for accessing healthcare, particularly through the presence of mediators, who can help overcome cultural barriers, especially in sensitive areas like gynecological care.

*"The main need is training, often they have no school or work training, and they have a great desire to study, work and be considered."*

*"Yes, the lack of mediators. All areas need mediators who are not translators, whereas often only translators are used."*

**4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. states that establishing trust is emphasized through informal settings, such as afternoon tea and casual conversations, which allow migrant women to open up and share their concerns. The importance of empathy is highlighted, emphasizing that workers need to go beyond formal training and genuinely care about the well-being of the individuals they are assisting.

*"The things that helped most to bring out these critical issues were community dances, or music meetings. Meetings held between women where, in the freedom of being able to express oneself, one could understand situations that were not working. It's more useful an afternoon to have a tea and a chat than a meeting where one explains their rights."*

*"First of all, empathy. You can be trained as long as you want, but if you don't like what you do, it's logical that the results are different from someone who puts passion into it, because it's passion that stimulates."*

**5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

There are no reported cases of racism or discrimination within the center, also because they are hosting family and not women alone.

*"It never happened to me. But with nuclei it's more difficult for that to happen. Maybe if they are women alone then it's another matter, but we, apart from women with two or three children, have not had this type."*

## 6. Opportunities and needs regarding the health of migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview indicates the importance of having mediators in various health areas to overcome cultural barriers. A. explains the necessity of mediators beyond translators, to help migrant women access healthcare, particularly in sensitive areas like gynecological care.

*"All health areas in general should have mediators. Because you can persuade an Afghan woman to go to a male gynecologist, but you have to explain it to her, and you need a mediator to do that, otherwise she does not visit."*

## 7. Opportunities and needs regarding the career development of migrant women (training, education and employment).

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview highlights challenges in the system, including the lack of permanent contracts and potential limitations for younger colleagues. The need for specific training, especially in legal aspects and coordination roles, is emphasized. Continuous training and skills enhancement are crucial, and the workers highlight the importance of empathy as a soft skill in their roles.

*"We are a project structured by the ministry, we make a budget and based on that we look for people and hire them through a temporary agency, or by holding competitions. Hiring is not easy for the municipality, none of us have a permanent contract. This is a problem for younger colleagues because, for example, they cannot access a mortgage."*

## 8. Challenges and/or opportunities for the social development of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview highlights the importance of a network for professionals working with migrant women. A. expresses the need for a network to collaborate, share experiences, and support each

other. The interview suggests that in previous years, there was a table organized by the prefecture, emphasizing the value of networking and collaboration among professionals in similar situations.

*"The network is indispensable. In happy years, we had a table in Turin organized by the prefecture. Then emergencies made everything go faster and there was no time. But the network is useful, we need to get to know the local health services, you need to know your colleagues."*

### 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Nothing more is said except the legal training workers need to follow to perform their job.

### 10. Identity and values harmonization for the coexistence of different cultures

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview emphasizes that values such as family, health, and work are common concerns that bring migrant women together, irrespective of their cultural backgrounds. It is suggested that worries about children, the house, distant relatives, and financial constraints are shared among migrant women. The workers are seen as facilitators in understanding and respecting the values of migrant women, and they highlight the need for empathy.

*"I noticed that you could come from anywhere, but the worries are the same. The worries are the children, the house, distant relatives, money that is not enough. All these things bring us together."*

*"When you have a child, you worry about their health, like everybody, because you have the value of the family."*

### 11. Professional role played and the social projection or recognition it should have

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The interview indicates a need for improvement in the system. A. expresses concerns about the predominant focus on welfarism and highlights challenges in the existing system, including the lack of permanent contracts and potential limitations for younger colleagues. There is an emphasis on

the need for recognition and support for professionals working with migrant women, who, over the years, have become a point of reference for those who have been through the center.

*"This morning we had a guy call us who had been out for five years to ask if he could come by and get his CV, and it's nice because you become a point of reference, like a counter."*

*"The system has some important shortcomings. Meanwhile, 80% of the time it is welfarism and that is bad."*

**Participant Code (professional): A-psychologist and youth worker working in a First Reception Centre for asylum seekers (interview 10)**

**Relevant sociodemographic information (maintain anonymity, no more than one paragraph)**

A. is an educator and has been working in reception centres since 2013. A. is mostly working with migrants' women that have been victims of prostitution and human trafficking.

**1. Meanings and significance of their professional participation in the support center: satisfaction, expectations, dilemmas, contradictions, paradoxes..., etc. (no more than one paragraph):**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. highlights the evolution and satisfaction in the workers' professional participation. Over time, they have achieved success in encouraging people to report, which is seen as an achievement. The mention of improvements in the approach to services and the initial lack of preparedness indicates the significance of their work in making positive changes within the support center. A. emphasizes the evolving nature of the clientele and how the workers have adapted to these changes. The mention of beneficiaries becoming more prepared over time suggests a positive impact on their work, contributing to the overall satisfaction and effectiveness of their professional engagement in the support center.

*"Yes, at the beginning, it was difficult to get people to report, but now we've even managed to get two ladies to report. Even if it's only two, it's still an achievement for us. The approach to the services is different. Initially, the services were not prepared, when I arrived there was not even a pink code, the staff did not know how to detect abuse."*

*"The clientele is always different, but we have noticed that the more time passes, the more prepared the beneficiaries are. There are fewer problems for those who came from deprived areas where you don't have certain knowledge. And so, you solve the problem with immigration turnover. Since 2009, when I was volunteering, I have seen so many arrivals and so many dynamics."*

**2. Training they have received and/or need to perform their work**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. emphasizes the importance of training, particularly in legal aspects. The process involves a series of steps, including initial coaching, interviews, one-day trials, and longer trials. Older colleagues observe younger colleagues, and descriptive questions about typical situations are administered



during interviews. The interview mentions a structured approach to personnel selection with established procedures. Extra measures could involve further enhancing training programs or providing additional resources for anxiety management to ensure the well-being of both the personnel and beneficiaries.

*"We do a lot of training, legal training, and older colleagues observe younger colleagues."*

*"There is a structure and procedures that must be followed to safeguard against things happening."*

### 3. Perceived needs in migrant women.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

The perceived needs in migrant women primarily revolve around material and emotional aspects. Women tend to express material needs such as pocket money, groceries, and children's clothes. However, there is a potential risk of excessive delegation, emphasizing the importance of finding a balance between support and encouraging independence. Health-related needs, including medical examinations, check-ups, and contraceptive education, are also prevalent.

*"Unlike men, who have important emotional needs, women tend to put everything on a material level so, pocket money, groceries, children's clothes because they are so used to it."*

*"Their need for love goes through health care, many requests are for medical examinations, check-ups."*

*"The danger there, however, is that they delegate you too many things in the care and then do not know how to do it independently, so a balance is needed."*

### 4. Emotional implications in life coping in migrant woman: self-esteem and personal reconstruction.

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. highlights that trust-building is crucial, as migrant women initially require time to establish confidence in the workers. The workers utilize various approaches, such as organizing dinners and inviting neighbors. Initial reluctance from the women gradually transforms into a willingness to engage, with shared activities like cooking together. Women also exhibit a strong reliance on workers for advice about children, indicating an emotional need for guidance in parenting. However, overcoming obstacles related to external networks, prejudices, and cultural backgrounds

is crucial. A. acknowledge the complexities arising from unloved children in adulthood, highlighting the challenge of building trust and dispelling skepticism about genuine care.

*"These migrant women need time to feel trust in the workers, but once they get it, it reaches its peak when they start asking for advice about children."*

*"Even simply organizing dinners and inviting neighbors. Initially, they didn't care much, but they still offered to cook, and we went and cooked with them, it was nice."*

*"For unloved children, in adulthood, it is complicated to think that someone cares about them without ulterior motives."*

##### **5. Revictimization: specific situations or perception (if experienced).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. acknowledges instances of secondary victimization within the center and in everyday situations, including racism, discrimination, and challenges related to institutional interactions. Specific situations, such as child removals predominantly affecting black mothers. A. expresses concern about the differential treatment of African mothers in school reports compared to their Italian counterparts. A. adopts a resilient approach to prevent revictimization and A. also mentions becoming more adept in dealing with various stakeholders, including teachers, institutions, and social workers, highlighting that services have evolved, with better-trained social workers, indicating progress in addressing revictimization.

*"I find it peculiar that child removals are mostly done to black ladies, with parenting skills that may be different but not absent."*

*"The services have changed, and we have met better-trained social workers. In any case, I hope we are moving towards the best."*

*"There is then also a big prejudice in little things, because then these mothers go to see the children, and, maybe as the first thing they notice is the hair because in Africa through hair care the mother is evaluated."*

##### **6. Opportunities and needs regarding the health of migrant women.**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. discusses prioritizing health areas for migrant women, emphasizing the successful resolution of Pap test issues through Prevenzione Serena. A. also highlights the importance of screening for Mediterranean anaemia, favism, and parasitosis, which might be overlooked. A. acknowledges resistance, particularly the reluctance of women due to concerns about excessive blood tests. However, efforts are made to overcome such reservations through a gradual and personalized approach. A. also addresses the importance of better health assessment, taking into account the specific background of women.

*"There was a girl who was thought to have bladder cancer, they had to remove it with consequences on the reproductive system, we then asked for another consultation, they realized that it was a Gambian parasite that had entered through the fingers and gone up there, and they solved it with three tablets."*

*"There is still a bit of a preconception 'if I go to the hospital, they take too many vials of blood', so they don't want to go to the next visit because they think the blood won't reform."*

## **7. Opportunities and needs regarding the career development of migrant women (training, education and employment).**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

Various initiatives, including psychological supervision groups, trust-building exercises, psychodrama, meetings with mental health professionals, legal training, and collaborations with law enforcement, contribute to the multifaceted development of the workers. External training sessions further supplement their skills.

*"And then there was also a psychologist who also came to do psychological supervision."*

*"Finally, meetings with a lawyer who prepared us on the whole legal side."*

*"Then there are external trainings where we are sent."*

## **8. Challenges and/or opportunities for the social development of migrant women**

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

While specific needs for social development are not explicitly mentioned, A. alludes to the importance of staying connected with a network in a similar situation.

*"We did several psychological supervision groups over the years"*

## 9. Challenges and/or opportunities in the rights (legislation and access) of migrant women

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. indicates challenges in the financial aspects of working for institutions, including delayed payments and unfair checks. Additionally, the mention of issues with neighbors and the introduction of bedbugs due to used clothes highlight potential blind spots or challenges that the workers face, suggesting a need for better support or regulations in these areas.

*"Working for institutions, you're always a little bit slack on the financial side, they pay months late, then they do checks that are unfair."*

*"Even involving the neighbors in the building next door, they pass them from their balconies. Then there are those who buy used clothes, and we end up with bedbugs in our mattresses."*

## 10. Identity and values harmonization for the coexistence of different cultures

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. highlights the importance of material aspects, such as pocket money, groceries, and children's clothes, indicating that migrant women highly value these practical and material aspects.

A. emphasizes the need for migrant women to see themselves as individuals beyond their roles as mothers, indicating a potential shift in values or priorities.

*"Unlike men, who have important emotional needs, women tend to put everything on a material level so, pocket money, groceries, children's clothes because they are so used to it."*

*"This makes them realize that they are living beings and do not identify only with the role of mother."*

## 11. Professional role played and the social projection or recognition it should have

**Direct quotes from the interview that support the previous record (select an excerpt, at least):**

A. highlights financial challenges, delayed payments from institutions, unfair checks, and difficulties with the clientele, including issues with living conditions and access to essential documents. The

interviewee also mentions positive changes in relations with local authorities, emphasizing the need for more support from higher institutions.

*"Working for institutions, you're always a little bit slack on the financial side, they pay months late."*

*"And then maybe it would also be good to have a little more access to documents, certain residence permits if we ask for them now, they will give them to us in more than six months."*

## Practical indications for operators

The interviews and research on best practices in combating violence against migrant women in Italy have yielded valuable insights for improving prevention measures and support for victims. Key findings include:

### 1. Effective Communication with Patients:

- Enhanced communication between healthcare professionals and migrant women is crucial for improving patient satisfaction, treatment acceptance, and health outcomes.
- Strategies to achieve effective communication include assisting patients in providing information, involving them in decision-making processes, and managing expectations realistically.

### 2. Role of the Cultural Mediator:

- Cultural mediators play a vital role in integration pathways, particularly within the healthcare system.
- Building stronger relationships with cultural mediators is essential for providing adequate assistance to migrant women with diverse linguistic and cultural backgrounds.

### 3. Importance of Healthcare Professional Training:

- Healthcare professionals require mandatory training on issues such as Female Genital Mutilation (FGM) to ensure appropriate screening, diagnosis, assistance, and prevention.
- Lack of awareness and training among medical personnel poses challenges in recognizing and addressing specific healthcare needs, such as FGM complications.

### 4. Communication, Language Barriers, and Interpreting:

- Language barriers hinder effective communication between migrant women and healthcare providers, leading to social exclusion and inadequate access to healthcare services.
- The introduction of interpreters and intercultural mediators is essential for bridging communication gaps and ensuring migrants receive comprehensive healthcare services.

### 5. Intercultural Differences and Competencies:

- Medical staff lack extensive knowledge of intercultural competencies, highlighting the need for training in understanding patients' cultural backgrounds and values.
- Special sensitivity to issues related to attitudes towards the body, privacy, and gender relationships is crucial in the treatment of migrant women.

6. Ethnic Stereotypes, Prejudices, and Discriminatory Practices:

- Discriminatory treatment practices exist among healthcare providers, necessitating increased awareness and sensitivity to reduce intercultural prejudices and stereotypes.
- Introducing treatment protocols tailored to migrants' cultural specificities and the presence of intercultural mediators can help mitigate discriminatory practices.

7. Knowledge of the Healthcare System and Access to Services:

- Migrants often lack information about healthcare options and rights, leading to exclusion from essential services and long waiting times.
- Providing written information in migrants' languages and addressing socio-economic disparities are essential for improving access to healthcare services.

8. Importance of Social Ties in Ensuring Reproductive Health:

- Social networks play a crucial role in facilitating access to healthcare services related to sexual and reproductive health for migrant women.
- Migrants without social ties are more vulnerable, emphasizing the need for community engagement and support initiatives.

9. Systemic Solutions for Migrant Issues:

- Systemic solutions focusing on inclusivity, cultural sensitivity, and empowerment are necessary to address the multifaceted challenges faced by migrant women.
- Initiatives such as language courses, psychological support, cultural competence training, and economic empowerment programs can enhance support for migrant women.

Here's a brief outline of how the identified practices can be useful to professionals in the fields of psychology and social services:

**Best Practice 1: Turin, My City Program**

Type of operator who can use it	Name of the practice/methodology or tool	Type of violence opposed	Area of intervention	Description of the practice/methodology or tool indicating its application on migrant women	Methods and times of application
Psychologists, Social Workers, Educators, Counselors	Turin, My City	Gender Based Violence, and Social Isolation, Educational Inequality, Discrimination	Holistic Approach	The "Turin, My City" program is a comprehensive initiative empowering women from 20 countries in	The program offers 2 weeks of courses from October to June, totaling 2 days

		<p>Restricti Autonomy, Language Communica Barriers, Access to Services, and Relic Discrimi Economic Vulnerabi Systemic Discrimi</p>		<p>It provides support sys including l education, training, e support, ch services, c education, support, co health, leg and cultura</p>	<p>week fo hours e day, al during weekday morning curricu include hours o languag mathema and civ 60 hour 'active citizen coverin various Individ consult and cul activit also dep during time.</p>
--	--	---	--	--	---

- Holistic Approach to Integration: Psychologists and social workers can learn from the Turin, My City program's holistic approach to immigrant integration, which goes beyond language education to include vocational training, employment support, childcare services, citizenship education, social support, counseling, health services, legal advice, and cultural activities. This comprehensive approach addresses the multifaceted needs of immigrant women and their families, promoting their well-being and successful integration into society.
- Gender-Based Violence Prevention: Professionals can adopt strategies from the program to prevent gender-based violence among immigrant women, such as providing exclusive morning classes for women, offering safe and supportive spaces, and addressing potential restrictions on autonomy imposed by partners. By creating environments that empower women and promote gender equality, psychologists and social workers can contribute to reducing the risk of gender-based violence and supporting survivors.
- Cultural Integration and Inclusion: The program's focus on facilitating cultural integration through language courses, guided city tours, visits to cultural institutions, and workshops on intercultural understanding can inform psychologists and social workers about effective strategies for promoting cultural inclusion and diversity. By fostering interactions between immigrant women and the broader community, professionals can help create more inclusive and supportive environments for migrants.



- Collaboration and Partnerships: Professionals can learn from the program’s collaboration with various stakeholders, including adult education centers, government agencies, community organizations, and cultural institutions. By forming partnerships and leveraging resources from multiple sectors, psychologists and social workers can enhance the effectiveness of their interventions and provide more comprehensive support to immigrant populations.

### Best Practice 2: A Journey for Freedom

Type of operator who can use it	Name of the practice /methodology or tool	Type of violence opposed	Area of intervention	Description of the practice/methodology or tool indicating its application on migrant women	Methods and times of application
Psychologists, Counselors, Social Workers, Educators, Mediators	A Journey for Freedom	Gender-Based Violence	Emotional, Economic, and Housing Autonomy	"A Journey for Freedom" project provides a safe haven and holistic support for migrant and refugee women who have experienced gender-based violence, including sexual violence, forced marriages, genital mutilation, and sexual exploitation. It emphasizes achieving emotional, economic, and housing autonomy through psychological support, economic empowerment, and housing assistance.	The methodology is based on feminist empowerment, trauma-informed care, inclusive integration, and a holistic approach. Tools include individualized empowerment plans, language courses, household management training, art therapy sessions, co-residency agreements, and regular group meetings. Support extends throughout the journey of overcoming violence until achieving full autonomy.

- **Trauma-Informed Care:** Psychologists and social workers can adopt a trauma-informed approach to supporting migrant and refugee women who have experienced gender-based violence, as exemplified by the A Journey for Freedom project. By understanding the impacts of trauma and providing sensitive and empowering interventions, professionals can help survivors heal and rebuild their lives.
- **Safe Spaces and Refuge:** Professionals can recognize the importance of providing safe spaces and refuge for migrant and refugee women who have experienced violence, as demonstrated by the project's dedicated building with bedrooms and shared spaces. Creating environments where survivors feel supported and empowered is essential for their recovery and well-being.
- **Empowerment Through Skill Development:** The project's focus on empowerment through skill development, including language courses, professional training, and economic independence initiatives, can inform psychologists and social workers about effective strategies for promoting self-sufficiency and autonomy among survivors of gender-based violence. By providing opportunities for education and employment, professionals can help survivors regain control over their lives and achieve independence.
- **Cultural Mediation and Inclusivity:** The project's use of cultural mediators and its inclusive approach to serving women from diverse ethnic backgrounds highlight the importance of cultural sensitivity and inclusivity in supporting survivors of gender-based violence. Psychologists and social workers can learn from these practices and strive to create culturally responsive interventions that meet the unique needs of diverse populations.

### Best Practice 3: WASI

Type of operator who can use it	Name of the practice/methodology or tool	Type of violence opposed	Area of intervention	Description of the practice/methodology or tool indicating its application on migrant women	Methods and times of application
Psychologists, Social Worker, Counselor, Educator	WASI	Cultural Violence, Psychological Violence, Economic Violence, Gender Based Violence, Social Violence, Structural Violence	Psychological Support, Empowerment	WASI provides psychological and empowerment through skill development and language courses, creative writing, professional development and financial support for migrant women in Italy. It offers a safe space for psychological	The methodology involves recruiting qualified professionals including psychologists and cultural mediators who conduct one-on-one counseling addressing psychological challenges. Group sessions, workshops, language courses, and building pro-

				<p>refuge from and employment opportunities for women from diverse ethnic backgrounds</p>	<p>offered to women economic and social opportunities. Implementation includes pre-implementation assessment, collaborative professional recruitment) implementation of counseling group sessions (adaptation of pandemic), and implementation (community collaborative organization continuous improvement)</p>
--	--	--	--	---	--

- **Psychological Support:** Psychologists and social workers can learn from WASI's approach to providing psychological support tailored to the needs of migrant women. This includes offering individual counseling sessions, group therapy sessions, and workshops to address psychological challenges such as anxiety, depression, and trauma related to migration experiences.
- **Cultural Sensitivity:** Professionals can gain insights into the importance of cultural sensitivity when providing services to migrant populations. WASI's use of cultural mediators, who understand the cultural backgrounds of the women they support, demonstrates how cultural understanding can enhance the effectiveness of psychological interventions.
- **Empowerment Through Skill Development:** Social service professionals can incorporate elements of skill development, such as language courses, creative writing classes, and financial education, into their support programs. These activities empower migrant women economically and socially, helping them build resilience and independence.
- **Holistic Approach:** Psychologists and social workers can adopt a holistic approach to supporting migrant women by addressing not only their psychological needs but also their broader social, economic, and cultural concerns. WASI's comprehensive services encompass various areas of intervention, demonstrating the effectiveness of a multifaceted approach to promoting well-being.

**Best Practice 4: Transcultural Clinic**

Type of operator who can use it	Name of the practice/methodology or tool	Type of violence opposed	Area of intervention	Description of the practice/methodology or tool indicating its application on migrant women	Methods and times of application
Healthcare Professionals, Cultural Mediators, Cooperative Organizations	Transcultural Clinic	Cultural Violence, Psychological Violence, Gender-Based Violence, Social Violence, Structural Violence	Group Transcultural Healthcare, Cultural Mediation, Joint Consultation in Healthcare, Childbirth Preparation Courses, Cultural Sensitivity in Healthcare Services, Therapy Sessions, Prevention and Well-being	Cooperativa Crinali's transcultural clinic in Milan provides group transcultural healthcare, cultural mediation, joint consultations, childbirth preparation courses, and cultural sensitivity in healthcare services for immigrant women. It involves smaller group sessions led by Italian therapists and cultural mediators, ensuring comprehensive and culturally sensitive interventions.	The methodology employs cultural mediators to bridge cultural gaps and facilitate communication. It utilizes group therapy sessions, joint consultations, preparation for birth groups, and native language usage to create an inclusive healthcare environment. The implementation involves collaboration with healthcare professionals, cultural mediators, and immigrant women, targeting various healthcare settings.

- **Cultural Mediation:** Professionals can learn from the transcultural clinic's use of cultural mediators to facilitate communication and understanding between healthcare providers and migrant women. This approach helps bridge cultural gaps and ensures that healthcare services are accessible and culturally sensitive.
- **Group Therapy:** Psychologists can explore the benefits of group therapy sessions, as implemented in the transcultural clinic, for addressing psychological issues within migrant communities. Group settings provide a supportive environment for women to share their experiences, receive validation, and learn coping strategies.
- **Joint Consultations:** Healthcare professionals can adopt the model of joint consultations, where gynecologists, psychologists, and cultural mediators collaborate to address the holistic needs of migrant women. This interdisciplinary approach ensures that psychological concerns are integrated into healthcare services and promotes comprehensive care.

- **Preventive Healthcare:** Social service professionals can advocate for preventive healthcare measures, such as childbirth preparation courses and well-being workshops, to support the health and well-being of migrant women. These initiatives promote health literacy, empower women to make informed decisions, and reduce barriers to accessing healthcare services.

Below are practical indications and useful tools for psychologists, social workers and migrant operators.

**Psychologists**

Practice/Methodology or Tool	Type of Violence Opposed	Area of Intervention	Description	Methods and Times of Application
Trauma-Informed Care	Physical Psychol	Mental	Providing with an understanding of trauma's impact on migrant women's well-being	Implement during sessions, groups, and interventions
<b>Culturally Sensitive Therapy</b>	Psychol	Mental	Tailoring approaches to align with cultural background and values of women	Utilized individual sessions, family therapy, and community values
<b>Empowerment Workshops</b>	Psychol Economic	Empower	Equipping migrant women with skills, resources, and assertiveness	Conducted periodically in community settings, on skill development and empowerment strategies

**Social Workers**

Practice/Methodology or Tool	Type of Violence Opposed	Area of Intervention	Description	Methods and Times of Application
Case Management	Various	Social	Providing personal support	Implement through support

			assist a migrant navigate complex	including assessment, planning, and advocacy
<b>Support Groups</b>	Psychological Emotions	Community Engagement	Offering space for migrant to share experiences and build network	Conducting regularly for peer and collective empowerment
<b>Advocacy Programs</b>	Various	Empowerment	Championing the rights and needs of women against systemic through advocacy	Ongoing engagement with policymakers, community leaders, and stakeholders to drive change

**Migrant operator and other**

Practice/Methodology or Tool	Type of Violence Opposed	Area of Intervention	Description	Methods and Times of Application
<b>Cultural Sensitivity Training</b>	Various	Empowerment	Enhancing understanding of diverse cultural backgrounds and needs to provide more effective support	Conducted through workshops, sessions, and ongoing professional development
<b>Community Outreach Programs</b>	Various	Community Engagement	Engaging communities through outreach activities, information support, and religious resources	Conducted regularly in community settings, cultural, religious, and social gatherings
<b>Legal Assistance Referrals</b>	Legal	Empowerment	Facilitating access to legal resources and migrant workers facing legal	Offered by connecting individual migrant workers with legal aid

			challenges	organizati
			seeking pr	pro bono

## Summary of the research and conclusion

### Findings

From interviews with migrant women in Italy, it's evident that perceptions of migration and the violence they face vary, influenced by cultural backgrounds, experiences, and support structures. Migrant women encounter challenges such as gender-based discrimination, restrictive societal norms, and instances of violence, which contribute to their marginalization and vulnerability. These challenges are deeply ingrained in societal attitudes and require multifaceted interventions to address systemic inequalities and promote gender equity.

Support for migrant women in Italy is facilitated by various organizations and reception centers offering essential services such as housing, medical aid, legal assistance, and community support. While these services are crucial for meeting immediate needs and fostering integration, challenges such as overcrowding, financial constraints, and gender-based discrimination persist, necessitating concerted efforts to enhance accessibility, quality, and inclusivity.

Legal assistance plays a critical role in safeguarding the rights of migrant women, yet challenges such as bureaucratic delays and regional disparities in access remain. Addressing these challenges requires streamlining legal processes, reducing bureaucratic barriers, and improving information dissemination to empower migrant women and uphold their rights effectively.

Several organizations and reception centers implement social initiatives aimed at fostering inclusivity, community building, and holistic support for migrant women. These initiatives encompass staff support programs, community engagement activities, integration facilitation services, and language/vocational training opportunities. However, resource limitations and cultural barriers may impede their effectiveness, highlighting the importance of collaboration between stakeholders and incorporating feedback from migrant women to create more comprehensive and inclusive support systems.

Professionals supporting migrant women in Italy exhibit a nuanced understanding of the multifaceted needs, challenges, and opportunities faced by this demographic. Their perception of the phenomenon and the social projection of their work underscore the importance of addressing practical, economic, social, and emotional dimensions to foster successful integration and well-being. Despite their commitment and dedication, they encounter significant challenges, including bureaucratic hurdles, cultural differences, and systemic biases, which hinder their effectiveness in providing support and promoting social inclusion.

Effective communication between healthcare professionals and patients is crucial for patient satisfaction, treatment acceptance, and health outcomes. The literature highlights several desirable characteristics of good communication, including assisting patients in providing information, involving them in decision-making processes, and managing expectations realistically.

Cultural mediators play a significant role in integration pathways, particularly within the healthcare system. However, there is no national legislation governing their role, leading to disparities in their utilization across regions. Language barriers exacerbate the need for culturally selected mediators, as many migrant women lack proficiency in the Italian language.



Healthcare professionals lack awareness and training regarding issues such as Female Genital Mutilation (FGM). Despite available resources, FGM is often not included in medical curricula, leading to difficulties in diagnosis and management. Changes in migration patterns have made it imperative for professionals to receive training on managing the healthcare needs of women affected by FGM.

Interpreting in sexual and reproductive health lacks systematic regulation, leading to communication difficulties between healthcare providers and migrant women. Language barriers result in exclusion from healthcare services, affecting treatment outcomes and patient satisfaction. The introduction of interpreters in healthcare services is crucial to addressing this issue.

Despite efforts to promote intercultural competencies in healthcare, medical staff still lack extensive knowledge in this field. Migrants and healthcare providers alike emphasize the importance of intercultural empathy and understanding. Basic information about patients' cultural backgrounds, particularly regarding sexual and reproductive health, is essential for providing effective care.

Discriminatory treatment practices are present among healthcare providers, affecting the quality of care received by migrant women. Increased awareness and training are necessary to address discriminatory practices and reduce intercultural prejudices. Tailored treatment protocols and the presence of intercultural mediators can help mitigate discriminatory practices.

Migrants often lack information about their rights and options in the healthcare system, leading to difficulties in accessing essential services. Socio-economic status further exacerbates disparities in healthcare access. Addressing systemic barriers and empowering women to navigate healthcare systems are crucial for improving accessibility.

Social networks play a vital role in facilitating access to healthcare services for migrant women. Lack of social ties can lead to vulnerability in reproductive and mental health. Collaborative efforts to foster social support and community engagement are essential for addressing the needs of migrant women.

To effectively address the challenges faced by migrant women in Italy, it is imperative to adopt systemic approaches that prioritize inclusivity, cultural sensitivity, and empowerment. This entails overcoming language barriers, providing psychological support, and implementing cultural competence training. Moreover, collaboration with community institutions and advocacy for systemic reforms are essential for ensuring sustained support for migrant women.

In conclusion, enhancing the support systems for migrant women in Italy necessitates addressing systemic inequalities, promoting gender equity, and improving access to essential services and legal assistance. Collaborative efforts involving stakeholders, informed by the experiences and needs of migrant women themselves, are fundamental for fostering inclusive and empowering environments where migrant women can thrive and contribute meaningfully to society.

## Recommendations

To improve prevention efforts and support for migrant women, several key strategies emerge from the findings:

1. **Holistic Support Approach:** Professionals emphasize the importance of a holistic approach that addresses practical, economic, social, and emotional needs. This involves not only

providing material assistance but also empowering migrant women economically, socially, and emotionally to facilitate their integration into Italian society.

2. **Collaboration and Networking:** Collaboration with government agencies, NGOs, community groups, and other stakeholders is essential to leverage resources, share best practices, and coordinate efforts to address the diverse needs of migrant women more comprehensively. Networking with policymakers, community leaders, and service providers also helps in advocating for policy changes and mobilizing support for initiatives.
3. **Continuous Learning:** Continuous learning through participation in training programs, workshops, and peer learning exchanges is crucial for professionals to stay informed about emerging trends, best practices, and evolving needs within the migrant community. This enables them to adapt their approaches and interventions effectively.
4. **Creating Safe and Supportive Environments:** Establishing trusting relationships, providing emotional support, and fostering cultural sensitivity are paramount for creating safe and supportive environments for migrant women. This involves demonstrating empathy, respect, and genuine concern for their well-being, as well as offering emotional support and counseling to help them cope with their experiences.
5. **Institutional Recognition and Support:** Institutions and policymakers need to prioritize fair compensation, adequate resources, and institutional recognition for the work of professionals supporting migrant women. This includes providing competitive salaries, access to training and professional development programs, and opportunities for career advancement. Fostering a supportive work culture that values the contributions of all staff members and promotes work-life balance is also essential.
6. **Effective Communication with Patients:** Establish national guidelines for effective communication between healthcare professionals and migrant patients, emphasizing the importance of cultural sensitivity and language accessibility. Develop training programs for healthcare professionals to enhance their communication skills and understanding of diverse cultural backgrounds.
7. **The Role of the Cultural Mediator:** Enact national legislation governing the role of cultural mediators in healthcare settings to ensure consistency and standardization across regions. Provide resources for the recruitment and training of culturally selected mediators, focusing on language proficiency and cultural competence. Develop functional materials in multiple languages with the assistance of cultural mediators to bridge communication gaps.
8. **The Importance of Healthcare Professional Training:** Integrate training on issues such as Female Genital Mutilation (FGM) into medical curricula for healthcare professionals, including gynecologists, obstetricians, and midwives. Develop guidelines and tools for healthcare professionals to effectively manage the healthcare needs of women affected by FGM. Ensure access to continuous education and training opportunities for healthcare professionals working with migrant populations.
9. **Communication, Language Barriers, and Interpreting:** Establish regulations for interpreting services in sexual and reproductive health to ensure consistent and reliable communication

between healthcare providers and migrant patients. Increase access to interpreters in healthcare settings, particularly for languages commonly spoken by migrant populations. Provide training for healthcare providers on working effectively with interpreters and addressing language barriers.

10. **Intercultural Differences and Intercultural Competencies:** Implement training programs for healthcare professionals to enhance their intercultural competencies, emphasizing the importance of cultural understanding and empathy. Provide resources and support for healthcare professionals to learn about the cultural backgrounds and practices of their patients, particularly in the context of sexual and reproductive health.
11. **Ethnic Stereotypes, Ethnic Prejudices, Nationalism, "Racism," and Discriminatory Practices:** Conduct awareness campaigns and training sessions to address discriminatory treatment practices among healthcare providers, focusing on reducing intercultural prejudices and stereotypes. Develop and implement treatment protocols tailored to the cultural specificities of migrant women, with input from intercultural mediators. Ensure the presence of intercultural mediators in healthcare settings to support migrant patients and mitigate discriminatory practices.
12. **Knowledge of the Healthcare System, Rights, and Access to Healthcare Services:** Develop and distribute written materials on healthcare rights and options in multiple languages to empower migrant women and improve their access to healthcare services. Address socio-economic barriers to healthcare access by providing support programs and resources for marginalized migrant populations. Advocate for policies that promote equitable access to healthcare services for all migrant women, regardless of socio-economic status.
13. **The Importance of Social Ties in Ensuring the Reproductive Health of Migrant Women:** Foster social support networks and community engagement initiatives to facilitate access to healthcare services for migrant women. Collaborate with community institutions and organizations to provide comprehensive support for migrant populations, including counseling, advocacy, and cultural activities. Empower migrant women to build and maintain social ties within their communities to enhance their reproductive health and overall well-being.
14. **Systemic Solutions for Issues Related to Migrants:** Implement systemic solutions that prioritize inclusivity, cultural sensitivity, and empowerment in addressing the needs of migrant women. Provide language courses, psychological support, and cultural competence training for healthcare professionals and community leaders. Advocate for policies and initiatives that challenge systemic barriers and promote the rights and well-being of migrant women at the national level.

By implementing these strategies, professionals supporting migrant women can enhance prevention efforts and support for migrant women in Italy, ultimately contributing to the creation of a more inclusive and equitable society where all individuals, regardless of their background, can thrive and fulfill their potential.



## Sources

Asylum Information Database, specifically the section on Italy's reception conditions. [Link: [https://asylumineurope.org/reports/country/italy/reception-conditions/short-overview-italian-reception-system/#\\_ftn1](https://asylumineurope.org/reports/country/italy/reception-conditions/short-overview-italian-reception-system/#_ftn1)]

Bulman, K. H., & McCourt, C. (2002). "Somali refugee women's experiences of maternity care in west London: a case study." *Critical Public Health*, 12(4), 365-380. Retrieved from [[https://www.researchgate.net/publication/244887672\\_Somali\\_refugee\\_women's\\_experiences\\_of\\_maternity\\_care\\_in\\_west\\_London\\_A\\_case\\_study](https://www.researchgate.net/publication/244887672_Somali_refugee_women's_experiences_of_maternity_care_in_west_London_A_case_study)]

Cantwell, R., Clutton-brock, T., Cooper, G., Dawson, A., Drife, J., Garrod, D., ... & Millward-sadler, H. (2011). "Saving Mothers' Lives: Reviewing maternal deaths to make motherhood safer: 2006-2008. The Eighth Report of the Confidential Enquiries into Maternal Deaths in the United Kingdom." Retrieved from [[https://www.publichealth.hscni.net/sites/default/files/Saving%20Mothers%27%20Lives%202006-2008\\_0.pdf](https://www.publichealth.hscni.net/sites/default/files/Saving%20Mothers%27%20Lives%202006-2008_0.pdf)]

D'Alconzo G., La Rocca S., & Marioni E. (2002). "Italy: Good practices to prevent women migrant workers from going into exploitative forms of labour (co-author)." In GENPROM Working Paper No. 4, Series on Women and Migration. Geneva: ILO. Retrieved from [[https://www.ilo.org/wcmsp5/groups/public/@ed\\_emp/documents/publication/wcms\\_117932.pdf](https://www.ilo.org/wcmsp5/groups/public/@ed_emp/documents/publication/wcms_117932.pdf)]

Degni, F., Suominen, S., Essén, B., El Ansari, W., & Vehviläinen-Julkunen, K. (2012). "Communication and cultural issues in providing reproductive health care to immigrant women: health care providers' experiences in meeting Somali women living in Finland." *Journal of immigrant and minority health*, 14(2), 330-343. Retrieved from [[https://www.academia.edu/32242217/Communication\\_and\\_Cultural\\_Issues\\_in\\_Providing\\_Reproductive\\_Health\\_Care\\_to\\_Immigrant\\_Women\\_Health\\_Care\\_Providers\\_Experiences\\_in\\_Meeting\\_Somali\\_Women\\_Living\\_in\\_Finland](https://www.academia.edu/32242217/Communication_and_Cultural_Issues_in_Providing_Reproductive_Health_Care_to_Immigrant_Women_Health_Care_Providers_Experiences_in_Meeting_Somali_Women_Living_in_Finland)]

Flores G. (2004). "The Impact of Medical Interpreter Services on the Quality of Health Care: A Systematic Review." *Medical Care Research and Review*, 62(3), pp. 255-299. Retrieved from [[https://www.researchgate.net/publication/7846174\\_The\\_Impact\\_of\\_Medical\\_Interpreter\\_Services\\_on\\_the\\_Quality\\_of\\_Health\\_Care\\_A\\_Systematic\\_Review](https://www.researchgate.net/publication/7846174_The_Impact_of_Medical_Interpreter_Services_on_the_Quality_of_Health_Care_A_Systematic_Review)]

Hawkey, A. J., Ussher, J. M., Perz, J., & Metusela, C. (2017). "Experiences and constructions of menarche and menstruation among migrant and refugee women." *Qualitative health research*, 27(10), 1473-1490. Retrieved from [<https://link.springer.com/article/10.1007/s10508-016-0898-9>]

ISTAT. (2015). "Violence Against Women in and Outside the Family." Presidenza del consiglio dei ministri, Dipartimento per le pari opportunità. Retrieved from [<https://www.istat.it/it/files//2019/11/Violence-against-women-2014.pdf>]

Lombardi, L. (2004). "Donne immigrate e salute riproduttiva tra modelli culturali e condizioni sociali." Working Papers del Dipartimento di Studi Sociali e Politici, Università degli Studi di Milano, Dipartimento di Studi Sociali e Politici. Retrieved from

[<https://www.yumpu.com/it/document/read/26378776/la-salute-riproduttiva-delle-donne-immigrate-in-italia-corporeita-e->]

Maronilli, M. P. (2020). "La salute riproduttiva delle donne immigrate: Possibilità e barriere nel Servizio di Consultorio Familiare di Favaro Veneto." Corso di Laurea Magistrale in "Lavoro, cittadinanza sociale, interculturalità." Tesi di Laurea Magistrale. Retrieved from [<http://dspace.unive.it/bitstream/handle/10579/19045/858913-1247529.pdf?sequence=2>]

Metusela C., Ussher J., Perz J., Hawkey A., Morrow M., Narchal R., Estoesta J., Monteiro M. (2017). "In My Culture, We Don't Know Anything About That": Sexual and Reproductive Health of Migrant and Refugee Women. *International Journal of Behavioural Medicine*, 24(6), pp. 836-845. Retrieved from [<https://www.tandfonline.com/doi/full/10.1080/13557858.2021.1980772>]

Pavlish, C. L., Noor, S., & Brandt, J. (2010). "Somali immigrant women and the American health care system: discordant beliefs, divergent expectations, and silent worries." *Social Science & Medicine*, 71(2), 353-361. Retrieved from [<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2893335/>]

Pugliese E., (2006). "L'Italia tra migrazioni internazionali e migrazioni interne." Il Mulino, Bologna

Sayad A., (2002). "La doppia assenza. Dalle illusioni dell'emigrato alle sofferenze dell'immigrato." Cortina, Milano. Retrieved from [[https://www.academia.edu/35551907/Prefazione\\_a\\_La\\_doppia\\_assenza](https://www.academia.edu/35551907/Prefazione_a_La_doppia_assenza)]

"Wanted in Rome" newspaper, November 25, 2021. [Link: <https://www.wantedinrome.com/news/italy-survey-reveals-shock-attitudes-to-violence-against-women.html>]

UNHCR (United Nations High Commissioner for Refugees) website. For further details, you can refer to the original source at: <https://help.unhcr.org/italy/asylum-italy/reception/>

