

ENG

**LILA**

**Supporting GBV  
survivors**

**CATALOGUE  
CONTAINING THE  
4 LILA PILOTS**

(BELGIUM, GREECE, ITALY AND SPAIN)





## 0. General introduction to the Pilot and process of design

### Framework

Through its years of activity, ABD has worked to improve the quality of life of children, youngsters, girls and women in a particularly vulnerable situation, especially those suffering/experiencing gender-based violence, abusive behaviour or child abuse. LILA capitalizes on ABD's experience managing public specialised intervention services (SIE, SIADs and PIADs) in the region of Catalonia, delivering psychological, legal and social aid to women and children victims of GBV, and will also complement the existing owned programs that provide social support to women at risk of social exclusion and their children (e.g. PREINFANT, program aimed at preventing child abuse and promoting maternity support through training of maternal and parental skills, online attention, and housing providing).

ABD will implement the pilot of the project in two SIE centers (Specialized Intervention Service): in SIE Garraf-Penedès (located in Vilanova i la Geltrú) and in SIE Baix Llobregat (located in Sant Feliu de Llobregat). Both are centers located in the province of Barcelona which offer comprehensive care and resources in the recovery processes to women who have suffered or are suffering violence, as well as to their children. These are public services offered by the government of Catalunya (Generalitat de Catalunya).

### Process of co-design

In order to design the pilot, the following actions were carried out:

- ❖ **June 2022 – December 2022:** The preparation of the pilot started on June 2022 with a first introductory meeting with the directors of the anti-violence services where the pilot activities were going to be implemented preparation and co-design:
  - First co-design meeting with directors of SIE (held online on 29/09/22).
  - Second co-design meeting with directors of SIE (held on 21/10/22).





- Meeting to present the results of the co-design sessions with the Director of the Family and Childhood Area of ABD and the Director of Inclusion and Poverty Area of ABD (held online on 04/11/22)
  - Elaboration of the first draft of the pilot of the project (November 2022) based on the meetings held. The draft was shared with the two directors of the SIE, with the Director of the Family and Childhood Area of ABD and the Director of Inclusion and Poverty Area of ABD.
  - Validation meeting of the first draft of the pilot with the two directors of SIE, the Director of the Family and Childhood Area of ABD, and the Director of Inclusion and Poverty Area of ABD (held online on 15/12/22).
- ❖ **January 2023:** During the Athens coordination meeting, ABD shared with the consortium the operational planning of the pilot with the partners. Also, on 25/01/2023, the pilot was presented to the Sub-Directorate for the Management of Services and Resources for Attention to Gender-Based Violence of the Government of Catalonia (the public agency holding the ownership of the SIE) for their validation.
- ❖ **February 2023:** During the month of February, the Pilot coordinator held meetings with the teams of the anti-violence centers and began planning and programming the activities of the pilot, which is scheduled to end in December 2023. She has also begun to build the country cluster platform and to establish the first channels for referral and reception of women.



## 1. Name of the initiative

Project LILA.

## 2. Place(s): City/Area/Location

SIE Garraf - Penedès: Vilanova i la Geltrú and region of Garraf.

## 3. Date of beginning – Date of end

01/02/2023 - 31/12/2023

## 4. Short description

The objective of the LILA pilot is providing comprehensive assistance and an appropriate response to the specific needs of affected girls, women, and children. This includes: a) Specialized psychosocial and psychological support, b) Legal assistance and advice, c) Job search support and tailored career counseling.

The objectives of the pilot program are:

- Implementing a program based on comprehensive and personalized psychosocial intervention aimed at providing targeted support to women victims of male violence and their children.
- Equipping women with tools to increase their resilience, escape abusive relationships, (re)gain autonomy, and prevent new violent relationships.
- Strengthening survivors' economic independence through training, job search support, and empowerment.



- Promoting collective and/or individual spaces for care, accompaniment, and attention for professionals working in addressing male violence.

The pilot consists of the following main activities:

- Participants' derivation and reception
- Profiling & Activation
- Intercultural mediation service specialized in maternities and violence
- LILA groups - multifamily and community intervention
- Legal assistance
- Migration & International law
- Wellbeing program (clients)
- Wellbeing program (professionals)
- Training & Job Counselling (prelaboral)

#### **Actors involved**

- Coordinator of the pilot
- Professionals of SIE Baix Llobregat
- Professionals of SIE Garraf-Penedès
- Directions of the Family and Childhood Area and Poverty and Inclusion Area of ABD.
- External professionals developing workshops
- Public services of the territories working in GBV support.



## 5. Description of the programs and activities included in the pilot

### T3.1 Pilot start-up and preparation

**Activities:** During the preparation of the pilot the coordinator held several meetings to introduce the project to the SIE team, to the different agents of the territory that work in the field of GBV support and to the external professionals foreseen to be involved:

- 02/02/2023: Meeting in SIE Garraf-Penedès with the team of professionals. Presentation of the project, main activities and collection of feedback. Set up of coordination mechanisms.
- 03/02/2023: Online meeting in SIE Baix Llobregat with the team of professionals. Presentation of the project, main activities and collection of feedback. Set up of coordination mechanisms.
- 06/02/2023: Online meeting with Consell Comarcal del Garraf. Presentation of the project and possibilities of collaboration (invitation to be part of the Country Cluster).
- 14/02/2023: Meeting with SOC of Vilanova i la Geltrú (public employment service). Presentation of the project and possibilities of collaboration (invitation to be part of the Country Cluster).
- 16/02/2023: Meeting with SIAD Sant Pere de Ribes and SIAD Sitges. Presentation of the project and possibilities of collaboration (invitation to be part of the Country Cluster).
- 17/02/2023: Meeting with the Equity Area of Vilanova i la Geltrú City Council. Presentation of the project and possibilities of collaboration (invitation to be part of the Country Cluster).
- 22/02/2023: Meeting with Consell Comarcal del Baix Llobregat. Presentation of the project and possibilities of collaboration (invitation to be part of the Country Cluster).

**Target groups:**

- SIE Professionals (Garraf-Penedès, Baix Llobregat)

**Indicators:**

- Number of meetings: 7 meetings
- Number of Country clusters agreements reached: 4 agreements

**Staff involved:**

- Coordinator of LILA project.
- Coordinator of EU projects.
- SIE directors.

**Stakeholders/actors involved:**

- Consell Comarcal del Garraf
- Consell Comarcal del Baix Llobregat
- SOC of Vilanova i la Geltrú
- SOC of Sant Feliu de Llobregat
- SIAD Sant Pere de Ribes
- SIAD Sitges
- Vilanova i la Geltrú City Council.

**T3.2. Pilot implementation Participant's derivation to the pilot's and reception**

**Description**

The project aims to enable as many women as possible to access it, with a non-discriminatory approach in all aspects. However, we believe it is necessary to establish certain access and referral criteria for the program, in order to prioritize the needs of women (and their children, if applicable) and ensure that they can participate with a minimum level of stability in their lives, enabling their engagement and maximizing the benefits they can derive from it.

**Activities:**

The process of the participants derivation to the pilot and their reception is composed of the following activities:

- Dissemination of the program activities. Communication materials with information about the LILA project and the different activities available are shared among the network of services and institutions of the territory that work with women in situation of gender-based violence.
- Referral to the program. Participants in the pilot can access the program through the following channels:



- Internal referral by the referring professionals from the SIE, in the case of women who are already receiving services from the organization.
- External referral by professionals from external services to the SIE, such as SIAD, Social Services of municipalities in the area, Primary Healthcare Services, or other services within the network of care and recovery, etc. This referral pathway will only be considered for certain programs within the pilot.

Referrals can be made periodically or gradually over time, depending on the availability of participants and the activities being offered. Once the referral is made, to ensure and maintain comprehensive intervention, the LILA coordinator will establish the necessary coordination with the referring professionals, as frequently and for as long as needed.

- Self-referral.
- First reception visit: Once the referral has been made, an initial welcome visit is conducted where the coordinator introduces the program and the services being offered. During this visit, if necessary, the referring professional may be present. The initial interview takes place during this visit, and the participant's needs and expectations are collected.
- Coordination with professionals: in order to maintain and guarantee the integrity of the intervention, the project professional will carry out the necessary coordination with the entity/professional of reference, if necessary.

**Target groups:**

- Women in situation of gender-based violence.

**Indicators:**

- Number of women referred to the program (from other services or self-referred): 56 women referred.

**Staff involved:**

- Coordinator of LILA project.
- Professionals of SIE Garraf-Penedès.
- Professionals of SIE Baix Llobregat.





### Stakeholders/actors involved:

- Consell Comarcal del Garraf
- Consell Comarcal del Baix Llobregat
- SIAD Sant Pere de Ribes
- SIAD Sitges
- Vilanova i la Geltrú City Council.
- Antiviolence network of the territories.

### T3.3. Pilot implementation Profiling: assessment of social, emotional, economic integration and competences situation

This stage involves an assessment of the situation of the participant and the elaboration, together with each participant, of an individualised action plan.

#### 1. Assessment

Once it has been agreed to initiate the process with the woman, a semi-structured interview is conducted to carry out the assessment of employability, social, and competency factors. The level of activation and recovery of the women is assessed. The evaluation of the different criteria considered will help define the objectives set with the woman.

The **assessment**, carried out with an standardized tool, includes the evaluation of:

#### A. Competency Factors

- Literacy level.
- Level of language proficiency (Spanish or Catalan) in the host country.
- Educational level.
- Level of digital skills.
- Technical-professional competencies: work history and professional experience.
- Basic competencies and personal and social skills:
  - Punctuality.
  - Time management.
  - Interpersonal relationships.
  - Communication.



- Coping skills.
- Teamwork.
- Knowledge of the market and the work environment.

## **B. Personal and Social Factors**

### **B.1. Individual trajectory and situation**

- Socio-cultural background. It is particularly important to consider the woman's cultural and religious background.
- Age.
- Marital status.
- Physical, psychological, and emotional situation in relation to her recovery process. If she is in a very early stage, she will likely need to increase her confidence, self-esteem, and basic levels of security through individual interventions. In a more advanced stage of the recovery process, some group activities and dynamics can be considered.
- Dependents in her care.

### **B.2. Administrative situation**

- Irregular administrative situation (passport or no documentation).
- Irregular administrative situation, regularizable through circumstances such as social integration (minimum 3 years of residence, offer of employment contract).
- Regularized administrative situation: has a residence and work permit.
- Spanish or EU nationality.

### **B.3. Socioeconomic situation**

Resources available to the woman:

- No income or any type of benefits.
- No income but receiving some form of economic assistance.
- Employment activity, with own income and autonomy over it.

## 2. Individual Activation and Follow-up Plan

The Activation Plan is developed based on the assessment and includes the actions agreed upon between the project coordinator and the women, specifying objectives, activities, and timing. It serves as the foundational document for the individualized recovery and activation strategy. The LILA's individual activation plan will be integrated into the pre-existing individualized care plan of each woman, in case she is already a user of the SIE.

The individual plan of the LILA aims to establish the roadmap to follow and provide detailed information about the actions and activities that will be undertaken by the participant in the framework of the project, the specific objectives to be achieved, and the guidelines to attain them. The starting point of the plan is always the woman's desires and interests, aligning the professional project within her own life project (what she wants, what the market demands and offers, her life and professional goals, her available resources, areas for improvement, and her willingness to take action).

The execution of the socio-occupational activation plans, implemented jointly and coordinated with the relevant employment services, will focus on enabling women to:

- Recognize the importance of personal motivations and their readiness to achieve professional goals.
- Commit to their own activation process and to the reference figure who will accompany them throughout the process.
- Improve their employability by acquiring knowledge and skills that develop the necessary competencies, attitudes, and aptitudes for job performance.
- Rebuild their lives by establishing new routines and habits, new schedules, creating new social and family connections, etc., and prioritizing their needs to achieve active and integrated participation in society, as well as their psychological and emotional well-being.

### Methodology for developing the Plan:

1. Design the plan in coherence with the diagnosis.
2. Presentation, co-construction, and validation of the plan by the woman.
3. Establish a commitment agreement to follow the plan by the woman.
4. Guidance for designing the socio-labor activation plan (individual



itinerary): objectives and actions to be carried out.

5. Implementation of the plan's actions.
6. Follow-up sessions or interviews to assign or update the employability diagnosis (around 10 sessions). The final number of sessions will depend on each woman's needs and progress rate. The duration of the itineraries will depend on the women's needs and situations, considering that the total intervention will last for 11 months.

**Indicators:**

- Number of total assessment meetings carried out: 26
- Number of individual action plans started: 26

**Staff involved:**

- Coordinator of LILA project.
- Professionals of SIE Garraf-Penedès.

**Stakeholders/actors involved:**

- Consell Comarcal del Garraf
- SIAD Sant Pere de Ribes
- SIAD Sitges
- Vilanova i la Geltrú City Council.
- Antiviolence network of the territory.

**T3.4. Specialized intercultural mediation service with a gender perspective focused on maternity and violence.**

**Description**

The mission of the service is to provide support and tools, as well as intercultural work resources with a gender perspective, specialized in motherhood and violence, to professionals from the SIE and other ABD services. Its purpose is to facilitate communication, prevent, and resolve conflicts that may arise in relationships with women from diverse cultural backgrounds. Its goal is to serve as a bridge between different perspectives and visions of reality, fostering dialogue and constructive relationships.

### Objectives:

- To support the reception within the SIE of women linked to migratory processes and motherhood who have experienced or are experiencing gender-based violence.
- To promote positive parenting, prevent the perpetuation of violence, the repetition of roles by minors, and improve in different areas of health, social, and family.
- To promote the right of the user to be informed and to understand this information.
- To support professionals from municipal services in carrying out their professional actions from an intercultural approach.

### Activities

1. Detection of the needs of the women who attend the SIE in terms of a cross-cultural approach to parenthood and violence:
  - a. Organization of 2 focus groups lasting 1.5 hours with women attending the SIE (open to their children as well), involving psychologists and SIE professionals along with mediators from STMI (Translation and Mediation Service of the Barcelona City Council)

### Objectives of the focus groups:

- to create a space where mutual care, active listening, and sharing of personal and common experiences prevail.
  - To generate a space to gather, from the perception and experience of women, proposals of needs regarding the attention of their processes of parenthood and recovery from violence.
2. Detection of the needs of professionals in the cross-cultural approach to parenthood and violence in order to design a training curriculum for professionals involved in intervention (mediators, psychologists, etc.) at the SIEs.
    - a. Organization of 2 focus groups lasting 1.5 hours with SIE professionals and mediators from STMI who have participated in the groups.

### Objectives of the focus groups:

- To generate a space to gather, from the perception and experience of the professionals, proposals of needs regarding the attention to the processes of parenthood and recovery from violence of the women they attend.
  - To place special emphasis on detecting training needs of intercultural and intersectional approach (SIE professionals) as well as of violence and parenthood (STMI).
3. Design of an intercultural mediation service with a gender perspective specialised in parenthoods and violence that can operate in services such as the SIEs.
- a. Training of professionals: SIE professionals and STMI mediators. Based on the needs collected in the focus groups an external professional designed and delivered a training course (5 hours) focused on improving the skills of the participating professionals.
  - b. Design of an intervention model: as part of the training, the external professional has designed a Methodology of Intervention transcultural psychosocial intervention with a gender perspective applied to contexts of gender-based violence.

### **Target groups:**

- Women linked to migration processes and motherhood who have experienced or are experiencing male violence.
- Professionals from SIE, as well as other professionals from projects or services addressing women in motherhood processes and/or experiencing male violence from ABD (Preinfant, SAIER, and SPAI).
- Mediation professionals from STMI in contact and direct support with women.

### **Indicators:**

- Number of focus groups with professionals: 4
- Number of focus groups with women attended in services: 2
- Number of professionals from the different services involved in the trainings: 25
- Hours of training delivered: 7



### Staff involved:

- Professionals of SIE.
- Professionals of STMI.
- Professionals of Preinfant.
- External consultant: expert on violence, mentalities and intercultural and intersectional gender perspective.

## T3.5. Preinfant program/Parenting support group.

### Description

- The parenting support group aims to provide a space where participants can talk, reflect, and address aspects related to parenting. It is designed for mothers who wish to delve into the main concerns that arise throughout the parenting process. Throughout all sessions, there will be a focus on identifying personal aspects that may interfere with the parenting process, in order to implement changes as soon as possible if necessary.

### Objectives

- Provide a supportive space for mothers to discuss parenting.
- Address common concerns and doubts in the parenting journey.
- Foster self-reflection and awareness about parenting practices.
- Identify and address personal factors impacting the parenting process.

### Content

- Concept of Attachment (in partner selection and in children)
- Attachment theory
- Child's needs according to each stage of development
- Changes that families may undergo under different circumstances
- Implications of demand feeding
- Implications of co-sleeping
- Implications of different family educational styles in child development
- Relational atmospheres (hierarchy and norms)

### Methodology:

- This group will be organized into six sessions, each lasting about an hour and a half, and is led by 2 professionals. Each session has a guiding theme presented at the beginning (for about 15–20 minutes), providing theoretical concepts from systemic and psychodynamic psychology. Subsequently, dialogue among the participants is encouraged regarding the concepts presented, with a particular focus on relating them to their personal experiences.

### Distribution of the sessions:

- 6 sessions - 1,5 hours per session.

### Professionals

- **Reme Rubio:** PhD in Educational Psychology, Master's degree in Child and Adolescent Psychoanalysis, Associate Professor at UAB, Director of the La Raureta Child Care Center.
- **Caoutar Amsih:** Psychologist, Master's degree in Child and Adolescent Psychoanalysis, Associate Professor at UAB, Collaborating Professor at UOC, Psychologist at the Technical Team of the La Raureta Child Care Center.

## T3.6. Program for the Well-being of Survivors.

This program has included the following activities

### **Feminist self-defense**

*Proposal elaborated by the external professionals.*

### Description

- It is a type of self-defense that addresses the personal and collective empowerment of women, with the aim of eradicating gender-based violence. Unlike other self-defense approaches, this one goes beyond the physical aspect and seeks to work with participants on topics such as reclaiming their bodies as their own territory and asserting their rights as citizens.



## Objectives

- Addressing self-defense from a gender perspective, placing aggression against women within a social context.
- Increasing awareness of personal space and presenting it alongside awareness of posture, verbal and non-verbal communication as tools to enhance physical and emotional safety.
- Working with the physical and emotional aspects of conflict situations and potential aggression to resolve them without resorting to physical violence.
- Providing concrete tools to help resolve situations of physical violence if avoidance is not possible.

## Content

- Social context of gender-based violence. What are the general characteristics of violence against women, and its social and legal framework?
- Awareness of personal space and one's own body, as well as intuition, as important tools for maintaining physical safety. Concrete guidelines for staying calm.
- Managing visual communication, distance between individuals, and the moment of contact.
- Communication using one's voice, setting boundaries, and ensuring they are respected.
- Posture and non-verbal communication, making it difficult for a potential physical attack.
- Managing verbal conflict and guidelines for deciding what to say to the other person and how to express oneself.
- Shouting and verbal defense, strategies for navigating situations of potential violence.
- Learning to free oneself from different types of grips, both standing and on the ground, and using parts of the body that are free.
- Physical strength, its importance, and limitations; learning to strike with different parts of the body and which parts to target.
- Understanding the other person's movement and intention; managing the physical and emotional aspects of combat.
- Relaxation and stress management during and after a conflict situation.
- Managing physical space during a violent situation.



- Reporting an assault, healthcare and legal procedures.

### **Methodology:**

- Interactive practical workshop, incorporating role-playing, physical training, and controlled use of "simulation" scenarios.

### **Distribution of the sessions:**

- 3 sessions – 3 hours per session.

### **Professional/s or organisations involved**

- **Karin Konkle**: She has been a martial arts and self-defense instructor for women since 2001. She holds a Bachelor's degree in Gender Studies from Columbia University in New York and has been practicing martial arts for over thirty years. She has also received training in traditional Chinese medicine, polarity therapy, and the Grinberg method of psycho-corporal therapy, always seeking new tools to work with the body and mind in an integrated way.

### **Trauma-sensitive yoga**

*Proposal elaborated by the external professionals.*

### **Description**

- Trauma-Sensitive Yoga is a methodology developed by psychologists and psychiatrists as a complementary therapy for individuals who have experienced trauma or are exposed to high levels of stress.

### **Objective**

- To enable women to connect with their own experiences in a safe context and learn to engage with them in a way that aids in processing their lived experiences and empowering themselves.

### **Contents and methodology**

Trauma-Sensitive Yoga sessions are one-hour sessions that focus on the following points:

- Creating a safe space where participants feel free and relaxed.
- Enhancing the ability to listen to and understand one's own needs

through recognizing bodily sensations.

- Strengthening the capacity to discern and choose the best options for emotional well-being.
- Regulating the nervous system towards states of well-being and calmness through an appropriate sequence of exercises.
- Promoting the mind-body connection.

### **Distribution of the sessions**

- 6 sessions, of 1 hour each, distributed weekly.

### **Professional/s or organisations involved**

- **Fundació Radika:** It is a non-profit organization with the mission of enhancing emotional and mental well-being of individuals. Fundació Radika offer evidence-based courses, workshops, and conferences on emotional and mental well-being in collaboration with renowned professionals. Additionally, they combat the stigma surrounding mental health by disseminating information and initiating conversations that promote understanding, visibility, and normalization of discussions about mental health.

### **Food utilization workshops**

*Proposal elaborated by the external professionals.*

### **Description**

- The workshops revolve around the creation and establishment of stable spaces for participation and interaction among survivors of gender-based violence around cooking with food. The cooking process serves not only as a means of transformation but also as a platform for healing, dialogue, and collaborative learning, where survivors can share their experiences, exchange knowledge, and collectively create a nurturing environment.

### **Objective**

- To create an experiential and co-creation space to nurture the connections with what we eat, starting from our own bodies and considering the relationships with others based on food.



- To create a safe, supportive, and empowering space where participants can heal, rebuild connections, and find strength through their relationship with food.

## Contents

When addressing survivors of gender-based violence in a Workshop on Food Utilization, the content can be adapted to cater to their specific needs and promote healing, empowerment, and resilience. The following are some potential content areas that will be explored:

- Understanding the Food-Body Connection: delving into the intricate relationship between food and our bodies, exploring the impact of nutrition on physical and mental well-being.
- Exploring Food Culture and Community: Examining the cultural, social, and communal aspects of food. Participants will examine diverse food traditions, culinary practices, and the role of food in fostering connections within communities.
- Food as a Tool for Empowerment: empowering aspects of food utilization. Practical sessions on cooking skills, meal planning, and budgeting, equipping survivors with knowledge and tools to make healthy food choices and feel empowered in the kitchen
- Co-creation and Collaboration: sharing knowledge, experiences, and ideas related to food utilization.
- Exploring Culinary Expressions of Identity and Resilience: celebrating the diverse culinary traditions and personal narratives of survivors, acknowledging the resilience and strength embedded in their cultural food heritage.
- Celebrating Resilience and Transformation: communal meal where participants can share dishes they prepared or enjoy a catered meal together.

## Methodology

The proposal will be driven by the following methodologies:

- Experiential Learning: participants will be engaged in experiential activities that can deepen their understanding and connection with food. This will include hands-on cooking sessions, tastings, sensory exercises, and interactive discussions. By actively participating, survivors can develop



new skills, build confidence, and create positive associations with food.

- Collaborative Learning: Encouraging collaborative learning fosters a sense of empowerment and shared knowledge. The contents will be developed through group activities, brainstorming sessions, and collaborative approaches that will allow survivors to learn from one another, share insights, and co-create solutions to common challenges related to food utilization.
- Culturally Sensitive and Inclusive Practices: Recognizing and honoring the diversity of participants' cultural backgrounds and experiences is crucial. Culturally sensitive practices will be put in place, incorporating traditional recipes or exploring different culinary traditions, helping to create a welcoming and inclusive environment.

### **Distribution of the sessions**

- 6 workshops of 1,5 hours each, distributed weekly.

### **Professional/s or organisations involved**

- **Cuchara:** Cuchara is an initiative that presents food as a driver of social and cultural emancipation, both on an individual and collective level. It recognizes that the way we relate to food, including its preparation, holds political significance and serves as a source of learning, enjoyment, and social connection. Cuchara aims to give cooking a central place in our lives, reclaiming it from the food industry. Through this act, we regain control over the decisions regarding what we eat and extend our influence to the consumption patterns and society we live in. We utilize fermentation, food utilization, foraging wild plants, and DIY approaches as transformative tools.

### **Art therapy as a therapeutic and emotional processing tool**

*Proposal elaborated by the external professionals.*

### **Description**

- Art therapy provides the opportunity to create time and space for oneself. Exploring an adverse situation with a curious and caring mindset, in a loving and creative way, allows for the development of resilience and the restoration of stability. The aim is to introduce art, nonverbal, symbolic, and sensory language into the recovery process as a complement to the



actions already taking place in each intervention area. In art therapy, the focus is on the person rather than the symptom or problem. Thus, the starting point of the approach will be working with the individual, their own subjectivity, and whatever they bring from their current life situation.

### **Objectives**

- Offering a space through art therapy focused on the individual and their resources beyond the experience of violence.
- Facilitating a better understanding of feelings, thoughts, and emotions.
- Providing a creative, supportive space without judgment in an atmosphere of trust, safety, and enabling self-expression, communication, and interpersonal relationships within the group.
- Integrating personal and group learnings from the experience to promote self-listening and enhance the quality of life.

### **Contents**

- Introduction to Art Therapy: An overview of what art therapy is, its benefits, and how it can support healing and self-expression for survivors of gender-based violence.
- Creating a Safe Space: Establishing guidelines and creating a safe and inclusive environment where participants feel comfortable and supported throughout the workshop.
- Exploring Emotions through Art: Engaging in art activities that allow participants to explore and express their emotions related to their experiences of gender-based violence. This may involve using different art materials, such as paints, clay, or collage, to represent and process their feelings.
- Narrative and Symbolic Art: Encouraging participants to create artwork that represents their personal narratives, symbols, and metaphors related to their experiences, healing journey, and aspirations for the future.

### **Methodology**

- Individual pre-group interviews conducted prior to the start of the workshop.
- Weekly group sessions
- Closing individual interviews.

### Distribution of the sessions

- 15 sessions of 2 hours each, distributed weekly.

### Professional/s or organisations involved

- **Artagere:** Artagere is an entity that designs, implements, and evaluates art therapy projects in collaboration with public and private organizations, working directly with their professionals. They are a team of art therapists who deeply believe in the act of connecting with others, in the capabilities of individuals, and in the therapeutic potential of art. They work from the conviction that creating healthy relationships, spaces, and environments has transformative power. Their goal is to utilize the potential of art and the way we relate to it to promote and improve the health and well-being of individuals. Their mission is to generate healthy relationships and environments in each of the areas they work.

## T3.7. Pre-employment and training program.

### Description:

- Program aimed at the implementation of reinforcement activities and the acquisition of pre-employment skills, which favors the monitoring or initiation of processes of socio-labor insertion of women

### Objectives:

- Improving job skills: This may include learning new technical or specialized skills, such as using specific software, effective communication techniques, time management, or learning social skills related to the world of work.
- Building confidence and self-esteem: Helping to build and develop that confidence and self-esteem through counselling, motivation and opportunities for success in a safe space.
- Provide career guidance: This can include assessing your career skills and interests, guidance on the different sectors and jobs available and help to set clear and realistic career goals.



- Preparing for job interviews: including mock interviews, advice on how to answer typical interview questions, and how to communicate your skills and experiences effectively.
- Foster job search skills: This includes crafting attractive resumes and cover letters, using websites and other job search resources, and learning interview techniques and professional networks.
- Establish connections with other resources in the labor field: To help participants find work opportunities. This can include networking events, internships or partnerships with companies to provide real work opportunities.

## Contents

The contents of the pre-employment reinforcement program may vary depending on the needs of the participants:

- Career Orientation: Sessions to assess participants' skills, interests and career goals, and provide them with information about different career options and jobs.
- Development of personal skills: Work on the acquisition of personal and social skills, such as effective communication skills, teamwork, time management, problem solving, decision making and adaptability.
- Development of employment skills: Provide training in specific employment skills for today's labor market, such as computer skills, technical knowledge or skills related to specific sectors.
- Job Interview Preparation: Provide guidance and practice in preparing CVs, cover letters and preparing for job interviews, including role-playing interviews and advice on how to answer common questions.
- Job Search Techniques: Teach participants how to search for job opportunities, use job search websites, prepare a portfolio, establish professional networks, and use other job search resources.
- Professional Development Workshops: Organize themed workshops on common issues related to professional life, such as personal financial management, work ethic, leadership, teamwork, resilience and career development.
- Psychological support and motivation: Provide emotional and motivational support to participants to help them overcome obstacles and maintain a positive mindset during the job search.





- Follow-up sessions: Conduct regular follow-up sessions with participants to assess their progress, answer questions and provide additional advice and guidance based on their individual needs.

### **Methodology**

- Needs analysis: Conduct a thorough analysis of participants' needs and the local work context to identify challenges and areas where skills need to be strengthened.
- Establish clear objectives: Define the specific objectives of the program based on the needs analysis.
- Design the content of the program: Based on the established objectives, design the content of the program, including the areas of competence development, the topics of the workshops and the practical activities.
- Session planning and execution: Establish a schedule and structure for the program sessions.
- Monitoring and evaluation: Track participants' progress during the program by collecting feedback, assessing learning and soliciting feedback.

### **Distribution of the sessions**

- individual sessions weekly
- Group sessions monthly

### **Professional/s or organisations involved**

- LILA Project Coordinator

## **T3.8. LILA Group: collective care space for women and people of their social and/or familiar environment.**

### **Description**

- The LILA group aims to improve the emotional well-being and social relationships of women who have experienced or are experiencing gender based violence, as well as those of their family or social circle. This group





is based on the theoretical and methodological framework of multifamily work intervention, specifically through multifamily groups. In this space, the group functions as a space for listening, sharing words, and building connections, allowing the exchange of lived experiences in an atmosphere of tolerance, trust, confidentiality, and freedom.

### **Objectives**

- To implement and validate a group space for meeting and community participation for women who have experienced or are experiencing gender-based violence and/or people in their family or social people from their family or social circle (mothers, fathers, new couples, children, friends, etc.).

### **Activities:**

- Dissemination of the activity among the services of the territory.
- Bimonthly sessions during 10 months. Each session lasts 1,5 hours and includes a 30-minute post-group session.

### **Methodology**

Dynamic, open, community-based and flexible methodology, adapting the process to the circumstances, motivations, demands and/or needs verbalised and/or made visible by the participants. There is a continuous evaluation and adjustment between the person, the intervention and the context, being a process of quality and improvement.

Multifamily groups are based on three fundamental premises:

- Individual difficulties are viewed in a contextual framework: no person is isolated, but rather belongs to a relational network.
- Regardless of social and economic status, culture, situation, or difficulties, all individuals possess resources and knowledge from their life experiences that are valuable for themselves and others, even if they are unaware of it.
- These resources and competencies are acquired throughout life.

Community-based approaches are envisioned as a way to address isolation and social exclusion, serving as a means to foster connections and revitalize the social fabric. The focus is on a local approach to collective forms of organization,

networks in relation, and the territorial proximity space. From this perspective, social bonds, individual autonomy, and the capacity for action of different actors are valued for a strategy of social change. (S. Schapman. French Society of Public Health).

In addressing violence, the involvement and support of the social and family environment of women are key factors not only in the recovery process but also in the previous processes of identification and detection. Additionally, the community perspective contributes to deindividualizing the situation of violence and situating its approach within a framework of shared social responsibility, facilitating the provision of support that is open and respectful, addressing the difficulties and discomfort that may arise during these processes for all individuals experiencing the situation.

**Target groups:**

- Women survivors of gender-based violence who are being attended at SIE or other attention services in the area.
- People from the social and/or family circle of the women (16 years old and older).

**Process indicators:**

- Number of sessions delivered: 9.
- Number of participants: 10.

**Staff involved:**

- Two professionals, experts in multifamiliar intervention, who facilitate the sessions.
- Coordinator of LILA Project

**Stakeholders/actors involved:**

- Community Center Casa del Mar - Vilanova i la Geltrú
- Community Center Les Tovalloles - Baix Ll.
- Referring agents of the territory - Vilanova i la Geltrú
- Referring agents of the territory - Baix Ll.
- Clusters
- SIE professionals

### T3.9. Legal assistance in international and foreign law

#### Description:

- Program aimed at offering quality and specialized legal advice in international and foreign law to SIE lawyers and the women they serve.

#### Objectives:

- Be able to accompany SIE lawyers in cases of doubt in matters of international and/or foreign law.
- Make appointments on demand with women served by the SIE and their assigned lawyer from the service.
- Detect the needs of SIE lawyers in matters of international and foreign law
- Offer group training to SIE professionals in matters of international and foreign law
- Offer basic group training to the women served by the SIE in matters of international and foreign law

#### Contents and Methodology

- 40 hours of individual attention to women or professionals, for consulting specific cases (on demand)
- 5 hours of attention/group training.
  - Group training for women. Possibility of organizing trainings or workshops to deal with recurring issues or demands among women.
  - Training for professionals: Organize training of between 3-4 hours in immigration law aimed at ABD violence teams (include in the 2023 training plan).

#### Target group

- Survivors who are being attended at SIE Garraf
- SIE lawyers

#### Staff involved

- Specialized lawyer in foreign law.

### T3.10. Program for the well-being of the professionals attending survivors

*Proposal elaborated by the external professionals.*

#### **Description:**

- Program aimed at offering a space of care to professionals who intervene in cases of gender-based violence in order to prevent professional attrition or burnout.

#### **Objectives:**

- Create a group space where trust and safety can be cultivated to be able to share feelings, experiences and experiences around wear and tear and risk situations.
- Acquire personal development tools to deal with the situation of high tension and high emotional impact.
- Foster a group culture of mutual support and resilience.

#### **Contents**

- Exploratory session
  - Review of the methodological proposal and the theoretical framework
  - Collection of professionals' needs
  - Content proposal for the next sessions
- Emotional decompression group sessions:

The following sessions are defined based on the needs detected in the first session, and based on the script of elements that make up the burnout. Broadly speaking, they can have a structure that incorporates some of the following actions:

- **Welcome space:** Become aware of our own body, as a container of emotions, and we will reconnect with other people from here. This space will consider the different sensitivities around the relationship with one's own body and the limits of physical contact.
- **Connection with one's own resources:** We will value and bring to the fore the existing resources among the participating people, we will delve into the personal experiences of each one, the connection with one's own power and support. We will create the personal care map that allows us to follow resting and recovering energy, despite being faced with highly complex situations.



- Attention to emerging topics and the elements of burnout (and other related psychological processes): We will address the topics that are active at the time of the session and that require a space for listening, analysis, and understanding facilitating their approach, both individual and collective. We will identify which of the factors in the processes of professional attrition are part of and how we can generate strategies to launch our own tools and resources and those of the team to deal with them.
- Mutual support and team cohesion: The support of the team with whom you share a work project is key to promoting a sense of security. It is important to provide the group with the capacity to generate spaces of emotional containment in the face of particularly complex situations. The proposal is to create a space for emotional support to visualize, recognize and give value to the different emotions present in the group in an environment that promotes trust. We have observed that creating a space of this type facilitates a process of deep awareness and lightens the atmosphere in situations of stress and pain. Sharing vulnerability gives us strength and makes us feel less alone in our discomfort.
- Review of cases with emotional impact: Space to reflect, share and learn about intervention work. A space to stop, appreciate good work and notice areas of growth when the cases we handle impact us. A space to be able to pour out worries and find relief and new proposals for intervention.

### **Methodology**

- In order to achieve these goals, the proposal is to work according to the methodology of group facilitation with a focus on emotional support, resilience and the prevention of burnout, compassion fatigue and vicarious trauma. We will work with the Process Work methodology and the narrative perspective.
- The language and intervention of Process Work are sensitive and focus on becoming aware of what happens to us internally, in relation to the team and in relation to our intervention. It aims to shed light on those more complex facts and find creative solutions, at the same time as it seeks to improve the capabilities applied to realizing more and more things; and, therefore, gain freedom when deciding how to face the challenges we face. The approach works from a systemic perspective including the personal, relational and group dimension.



- One of the main characteristics of Process Work is that the intervention is guided by the emerging group. In this sense, the structure of the sessions is marked by "the here and now" and attention is paid to what is detected that is emerging and that needs attention. Another characteristic is that it allows us to delve deeper into the most disturbing and distant aspects of our identity, which are part of our psychology, and which are activated in relationships with others, from a point of view of curiosity and useful sense, that facilitates their attention, understanding and integration, to accompany the processes of awareness, care and resolution of relational conflicts.
- Based on these characteristics, and all the strategies that the methodology embraces, the sessions will work on the topics present as well as following a content script that will be worked on at the beginning of the process, both with the professionals (in a first session and based on a form) as with the coordination team, and following the contents developed previously and related to the elements that generate burnout.

#### **Distribution of the sessions**

- 1 initial exploratory 2 hours session
- 9 group sessions of emotional decompression (2 hours monthly session from April to December)

#### **Professional/s or organisations involved**

- **Noelia Sotus**: She has studies in Social Work and Philosophy and since 2013 she's studying the Diploma in Process-Oriented Psychology. she has more than 15 years of experience in community work, accompanying and facilitating groups and managing community projects. She has worked with diverse communities, with the group of people with mental health diagnoses and in organizational strengthening and inclusion projects.
- **Núria Mateu**: Degree in Psychology and postgraduate in Culture of Peace. She has been trained in the Process Work methodology for 8 years. She also has studies in participatory methodologies, in Narrative Therapy for the treatment of trauma and training in Psychopathology from a critical perspective. She accompanies people and groups in everything that has to do with emotions from a feminist perspective.

## 6. Time planning for each action / activity inside the local pilot

Task/program	Activities	Womens involved	Professionals	Duration
T3.1 Pilot start-up and preparation	<ul style="list-style-type: none"> <li>- Meeting in SIE Garraf-Penedès with the team of professionals.</li> <li>- Online meeting in SIE Baix Llobregat with the team of professionals.</li> <li>- Online meeting with Consell Comarcal del Garraf.</li> <li>- Meeting with SOC of Vilanova i la Geltrú</li> <li>- Meeting with SIAD Sant Pere de Ribes and SIAD Sitges.</li> <li>- Meeting with the Equity Area of Vilanova i la Geltrú City Council.</li> <li>- Meeting with Consell Comarcal del Baix Llobregat.</li> </ul>	-	28	February 2023 - April 2023
T3.2. Pilot implementation Participant's derivation to the pilot's and reception	<ul style="list-style-type: none"> <li>- Dissemination of the program activities</li> <li>- Referral to the program</li> <li>- First reception visit</li> <li>- Coordination with professionals</li> </ul>	55	-	March 2023 - Decemb er 2023





<p>T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation</p>	<ul style="list-style-type: none"> <li>- Individual assessment appointments with each participant (profiling)</li> <li>- Individual appointments with each participant for the elaboration of the Activation Plan</li> <li>- Follow-up and support sessions with each participant</li> </ul>	26	-	March 2023 - December 2023
<p>T3.4. Specialized intercultural mediation service with a gender perspective focused on maternity and violence.</p>	<ul style="list-style-type: none"> <li>- 2 focus groups of 1 and a half hours with women attended at the SIE where psychologists and professionals from the SIEs, STMI, Preinfant, SAIER and SPAI also participate</li> <li>- 2 focus groups of 1 and a half hours with professionals from the SIE, STMI, Preinfant, SAIER and SPAI</li> <li>- 5 hours of team training for SIE, STMI, Preinfant, SAIER and SPAI professionals</li> <li>- Creation of an intervention model to work on maternity and violence from a transcultural perspective</li> </ul>	7	25	April 2023 - December 2023



T3.6. Preinfant program/Parenting support group.	<ul style="list-style-type: none"> <li>- Parenting support group</li> </ul>	7	-	October 2023 - December 2023
T3.6. Program for the Well-being of Survivors.	<ul style="list-style-type: none"> <li>- Trauma-sensitive yoga</li> <li>- Feminist self-defense</li> <li>- Food utilization workshops</li> <li>- Art therapy as a therapeutic and emotional processing tool</li> </ul>	26	-	April 2023 - December 2023
T3.7. Pre-employment and training program.	<ul style="list-style-type: none"> <li>- Preparation of curriculum vitae and cover letter</li> <li>- Talks about labor rights and duties</li> <li>- Preparation of job interviews</li> <li>- Job search tools and platforms</li> <li>- Digital literacy</li> <li>- Definition of work path and support for insertion</li> </ul>	26	-	April 2023 - December 2023
T3.8. LILA Group: collective care space for women and people of their social and/or	<ul style="list-style-type: none"> <li>- Dissemination of the activity among the services of the territory.</li> <li>- Bimonthly group sessions</li> </ul>	between 5 to 10	-	June to December 2023

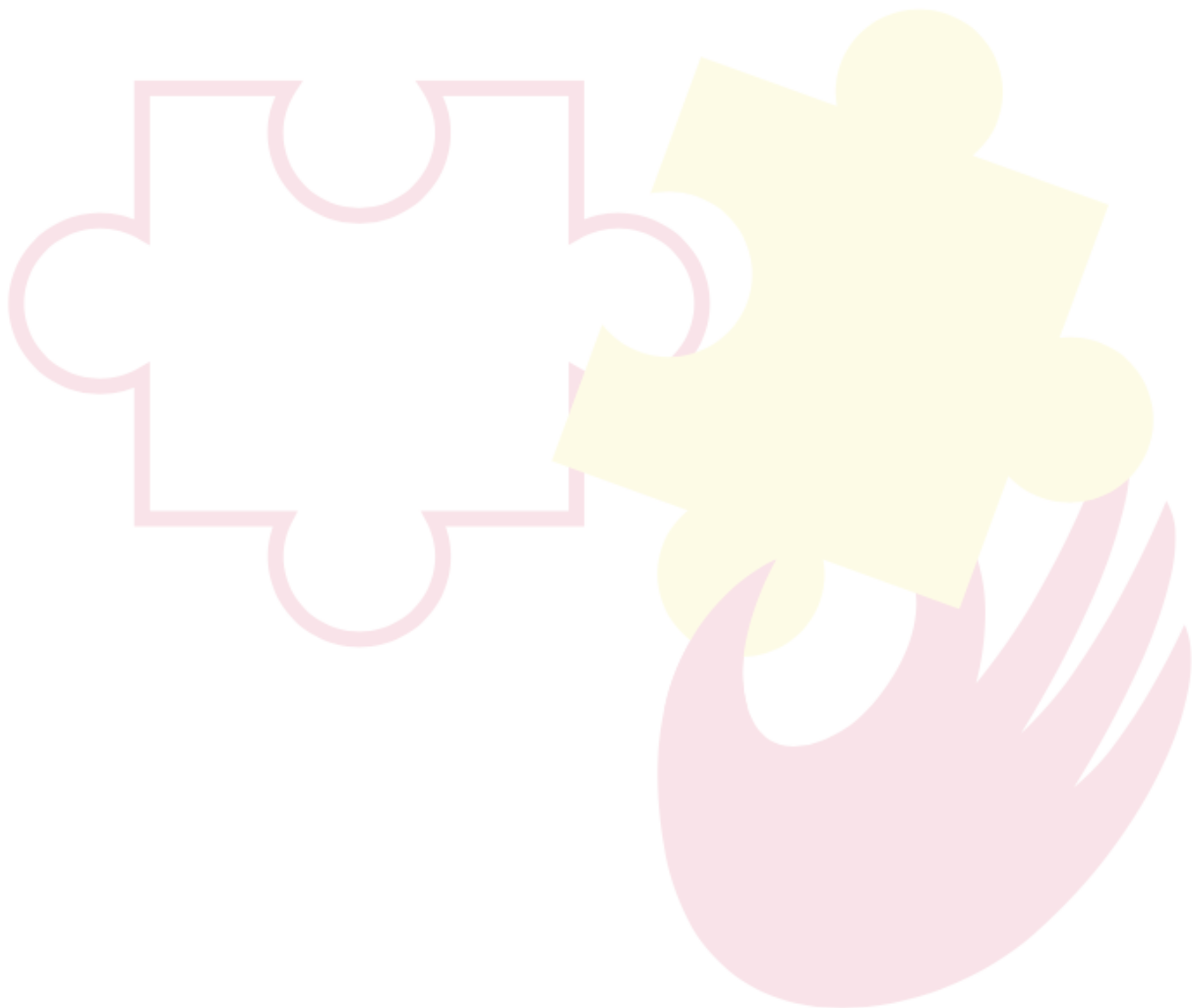


familiar environment.				
T3.9. Legal assistance in international and foreign law	<ul style="list-style-type: none"> <li>- Individual attention to women or professionals, for consultation of specific cases</li> <li>- Group training for women</li> <li>- Training for SIE lawyers</li> </ul>	26	4	April to December 2023
T3.10. Program for the well-being of the professionals attending survivors	<ul style="list-style-type: none"> <li>- Emotional decompression group sessions:</li> </ul>	-	10	April to December 2023



Catalogue containing the 4 LILA Pilots (Belgium,  
Greece, Italy and Spain)

**Belgium**





## 0. General introduction to the Pilot and process of design

The LILA pilot was implemented by Payoke's loverboy/teenage pimping (LBTP) team, comprising 3 psychosocial counsellors and one legal advisor. Having received exclusive competencies from the Government of Flanders and having been allocated dedicated funds, Payoke was designated the referral centre for all victims of loverboys in Flanders in 2019. Victims of trafficking through the 'loverboy' or "teenage pimp" modus operandi are a particularly vulnerable population that often falls through the cracks of our system, remaining invisible and unidentified. In many cases, victims are young people supervised by juvenile courts and residing in youth care facilities. Payoke provides psychosocial counseling to minors in foster care and to minors living elsewhere in an outpatient setting. During the counselling, clients receive support in processing the trauma and in drawing up a realistic plan for their future. Through the LILA pilot, Payoke's LBTP team offered additional services to their clients to support them in their healing trajectory, such as embodied therapy and additional psychological support.



## 1. Name of the initiative

LILA project

## 2. Place(s): City/Area/Location

Payoke's LBTP team provides its services at the clients' locations, all over Flanders.

## 3. Date of beginning – Date of end

February 2023 – February 2024.

## 4. Short description

The LILA pilot was implemented by the Payoke team dedicated to assisting victims of loverboy/teenage pimp trafficking. Their work consists of assessing a case of trafficking and providing psychosocial support. Within this framework, LILA has been instrumental in expanding the organization's range of support services and activities with a two-fold aim:

- To provide clients with opportunities and benefits that are not part of the regular Payoke intervention, sometimes in collaboration with other service support organizations;
- To support clients who, based on the Payoke assessment, have not been recognized as victims of human trafficking and would normally fall outside of the organization's mandate and scope of intervention.

## 5. Description of the programs and activities included in the pilot

### T3.1 Pilot start-up and preparation

**Activities:** In early January the LBTP team started identifying clients that could be involved in the project. In order to increase the likelihood of meeting the 20 beneficiaries target, the pilot was activated earlier than planned in an effort to better utilize LILA's services. There was no intake interview for clients who were already under Payoke's care. New clients, instead, went through the regular intake interviews conducted by the LBTP team. However, the introduction of a new model of intaking featuring a structured interview was considered inadequate for the target group. Therefore, the interviews were conducted as usual whereas the information required for the LILA individual plan were derived and elaborated by the psychosocial counselor and the project manager.

**Target group:** Minor victims of loverboy trafficking or girls who received a negative assessment.

**Indicators:** 25 clients are selected to participate in the LILA pilot.

**Staff involved:** Psychosocial counselors and the LILA project manager.

### T3.2. Pilot implementation Participant's derivation to the pilot's and reception

**Activities:** The psychosocial counselors gathered the necessary information to fill out the monitoring tools during their scheduled sessions with the clients and transferred this information to the LILA Project Manager. An encrypted list of all clients involved in the pilot has been kept to ensure clients' privacy and confidentiality.

**Target group:** Minor victims of loverboy trafficking or girls who received a negative assessment.

**Indicators:** 25 clients registered on the encrypted list.

**Staff involved:** Psychosocial counselors and the LILA Project Manager.

### **T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation**

**Activities:** The psychosocial counselors used their regular sessions with their clients to conduct an assessment of their emotional and social needs, as well as the factors that may facilitate their recovery and reintegration process. The LILA individual skills profiles were completed by the psychosocial counselors and the LILA Project Manager.

The vulnerable youth served by Payoke encompass a diverse range of backgrounds and circumstances, and they often face a myriad of emotional and material needs. While these needs can vary based on individual experiences and contexts, some prevalent ones include safety and stability, belonging and connection, emotional support, sense of identity, and resilience. Developing effective coping mechanisms and resilience to navigate life's challenges is essential for vulnerable youth. They require guidance and support in developing these skills to cope with stressors and setbacks.

**Target group:** Minor victims of loverboy trafficking or girls who received a negative assessment.

**Indicators:** 25 individual skills profiles.

**Staff involved:** Psychosocial counselors and the LILA Project Manager.



### **T3.4. Pilot implementation Activation and community: Individual activation plan and support circle**

**Activities:** The psychosocial counselors prepared individual action plans with their clients. The plans include the regular Payoke assessment and psychosocial counseling, as well as additional services that are deemed desirable based on the client's specific situation. For the LILA pilot Payoke chose to emphasize the use of embodied therapy, sports and physical activities as adjunct treatment to help clients cope with trauma, and as powerful tools to support them in their healing trajectory.

To equip the counselors with the skills needed to ensure the best outcome, the LILA project covered training opportunities:

- Trauma-training for 1 counselor
- Rock and Water training for 1 counselor
- Trauma-sensitive weight-lifting for 1 counselor
- Kettlebell training for 1 counselor
- Reading resources around psychotherapy and counseling such as:
  - Changing Thinking in Psychotherapy. Interactional Design in Action
  - Interactional Design - Handbook of Psychotherapy, Working with the interaction triangle
  - The Chaos Whisperer: About psychotherapy and art, Creativity as a healing and connecting force

Support circles have not been activated, due to the fact that clients live in different areas in Flanders and have limited mobility, making it difficult to form a group.

**Target group:** Minor victims of loverboy trafficking or girls who received a negative assessment.

**Indicators:** 25 clients supported.

**Staff involved:** Psychosocial counselors and the LILA Project Manager.

**Stakeholders/actors involved:** Service providers such as sports facilities.

### **T3.6. Pilot implementation Therapeutic recovery. Program aimed at providing feminist specialized medical-psychosocial support, based on survivor therapy**

#### **Activities:**

All 25 LILA participants received regular psycho-social counselling. In the LILA pilot, Payoke chose to emphasize embodied therapy, sports and physical activities as adjunct therapies to help clients cope with trauma, and as tools to enhance their healing process.

The evidence linking physical activity with enhanced mental health and wellbeing is now well developed and described. The majority of victims of human trafficking have developed some form of mental or emotional condition, including post-traumatic stress disorder, depression, anxiety, feelings of severe guilt or shame, and eating disorders. Research shows that physical activity significantly reduces depression, anxiety, and psychological distress, and can be used in treatment for depression as a standalone treatment or as a combination therapy with medication or psychological therapy<sup>1</sup>. Strong evidence exists showing a 20–30% reduction in depression for adults who daily participate in physical activities.<sup>23</sup> Moreover, in the long term, through physical and sports activities, clients have the opportunity to meet people in a safe environment and beyond their usual circles.

Each client's choice of physical activity was determined by their preferences. Clients have been introduced to martial arts, horse therapy, rock and water therapy, and dance therapy. Counselors have searched for and selected appropriate classes for clients, described and discussed the setting, terms, and conditions with them, accompanied them to the first class, and sometimes

<sup>1</sup> Bieber, M., Görgülü, E., Schmidt, D. *et al.* Effects of body-oriented yoga: a RCT study for patients with major depressive disorder. *Eur Arch Psychiatry Clin Neurosci* 271, 1217–1229 (2021) <https://doi.org/10.1007/s00406-021-01277-5>, Brinsley J, Schuch F, Lederman O, Girard D, Smout M, Immink MA, Stubbs B, Firth J, Davison K, Rosenbaum S. Effects of yoga on depressive symptoms in people with mental disorders: a systematic review and meta-analysis. *Br J Sports Med.* 2021 Sep;55(17):992-1000. doi: 10.1136/bjsports-2019-101242. Epub 2020 May 18. PMID: 32423912, Rimer J, Dwan K, Lawlor DA, Greig CA, McMurdo M, Morley W, *et al.* Exercise for depression. *Cochrane Database Syst Rev.* 2012(7):CD004366.

<sup>2</sup> Start Active, Stay Active: A report on physical activity from the four home countries' Chief Medical Officers, UK Department of Health, 2011.

<sup>3</sup> Singh B, Olds T, Curtis R, *et al* Effectiveness of physical activity interventions for improving depression, anxiety and distress: an overview of systematic reviews *British Journal of Sports Medicine* Published Online First: 16 February 2023. doi: 10.1136/bjsports-2022-106195



trained with them as well. They always ensured proper follow-up.

Physical activity is also used as part of psychosocial counseling. Counselors regularly practice martial arts, trauma-sensitive weight-lifting, Rock and Water, kettlebell, yoga, breathing and functional exercises.

Rock and Water is a cornerstone of Payoke's body-based approach. It is a body-based program providing young people a pathway to increased self-awareness, self-confidence, and resilience. All three Payoke counselors are certified rock and water facilitators. Rock and Water was practiced with 18 clients.

A growing body of research supports weight lifting as an effective adjunct intervention in the treatment of psychological trauma and trauma-related disorders. However, studies indicate that numerous barriers exist to participation in weight lifting, especially among populations disproportionately impacted by trauma. Thanks to LILA, one Payoke counselor received training and was able to integrate the practice into his counseling. The project resources were also utilized to purchase training equipment like weights, kettlebells, and elastic bands. 2 clients were enrolled in these activities.

7 clients were introduced to martial arts. They were enrolled in a gym selected by the Payoke counselor based on the safe and friendly environment, were often accompanied to class by their counselor, sometimes they would train alongside with their counselor, and they received training gear when they could not afford it. These costs were covered by the project. Martial arts training provides a range of invaluable benefits for vulnerable youth navigating challenging circumstances. Beyond physical fitness, martial arts instill discipline, self-control, and resilience, essential qualities for overcoming adversity. Through structured classes and positive reinforcement, youth develop a sense of focus and determination, learning to set and achieve goals both on and off the mat. Martial arts also fosters self-confidence and assertiveness, empowering youth to navigate difficult situations with poise and assertiveness. Importantly, the supportive environment of a martial arts community offers a sense of belonging and camaraderie, counteracting feelings of isolation and fostering positive social connections. Moreover, the principles of respect and mutual support taught in martial arts translate into improved relationships with peers and authority figures, equipping vulnerable youth with valuable life skills that promote personal growth and well-being.



One client was enrolled in a 10-class course of horse therapy. Horse therapy offers a multitude of benefits for vulnerable youth facing various emotional, behavioral, and mental health challenges. Interacting with horses in a therapeutic setting can provide these young individuals with a unique opportunity for personal growth, healing, and self-discovery. The non-judgmental nature of horses and their ability to mirror human emotions create a safe and supportive environment where youth can develop trust, empathy, and communication skills. Through activities such as grooming, riding, and groundwork exercises, participants can learn valuable lessons in responsibility, boundary-setting, and assertiveness. Additionally, the rhythmic motion of horseback riding can promote relaxation, sensory integration, and emotional regulation, making it particularly beneficial for youth struggling with anxiety, trauma, or attention-deficit/hyperactivity disorder (ADHD). Overall, horse therapy offers a holistic approach to healing that addresses the physical, emotional, and social needs of vulnerable youth, fostering resilience, confidence, and a sense of empowerment.

Payoke arranged for access to psychological counseling through the Antwerp-based NGO PUNT. However, none of the LILA clients requested a therapist.

**Target group:** Minor victims of loverboy trafficking or girls who received a negative assessment.

**Indicators:** 25 clients supported.

**Staff involved:** Psychosocial counselors and the LILA Project Manager.

**Stakeholders/actors involved:** PUNT vzw and a psychologist.

### **T3.7. Pilot implementation Legal assistance. Program aimed at providing specialized and quality legal advice**

Despite the efforts made to extend legal support beyond the organisation's mandate, no requests for this supplementary assistance were received from clients or their representatives.

Payoke is mandated to provide legal assistance to individuals officially recognised as victims of human trafficking or teenage pimping. This means that when the person is not recognized as a victim of human trafficking, the organization cannot provide assistance. LILA offered the opportunity to support vulnerable individuals who suffered through other forms of GBV other than human trafficking. The goal was to contribute to a more inclusive approach to addressing legal issues faced by individuals who might not meet the strict criteria for human trafficking victims but still required legal aid. In this way, the organization would still be able to help these individuals to a certain extent.

Clients were informed about this option. There were no requests for such services. Consequently, Payoke did not provide any additional legal assistance within the project's scope. Instead, additional time and resources were spent on psychosocial support.

### **T3.8. Pilot implementation Training path. Program aimed at providing survivors with the desired competencies to start/pick up their path**

Activities: One psychosocial counselor offered an introduction to personal finances and financial planning to three clients as part of their counseling sessions, focusing on fostering independence and instilling responsible financial habits. The topics covered included prosperity, well-being, orientation to the real estate market, the importance of saving, and the consequences of borrowing. The counselor incorporated philosophical reflections on finance, drawing inspiration from books like "Buddha On Wall-Street"<sup>4</sup> and "Thai Folk Wisdom."<sup>5</sup> The

<sup>4</sup> Vaddhaka Linn, The Buddha on Wall Street: What's Wrong with Capitalism and What We Can Do about It, WindHorse Publication, 2015

<sup>5</sup> Tulaya Pornpiriyakulchai, Thai Folk Wisdom: Contemporary Takes on Traditional Proverbs, River Books, 2010



concept of budgeting was introduced, emphasizing allocation to savings, spending, and future goals, with a recommendation for budgeting apps. The counselor advocated cultivating a saving habit and distinguishing between needs and wants to promote mindful financial choices. The meetings were tailored to each client's unique circumstances, providing personalized and effective learning experiences. The overarching goal was to empower clients to independently manage their finances, fostering confidence and informed decision-making in navigating their personal finance.

The Extraction Project was a separate initiative that ran in parallel with and complemented LILA. As part of this program, Payoke partnered with the Antwerp-based non-profit organization Alba to send a 21-year-old client to a retreat in Thailand. The daily activities included Thai boxing, jogging, meditation, yoga, and fitness, allowing time for cultural exploration and reflection. The project aimed to disconnect the client temporarily from her familiar environment, enabling her to redefine herself and assume a different role upon returning. The non-verbal approach minimized the need for repetitive storytelling. The client received psychological care and support from a Multiversum psychologist, with ongoing guidance from project manager Steve. While concrete goals were not predefined, the overarching aim was positive reintegration into society, with flexible personal goals crafted based on the client's input. These goals were adjusted during the project based on the client's or guidance's needs. It was through the Rock and Water activities, supported by LILA, that the Extraction project came into being. During the Rock and Water exercises, it became clear what the clients needed, and how the project could meet those needs. Moreover, psychosocial counselors were able to see their clients more frequently than once a month because of the LILA program.

One client enrolled in editing courses with Redouan Lachkar from Redlusion Productions, a content creation agency. This was the client who participated in the Extraction Project and sought to acquire the skills to edit the video footage captured during her experience in Thailand. Under the guidance of Redouan Lachkar, the client delved into the intricacies of Adobe Premiere Pro, a video editing software. Despite the complexity of the program, the client found the learning process both challenging and intriguing. The courses not only equipped the individual with technical proficiency in video editing but also fostered a creative and dynamic approach to storytelling. This initiative allowed the client to actively participate in shaping the narrative of the Extraction Project. The



collaboration with Redlusion Productions empowered the client with the expertise to bring her creative vision to life through the medium of video editing.

One client, the same who attended martial art classes and participated in the ExtrAction program, was admitted to a 200-hour Yoga teacher training in Antwerp, as part of the LILA training path. Yoga teacher training can serve as a transformative pathway towards social and economic inclusion for a girl in a vulnerable condition by providing her with valuable skills, confidence, and opportunities for personal growth. Beyond the physical practice of yoga, teacher training programs often encompass holistic education, including topics such as anatomy, philosophy, and teaching methodologies, which equip participants with a comprehensive toolkit for self-improvement and empowerment. Through structured training, girls in vulnerable conditions not only cultivate physical strength and flexibility but also develop crucial soft skills such as communication, leadership, and resilience, essential for navigating diverse social and professional environments. Furthermore, upon completion of the training, these girls gain access to potential employment opportunities as yoga instructors, enabling them to generate income, support themselves financially, and contribute to their communities

**Target group:** Minor victims of loverboy trafficking or girls who received a negative assessment.

**Indicators:** 4 clients supported.

**Staff involved:** Psychosocial counselors and the LILA Project Manager

**Stakeholders/actors involved:** Service providers (vzw Alba, Redlusion Productions)

## 6. Time planning for each action / activity inside the local pilot

Task/program	Activities	Women involved	Duration
T3.1 Pilot start-up and preparation	Regular meetings/contact between LBTP team and the LILA project manager to develop the pilot and monitor its progress.	9	February 2023 – January 2024
T3.2. Pilot implementation Participant's derivation to the pilot's and reception	Each psychosocial counselor of the LBTP team keeps an encrypted list of clients participating in the pilot. .	25	February 2023 – January 2024
T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation	Individual skill profiles are compiled by the psycho-social counselors and the LILA Project Manager.	25	February 2023 – January 2024
T3.4. Pilot implementation Activation and community: Individual activation plan and support circle	The psycho-social counselors discuss needs and desired intervention with each client individually. This information is gathered in the form of individual action plans.	25	February 2023 – January 2024



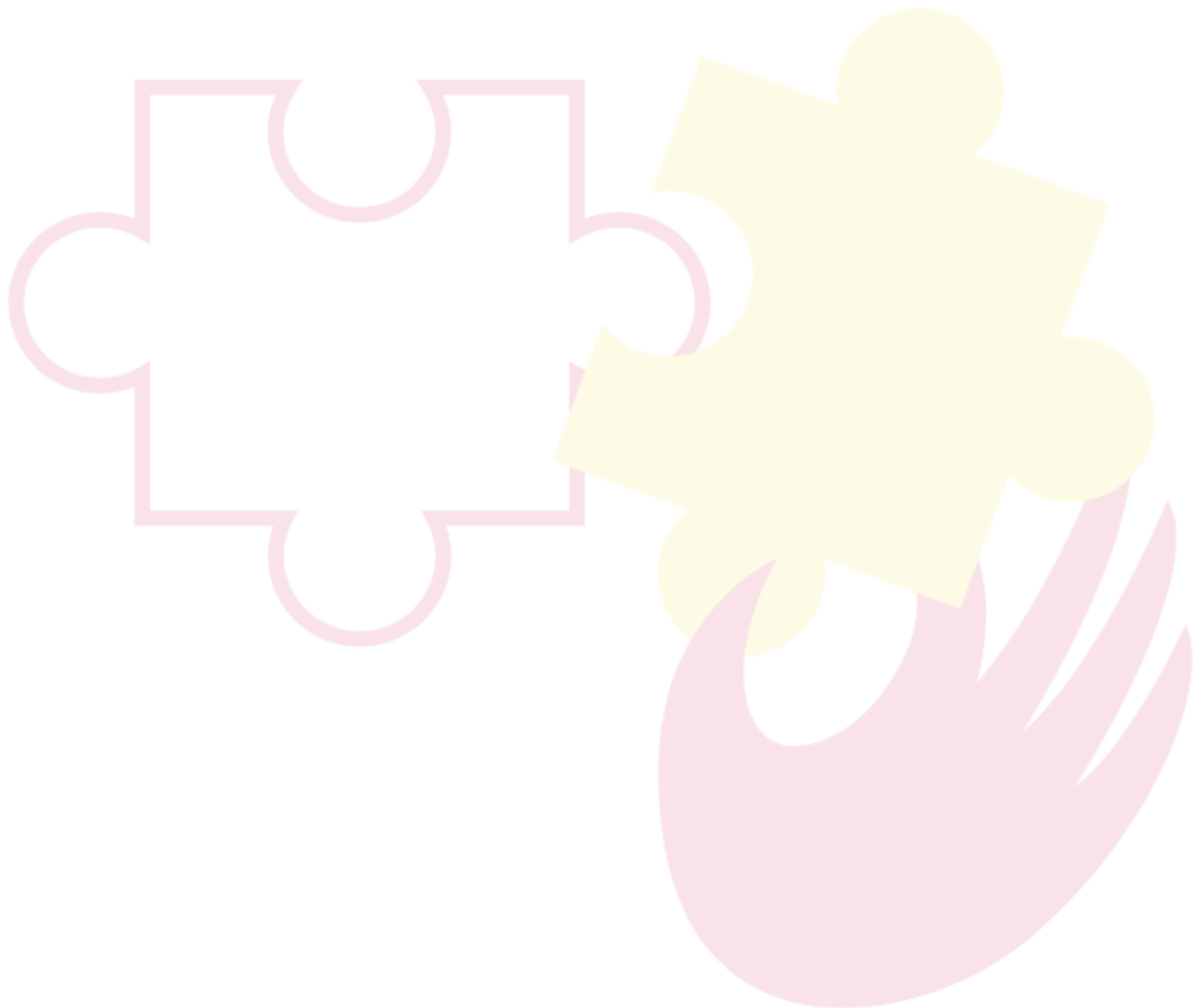


<p>T3.6. Pilot implementation Therapeutic recovery. Program aimed at providing feminist specialized medical-psychosocial support, based on survivor therapy</p>	<p>Psycho-social counseling is offered, emphasizing body-based therapy. Access to individual psychological therapy is ensured for clients living in Antwerp.</p>	<p>25</p>	<p>February 2023 – January 2024</p>
<p>T3.7. Pilot implementation Legal assistance. Program aimed at providing specialized and quality legal advice</p>	<p>Options to provide external legal counsel to assist victims of GBV who fall outside of Payoke's mandate are under consideration.</p>	<p>-</p>	<p>February 2023 – January 2024</p>
<p>T3.8. Pilot implementation Training path. Program aimed at providing survivors with the skills needed to improve their practical and professional experience, improve employability and facilitate their socio-economic reintegration.</p>	<p>Individualized services for pursuing education, skills training, income generation, or volunteering are provided.</p>	<p>4 clients</p>	<p>February 2023 – January 2024</p>



# Catalogue containing the 4 LILA Pilots (Belgium, Greece, Italy and Spain)

## *Italy*



## 0. General introduction to the Pilot and process of design

The pilot constituted the follow up of a previous programme of intervention implemented by ACRA under the framework of AMIF project Cope and Hope aimed at contributing to the social inclusion of TCN women victims of trafficking and gender violence along the migration path. Built on the results achieved by the project, LILA pilot intervened to tackle gender-based violence against women by supporting TCNs in some cases victims of trafficking by facilitating GBV detection in reception system and strengthening referral mechanisms with anti-violence network and in particular with CADMI. CADMI is the first feminist anti-violence center founded in Milan in 1980, member of DIRE the national network of anti-violence centers that since 2019 it has been collaborating with UNHCR to facilitate access to the shelters for migrant, refugee, or asylum-seeking women that escaped violence. LILA pilot intended to capitalize this model of intervention (Leaving violence, living safe UNHCR programme) and enhance the model of support for TCN women that escape violence by improving the transcultural approach to the programmes implemented by CADMI.

The process to design the pilot started in June 2022 when we started to involve the Municipality of Milan and the department for social affairs to collect inputs to be valued in the research about the impact of Covid 19 on services provided by the anti violence network. The person in charge of delivering the research carried out a set of in-depth interviews with:

- Responsible of Cadmi (Casa delle donne Maltrattate di Milano)
- Responsible of SvS Dad
- Coordinator of Milan anti violence network
- Head officer department social affairs Municipality of Milan

According to main findings came up during the research and the previous experience carried out by ACRA in Cope and Hope project (AMIF programme), was decided that the activities expected to be implemented under the pilot would have to be targeting TCN women victims of gender violence along migration path or victims of trafficking but not supported by antitrafficking programme as well as women in asylum system or expelled from reception system.



The pilot has been designed considering several challenges in supporting TCN women in asylum system and antitrafficking programmes:

a) *The detection of GBV in the intersection between asylum system and anti-trafficking programme*

b)

The pilot has been developed under the framework of an increasing relevance of the identification of potential victims of trafficking and exploitation among asylum seekers and refugees that brought agencies such as UNHCR to publish guidelines designed to facilitate and push the reinforcement of the collaboration between the asylum system and the anti-trafficking programmes. A similar effort has been promoted by UNHCR to support women victims of gender violence to facilitate the access to the anti-violence shelters of DIRE. In this sense in 2019 UNHCR developed the programme Leaving violence Living safe that adapted the feminist methodology of intervention and support of GBV survivors designed by feminist anti violence centers. TCNs women experience indeed multiple forms of GBV. Most of the women with a migration background have been obliged to leave their home countries to escape from violence and abuse, with migration as their only opportunity for saving their lives. For this reason, we can say that GBV can be considered a “push” factor in the migratory path. Multiple forms of GBV are experienced by women along migration route as well as institutional violence is reproduced by asylum and protection system. The detection of GBV suffered by TCNs women is made more difficult by a number of reasons related to the institutional context as well as the lack of trauma sensitive perspective in approaching GBV with TCN women that we can enlist as follows<sup>6</sup>:

<sup>6</sup> The information included in the table is listed in “UNHCR Leaving Violence Living Safe” guidelines



<b><u>Institutional Barriers</u></b>	<b><u>Individual barriers that can be overcome with trauma sensitive and transcultural approach</u></b>
<p>The reception structures programme tends to reproduce power hierarchies that hinder GBV emergence.</p>	<p>Women often fail to recognise that they are entitled to the respect of their human rights and to a life without sexual and gender-based violence.</p>
<p>The control measures carried out in the reception centres reproduce the limitation to women's agency characterizing GBV.</p>	<p>Being women labelled as vulnerable or victims, their sense of agency is weakened and their self-identification may reproduce "biographical borders" that impede the access to rights, jobs, mobility. The processes of othering and the circulation of stereotyped and racialised imaginaries on migrant women may impact on the daily life relationship between operators and women in reception centres and their autonomy, empowerment and future trajectories, also in terms of labour inclusion.</p>
<p>The process of assessment of consistency of internal and external credibility of asylum seekers' narratives made the women less confident to express the violence suffered.</p>	<p>Upon arrival, the majority of women wish only "to forget", and "get along with my life". But the trauma may continue to trouble them, and they will most probably be obliged to repeat their story again and again during the procedure for the recognition of international protection</p>



<p>Reception centers and social services tend to reproduce an approach that creates dependency culture and impose gender models considered from their perspective more appropriate to the inclusion of mothers in a local sociocultural context. Social services may interfere not only in parenting practices and relationships, but also in the migrants' self-perception as women and mothers</p>	
<p>The structure of the reception system, is increasingly perceived as an emergency service that is there to meet only basic needs, within a framework of dehumanizing standardized procedures, where the specific features of individual experiences tend to be ignored</p>	<p>Women need to be enabled in the possibility of making one's own decisions.</p>

*c) Low rate of migrant women supported by anti-violence center*

Women with a migration background represent the minority of women supported by anti-violence centers. In 2019 CADMI decided to start a pilot project designed to address the needs of asylum seekers women. The pilot foresaw both the capacity building of professionals (case managers, counselors, educators, intercultural mediator) working in anti-violence centers and the opening of a specialized shelter –Casa F– equipped to host and support women with a migration background. Differently from “native” women, migrant, asylum-seeking and refugee women rarely approach an anti-violence center on their own, prompted by a need/desire to ask for support. They are usually “referred” to the anti- violence center by operators of the

reception facilities, the Territorial Commissions, the health service (source UNHCR, Leaving violence Living safe toolkit).

CADMI started the adaptation of the feminist anti-GBV methodology according to an intercultural perspective in defining with women the path to leave the violence. This process of adaptation requires a shift in the operators' feminist perspective: the case managers need to understand that for most of the migrant asylum- seeking and refugee women, overcoming traumas and start a new life free from violence may not really be among the priorities. For most of the migrant asylum- seeking and refugee women the absolute priority is to legalize their position.

[The methodology of anti-violence centre CADMI \(Casa delle donne maltrattate di Milano\): a feminist methodology](#)

### **Intake and reception: the methodology of “welcoming” and the role of anti-violence professionals**

The reflections, meanings and studies carried out in the last forty years by the women active in the centers as practitioners, lawyers, and volunteers constitute the basis of the “welcoming” methodology developed by CADMI. CADMI is the first anti violence center founded at the end of the 80's in Milan and in Italy. Confidentiality, secrecy and anonymity are the three steering principles that place women's needs and desires at the center of the support process. The women's empowerment process relies on self-help: women who support each other and find solutions to fight against male violence. The relationship is based on not judgment, the woman's story is accepted and women are believed for what they tell. CADMI envisions a feminist methodology, focused on the relationship between women through a set of “intake” channels : free anti-violence and stalking number 1522, individual support at the anti-violence center and multi-agencies referral. Two specialized support providers\* welcome the women in order to enable a horizontal, circular and transparent setting where experienced violence is embraced. They give back strength to the woman and make value of women's choices. The anti-violence center has to be considered as a safe space for women free from control. The feminist methodology adopted by CADMI professionals is defined to tackle women's victimization: women are not treated like they are a problem. On the contrary, women who decide to ask for help and support at the anti-violence center have the strength to leave out violence situations. The objective of the feminist

intervention is to rebuild the future for women by recognizing their skills and competences first. The feminist approach requires to enable women to recognise their desires as a source of change. Furthermore, it refuses the privatization of violence claiming for social change. In this regard mother GBV survivors are supported in their parental role not intervening in the parental relationships but providing them measures and services to facilitate family conciliation.

\*The anti-violence operators are specialized support providers: personnel appropriately trained to: a) encourage immediate recognition and disclosure of the phenomenon of violence against women; b) establish an appropriate relationship with the (potential) victim to avoid secondary victimization; c) ensure the suitable acceptance and follow-up of cases.

### **Adaptation of the feminist methodology: a transcultural shift of paradigm**

Despite GBV affects all the girls and women in multiple ways globally, interlocking structures of oppression (race, status, etc) affect women with a migration background. Embracing this perspective implies that the feminist methodology adopted by anti-violence professionals has to be adapted to embed the intersectional and transcultural approaches into the support process. As explained above for most of the women with a migration background to cope with the violence experienced may not be considered as a priority. As well as how violence is conceptualized in different cultural settings may vary. In the relationship with migrant women it comes up that IPV (intimate partner violence) may be perceived in multiple ways. This is due to the fact that how violence is perceived is a socio-cultural construct. As well as, frequent protection measures such as the secret address of secret home may impact differently on women's lives if they are migrant, primarily in the relation with police corps due to the fact that being migrant they are asked to be ever located. Furthermore, migrant women are more vulnerable than natives in terms of access to welfare services: the economical precarity and the status of migrant frequently exclude them from family conciliation measures. Migrant women above all asylum seekers and refugees often do not have other familiar support or they escape from the family left in the country of origin as well as in the country of destination.





As explained above also the structure of the reception system affects the emancipation process. For this reason, the anti-violence center professionals are engaged in providing women a safe space where they can recover their self-esteem, their culture and above all to feel respected. Taking into accounts all these complexities a third actor intervenes in the healing setting: the intercultural mediator. The role of intercultural mediator became increasingly relevant to set a bridge between the operators and the women supported by the centers. In this sense intercultural mediators' capacity building is crucial to avoid the risk of reproducing cultural stereotypes. The intercultural mediator constitutes a support for the operators in understanding women's requests that are not necessarily directly linked to the experience of violence. Just as introducing what an anti-violence center is, it has to be considered extremely relevant for setting a trust relationship with the women in order to avoid the risk to be consider as any other "office" where migrant, asylum-seeking and refugee women have been asked to tell their story

Stated these difficulties in supporting TCNs women, the pilot intended to adopt the reception methodology designed by CADMI by envisaging three referrals channels: a) auto-identification; b) referral from the territorial commission c) referral from asylum or anti-trafficking programmes

### **Process of co-design**

In order to design the pilot, the following actions were carried out:

July 2022 – January 2023: The preparation of the pilot started in July 2022 with a first introductory meeting with the coordinator of CADMI.

- First introductory meeting with Milan City Council anti-violence network (September 2022)
- Second meeting with CADMI coordinator to define operation protocol (October 2022)
- Third meeting with CADMI coordinator to define the European scaling up of CADMI methodology under the framework of professionals' capacity building planned in LILA project (January 2023)
- Elaboration of the first draft of the pilot of the project (February 2023) based on the meetings held.



January 2023: During the Athens coordination meeting, ACRA shared with the consortium the operational planning of the pilot with the partners.

February 2023: During the month of February, the Pilot coordinator held meetings with the teams of the CADMI anti-violence center and began planning and programming the activities of the pilot, which is scheduled to end in February 2024.





## 1. Name of the initiative

LILA with CADMI

## 2. Place(s): City/Area/Location

Milan, Casa delle donne maltrattate

## 3. Date of beginning – Date of end

March 2023–February 2024

## 4. Short description

The pilot aimed at contributing to enhance the model of support for women with a migration background carried out by CADMI in Milan by improving the transcultural perspective in all the actions carried out. Furthermore, it intended to tackle the intersection of vulnerabilities faced by TCNs women that live multiple forms of violence and discriminations: as women, as migrant, as asylum seekers etc. Specific attention was devoted to strengthen language and vocational training opportunities just as measures to support women in family conciliation. The pilot intervened in filling the gap of recognised services and welfare measures for women provided by institutions.

The objective of the LILA pilot was providing **appropriate and comprehensive support to TCN women in defining and building an autonomous and emancipatory path to leave out GBV**. The pilot included: a) specialized feminist psychosocial support provided by anti-violence operators b) legal assistance and advice mainly in the area of migration c) language and vocational training opportunities d) measures to support family conciliation.



The pilot consisted of the following main activities:

- Participants' derivation and reception
- Profiling & Activation
- Intercultural mediation service specialized in violence
- Legal assistance
- Migration & International law
- Language and vocation training
- Job search support and tailored career counselling.
- Family conciliation measures

Actors involved

- Coordinator of CADMI anti-violence centre
- Operators of CADMI
- Milan city council anti-violence network
- Referral organisations or institutions (reception centres or territorial commission)

## 5. Description of the programs and activities included in the pilot

### T3.1 Pilot start-up and preparation

The meetings conducted during the pilot project preparation phase involved various discussions and actions to advance project objectives. These included:

- Introduction of the project to the Municipality of Milan Department for Social Affairs and the anti-violence network.
- Definition of partnership agreements between ACRA and CADMI.
- Online meetings with key stakeholders to discuss project progress and coordination.
- Meetings with relevant organizations to further program coordination.
- Discussions regarding the training program for professionals involved in the project.
- Analysis of evaluation templates for women intake and needs assessment, including coherence assessment with CADMI feminist methodology.
- Definition of pilot actions and assessment tools in collaboration with the CADMI team.
- Online team meetings to coordinate project activities.
- Meetings to review and evaluate pilot progress and outcomes, leading to identification of main learnings and findings for a conference.
- Pilot closing and evaluation session to assess project outcomes and discuss future steps.
- These meetings covered a range of topics crucial for the successful implementation and evaluation of the pilot project addressing gender-based violence.

**Target groups:** Municipality of Milan, anti-violence and anti-trafficking networks.

**Indicators:**

Number of meetings

Number of Country clusters agreements reached

**Staff involved:** Coordinator of LILA project, CADMI coordinator.

**Stakeholders/actors involved:** Municipality of Milan.

### T3.2. Pilot implementation Participant's derivation to the pilot's and reception

The pilot aimed to enhance the intersection between anti-violence programmes and asylum/international protection reception system by improving the mechanism of detection of GBV and so thus contributing to support TCN women affected by multiple forms of violence.

#### **Referral to the program:**

Participants in the pilot could access the program through the following channels:

- Internal referral by the referring professionals from CADMI, in the case of women who were already receiving support from the organization.
- External referral by anti-violence/anti-trafficking as just as territorial commission
- Self-referral.

Once the referral is made, to ensure and maintain comprehensive intervention, the LILA team composed by at least 2 CADMI operators established the necessary coordination with the referring professionals/institutions/organisations, as frequently and for as long as needed.

#### **Activities:**

The process of the participants derivation to the pilot and their reception was composed of the following activities:

- First personal interview: phone/online/in presence meeting with CADMI anti-violence operators (2 specialized operators).

The professional profile of operators varied from educators, psychologists, anthropologists but all trained in feminist CADMI methodology). The initial meeting was aimed at starting a dialogue with migrant, asylum seeking and refugee women as just as to introduce what CADMI centre was and how it worked: describing the space and the role of the people who work in it. During the first meeting CADMI team underlined the commitment to confidentiality, the opportunity to tell one's own story and to be heard and believed as just as the importance of the relationship between women in which every decision is taken together and women's wishes and freedom of choice are respected. The interview started warmly with presentations, asking the woman how she was, how she felt. The woman must feel that the operators accept her as a woman



with her own values and skills. During the first interview, the anti-violence centre usually propose a series of questions aimed at determining the situation of violence and the woman's history.

- Second meeting with CADMI operators in case the first was done online. If needed the meeting included the presence of the cultural mediator. The initial interview took place during this meeting, and the participant's needs and expectations were collected. The number and length of meetings devoted to women's needs assessment was set according to every specific case. During the preliminary meetings the operators adopt SARA risk assessment to identify any danger indicators.
- Coordination with professionals and other services/organisations: in order to maintain and guarantee the integrity of the intervention, CADMI staff carried out the necessary coordination with the entities/professional of reference, if necessary.

**Target groups:** Women in situation of gender-based violence.

**Indicators:**

- Number of women referred to the program (from other services or self-referred).

**Staff involved:** CADMI coordinator, LILA-CADMI team, Cultural mediator.

**Stakeholders/actors involved:** Territorial commission, Milan city council anti-violence network, Milan social-affairs department, Reception centres.

### T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation

This process refers to the assessment of women' story and elaboration together with each woman of an individualized action plan

#### 1. Assessment and meaningful trust relationship building

2 Professionals of CADMI anti-violence center (2 for anti-violence center and 2 for shelter "Casa F") were in charge of setting a number of meetings with each woman to assess the situation and elaborate together with her an individualized

path. The meetings were carried out by a couple of professionals to reproduce a circular and horizontal setting aimed at avoiding to recreate a domineering relationship. The meetings aimed at assessing the specific situation of each woman in terms of social and emotional needs, competences, legal and economic situations. The number of meetings needed to assess women's situation varied according to the specific situation.

### *Violence Assessment*

The needs assessment was built matching CADMI methodology with the LILA impact evaluation framework. The meetings aimed to:

- a) develop a shared perception of violence
- b) initiate the dialogue aimed at laying the groundwork for the “will/need” to deal with the experienced violence and the consequent suffering.

This stage is related to the establishment of a trusting relationship aimed to make women in the position to express their desires, stories, fears. The meeting with CADMI anti-violence center social workers helped women to reconnect with fear while generating new strength, a strength that allowed them to bear the weight of their past while facing obstacles and seizing the opportunities that life offers in Italy.

The social and emotional support provided by CADMI operators was an ongoing activity carried out along the entire intervention. Main objectives of the meetings were:

- risk detection and assessment.
- empowerment: By offering women the opportunity to experience self-determination and helping them to recover strength.
- outlining an individual project to leave violence.

## **2. Individual Support Plan**

On the basis of individual needs and desires, the support plan is developed with the woman and included a set of concrete actions such as:

- legal support
- psychological support
- measures for family conciliation
- provision of training opportunities
- housing





- health support
- job orientation

The individual support plan is the result of several meetings held with the women. Also, in this case the length and number of meetings relied on women's situation. These meetings aimed at reducing or alleviating individual obstacles of survivors, (if needed) support them to gradually take up a structured daily routine, facilitating access to training and vocational opportunities.

Accordingly to each specific case, the operators set several meetings with the woman and the professionals of agencies and entities (social services, reception center, territorial commission, consulate) entitled in the case

#### **Methodology for developing the Plan:**

1. Design the plan in coherence with women's needs and desires.
2. Guidance for empowering participants by choosing their own paths
3. Implementation of the plan's actions.
4. Follow-up sessions

#### **Indicators**

- Number of total assessment meetings carried out.
- Number of individual action plans started.
- Number of follow-up meetings\*participant.

**Staff involved:** Coordinator of CADMI. CADMI anti-violence centre social workers, Cultural mediator, Anti-violence network of the territory, Territorial commission

### **T3.4. Intercultural mediation service**

#### **Description**

Women **hosted** in Casa F shelter and those supported by the anti-violence center were provided with a programme of intercultural mediation aimed at overcoming possible language barriers and finding metaphors, examples and cultural references to help migrant, asylum-seeking and refugee women undertake the emancipation path gradually shaped with the assistance of the team of the anti-violence center and the local network.



The intercultural mediation activity was provided by external consultants in ad hoc meetings or by CADMI professionals in case of the women hosted in CASA F shelter. Cultural mediation activity was provided on occasion of territorial commission interviews, internal meetings with the referral network, individual meetings with CADMI team.

### **Objectives**

- To build a bridge in dealing with the migrant, asylum-seeking and refugee woman and their particular cultural identity
- To help anti-violence operators and professionals to deconstruct cultural stereotypes avoiding the risk of secondary re-victimisation
- To add a multi-cultural perspective to the anti-violence centre team
- To equip anti-violence centre operators and professionals with tools to recognize the transcultural dimension of GBV

**Target groups:** TCN women

**Indicators:** N. of meeting

**Staff involved:** cultural mediators and CADMI anti-violence center social workers

**Stakeholders/actors involved:** Cooperativa Crinali, Hospital and other public services, Cooperativa Lule, Cooperativa Progetto Integrazione

### T3.5. Pilot implementation Family conciliation measures

#### Description

Economic violence is one of the forms of GBV that affects more and transversally the women supported by the anti-violence center. Migrant women are more exposed to forms of vulnerability related to the lack of public services for welfare and family conciliation also due to the job insecurity and their status of migrant. Women supported by the pilot were provided with concrete measures for family conciliation such as sport opportunities for their children, child psychomotricity services, after school services. These measures, not already provided by institutional services, helped women to be supported in parenting and in gaining economic independence, making them in the position to work.

#### Objectives

- To tackle economic violence by providing women with measures to facilitate family conciliation.
- To support women in their parental role by providing welfare services.

**Target groups:** TCN women

**Indicators:** N. Of women supported

**Staff involved:** CADMI anti-violence center social workers

**Stakeholders/actors involved:** Municipality of Milan, schools, leisure and sport activities providers

### T3.6. Pilot implementation Therapeutic recovery. Program aimed at providing feminist specialized medical-psychosocial support, based on survivor therapy

Psychosocial support

#### Description

Along with the pilot activities implementation, the specialized support ensures ongoing psychological support to the women. Individualized and specialized transcultural psychological and therapeutic service was provided to those women expressing the need of additional support. The activity was provided by entities and professionals specialized in transcultural psychology and



ethno-psychiatry. The expression of this need was the result of a good relationship of trust established between the woman, the operator and the cultural mediator. The sense of security that the woman experienced once she feels protected from violence and connected to the women who listen to her and support her, caused memories of the violence to resurface. And as memories emerge, so does the determination to give them meaning and seek answers. It has to be mentioned that migration itself contributes to forms of re-victimisation and re-traumatisation. Many migrant women have to cope with transculturation stress that is related to a number of “stress factors” that accompany settling in a new social environment. The therapist involved in the activity carried out a first assessment interview to detect a woman's needs, considering the stage of her process and the trauma affectation. Altogether with the woman, the objectives of the intervention were set up.

The program was structured in a flexible delivery model consisting of individual appointments. Due to security and privacy reasons no group therapy session was carried out. An art-therapy program was delivered by the specialized support CADMI providers aimed at promoting women's expression of emotions and re-elaboration of the trauma. The individualized support referred to the Ethnopsychiatric Approach: a therapeutic method that simultaneously uses psychological techniques and ethno-anthropological models to deal with traumatic symptoms and psychopathological disorders, considering the different symbolic contexts and systems of cultural belonging.

### **Objectives:**

- To support women in identifying and naming violence
- To increase women's sense of wellbeing and self-efficacy
- To enhance women's trauma recovery skills: self-esteem, emotional regulation, resilience, judgment and decision-making,
- To decrease women's normalization and legitimization of violence, preventing further victimization.

### **Medical support**

Low social support, poor knowledge of the healthcare system, unfamiliarity with the language, and discrimination affect migrant women and worsen women's health.

Rarely the reception system structure provides specialized support in healing health diseases due to GBV experience. Health support was provided to women that cannot afford the cost of specialized visits (dental, gynecological, physiotherapy etc.). The specialized support providers of CADMI accompanied the women to access to health services

**Target groups:** TCNs women

**Indicators:** N. of meetings / N of women supported

**Staff involved:** External service providers (psychologists and cultural mediators)

**Stakeholders/actors involved:** Cooperativa Lule, Cooperativa Progetto Integrazione, Cooperativa Crinali

### **T3.7. Pilot implementation Legal assistance. Program aimed at providing specialized and quality legal advice.**

#### **Description**

As outlined by UNHCR guidelines, the definition of legal status and the provision of listening space for this specific need is increasingly relevant for the empowerment process of TCN women. Reception or refusal of an asylum application can have a decisive impact on the psychological status of the women.

#### **Activities**

The pilot intervened with the provision of a set of legal support measures for women to help them with the practical aspects of preparing for a hearing before the Territorial Commission or supporting an appeal against the rejection of an asylum application. Women were provided with legal support services aimed to:

- a) address legal and judicial issues related to the situation of violence
- b) address legal and judicial issues related to the situation of trafficking.
- c) assist women in the penal proceedings
- d) to assist women in issues related to family law: separations, divorces, child custodies



The women were also supported with the provision of legal translation of documents necessary for the request of residency permit or recognition of educational career.

**Target groups:** TCN women

**Indicators:** N. of women supported

**Staff involved:** CADMI specialized support providers, lawyers

**Stakeholders/actors involved:** Municipality of Milan, Territorial commission

### **T3.8 Pilot implementation Training path. Program aimed at providing survivors with the desired competencies to start/ pick up their path**

#### **Description**

A program of intensive language or vocational trainings was provided to women aimed at facilitating social-inclusion and tackling economic violence. The trainings and the vocational opportunities were provided by external specialized agencies. CADMI operators facilitated, organized and contacted the language and vocational training service providers according to women's needs and interests. The trainings were delivered in individual and intensive format. The set of training opportunities provided aimed at reinforcing and enhancing the acquisition of pre-employment skills. The provision of intensive language courses by enhancing and reinforcing language competences contributed to the improvement of the relationships between women and CADMI operators. Language courses enabled women to better express their needs and expectations independently from the presence of cultural mediators or other operators.

#### **Objective**

- Provide women with opportunities to prevent and/or tackle economic violence by reinforcing their autonomy and independence
- Provide women with specialized training opportunities and so thus contributing to reinforce self-esteem



### Activities

Cadmi operators were in charge of the following tasks:

- Assessment of women's needs and desires. This activity was carried out in collaboration with Labour department
- Preliminary agreements with external agencies in charge of the provision of training courses
- Networking and follow up with public services and reception entities in the case of women hosted in shelters or reception centres.
- Follow up with women to assess their progress, answer questions and provide additional advice and guidance based on their individual needs.
- Emotional and psychological support to women to help them overcome obstacles and maintain a positive mindset during the training

**Target groups:** TCN women

**Indicators:** N. of women supported

**Staff involved:** CADMI operators, external agencies service providers

**Stakeholders/actors involved:** Municipality of Milan, Territorial commission

### T3.9. Pilot implementation Job orienteering. Assessment for active job searching and socio-labor orientation

#### Description:

The program was aimed at facilitating and improving processes of socio-labor insertion of women. It was carried out by CADMI operators in collaboration with CADMI labor department. CADMI labor department was in charge of dealing with public services, job agencies and enterprises. The program of labor insertion and job placement is part of CADMI activities with the corporate sector that is involved in training women or providing them job opportunities.

This program addressed unemployed women or women in situations of job insecurity. The operators of the labour department with the support of anti-violence operators were in charge of delivering needs and desires analysis



as just as to track women's progress by collecting feedback and assessing learnings. The number of sessions was defined accordingly to women's needs and expectations

**Objectives:**

- To provide career guidance by assessing skills and desires
- To prepare for job interview and how to cope with stress related factors
- To foster job search skills
- To facilitate connections and networking with the labour ecosystem (job agencies, enterprises, public services etc.)

**Target groups:** TCN women

**Indicators:** N. of women supported

**Staff involved:** CADMI labor department staff

**Stakeholders/actors involved:** Public services related to job inclusion, enterprises, job agencies

### **T3.10 Pilot implementation Intermediation and labor insertion. Program aimed at matching women with employment/internship opportunities**

**Description**

The program was included in the activities already provided by CADMI labour department and it was aimed at enhancing and boosting the mechanisms and strategies of labour insertion of TCN women.

**Objectives**

- to increase TCN women's capability for entering the labour market
- to ensure women with appropriate labour opportunities

**Activities**

CADMI labour department was in charge of the following tasks:

- Detection of companies and enterprises and initial contact
- Match of companies' offers and women CVs and expectations
- Monitoring of the selection processes





- Early identification of possible obstacles
- Assessment of women situation (work-life balance, flexible work etc.)
- Post-insertion monitoring

The sessions were carried out individually. The number of meetings was set according to each specific situation

**Target groups:** TCN women

**Indicators:** N. of women supported

**Staff involved:** CADMI labour department staff

**Stakeholders/actors involved:** Public services related to job inclusion, enterprises, job agencies

## 6. Time planning for each action/activity inside the local pilot

Task/program	Activities	Women/ girls involved	Professionals you will impact	Duration
T3.1 Pilot start-up and preparation	Meetings with stakeholders: - CADMI - Municipality of Milan - DIRE Network	-		
T3.2. Pilot implementation Participant's derivation to the pilot's and reception	- Dissemination of the program activities - Referral to the program - First reception visit - Coordination with professionals	16	5	March 2023 - February 2024
T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation	- Individual assessment appointments with each participant (profiling) - Individual appointments with each participant for the elaboration of the Activation Plan - Follow-up and support sessions with each participant	16	5	March 2023 - February 2024
T3.4. Specialized intercultural mediation service with a gender perspective focused on violence.	Cultural mediation activity during individual appointment at anti-violence centre with woman and CADMI operators	16	5	April 2023 - February 2024



	Cultural mediation activity in preparation of interview with territorial commission			
T3.5 Family conciliation measures	- Parenting support with family conciliation measures	4	-	October 2023 - February 2024
T3.6. Program for the Well-being of Survivors.	- Art therapy as a therapeutic and emotional processing tool - Ethnopsychology support	12	3	April 2023 - February 2024
T3.7. Legal assistance. Program aimed at providing specialized and quality legal advice.	- Legal translation of documents - Advice and support for asylum or residency permit request - Advice and support for divorce, family law	10	4	April 2023 - February 2024
T3.8 Training path. Program aimed at providing survivors with the desired competencies to start/ pick up their path	- Italian intensive language training - School years recovery - ASO training - OSS training - Vocational training in food and wine sector - Car License	8		April 2023 - February 2024
T3.9. Job orienteering. Assessment for active job searching and socio-labor orientation	- Assessment of women's needs and desires. This activity was carried out in collaboration with Labour department - Preliminary agreements with external agencies in	5		April 2023 - February 2024



	<p>charge of the provision of training courses</p> <ul style="list-style-type: none"> <li>- Networking and follow up with public services and reception entities in the case of women hosted in shelters or reception centres</li> <li>- Follow up with women to assess their progress, answer questions and provide additional advice and guidance based on their individual needs.</li> <li>- Emotional and psychological support to women to help them overcome obstacles and maintain a positive mindset during the training</li> </ul>			
<p>T3.10. Intermediation and labour insertion. Program aimed at matching women with employment/internship opportunities</p>	<ul style="list-style-type: none"> <li>- Detection of companies and enterprises and initial contact</li> <li>- Match of companies' offers and women CVs and expectations</li> <li>- Monitoring of the selection processes</li> <li>- Early identification of possible obstacles</li> </ul>	<p>3</p>		<p>April 2023 - February 2024</p>

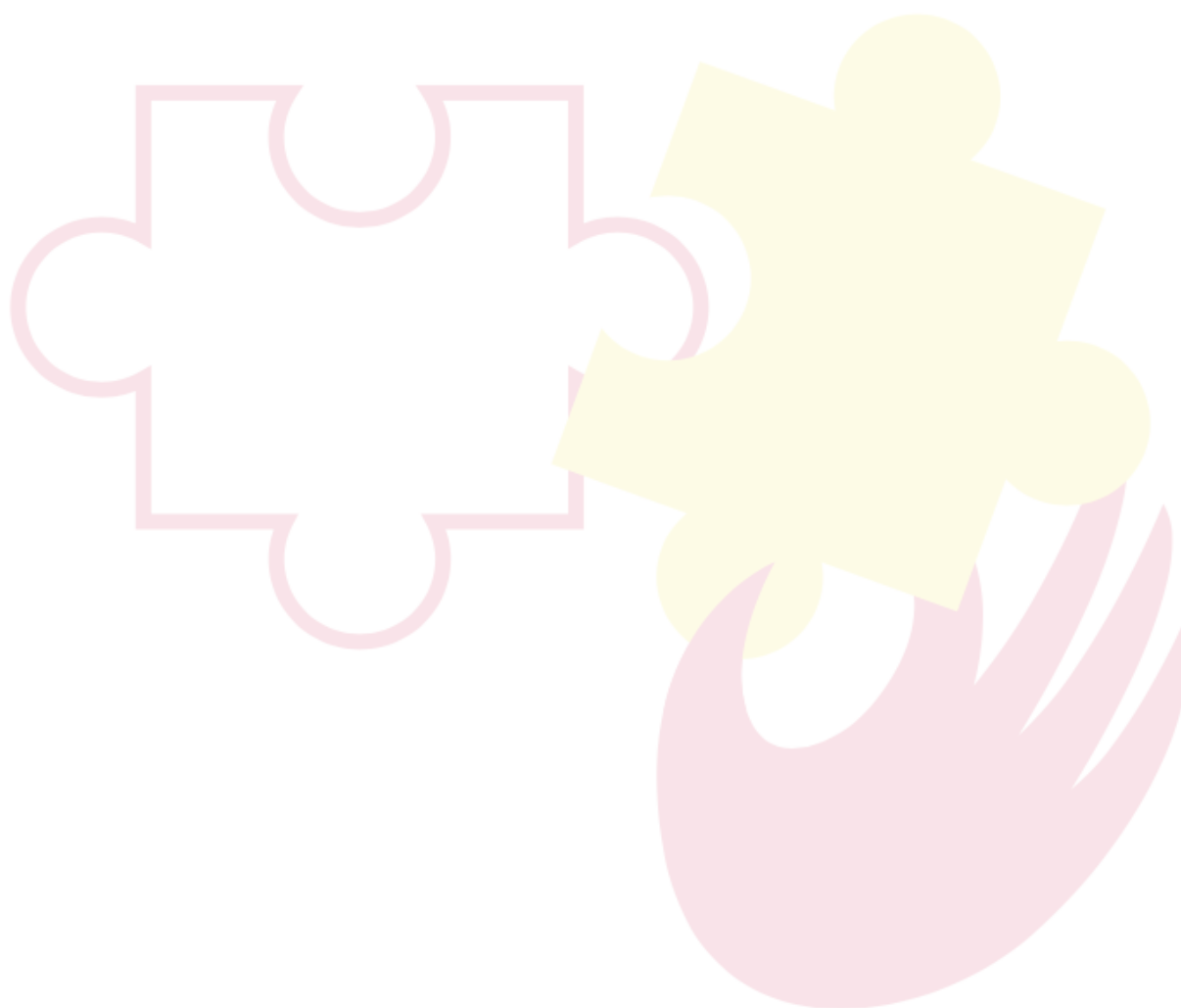


	<ul style="list-style-type: none"><li>- Assessment of women situation (work-life balance, flexible work etc.)</li><li>- Post-insertion monitoring</li></ul>			
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Catalogue containing the 4 LILA Pilots (Belgium,  
Greece, Italy and Spain)

**Greece**



## 0. General introduction to the Pilot and process of design

Diotima's involvement in the international project "LILA: Integrated one-stop support service for women survivors of GBV and their children addressing the needs arising from the Covid-19 crisis" in Thessaloniki aims to design and implement a holistic program. This program supports survivors based on individual needs and the impact of the Covid-19 pandemic on their experiences.

In alignment with Work Package 3 of the LILA project, preparations for the implementation period of 2023 commenced in December 2022. A dedicated team of 4 professionals at Diotima is established to provide services to refugee/immigrant women who are survivors of GBV and reside in Thessaloniki. Diotima's Thessaloniki center, financed by UNHCR, is already a safe haven for GBV victims.

Meetings with the DIOTIMA team in Thessaloniki and the project manager have been regular since December 2022 focusing on identifying eligible beneficiary women, formulating a strategic approach, and engaging with key stakeholders in Thessaloniki.

Extensive research led to the selection of 4 organizations (3 NGOs and 1 from the public sector) as potential partners for the LILA project in Thessaloniki. Invitations, detailing the program, objectives, expected outcomes, and an invitation for an online meeting, were sent to these organizations. Subsequent online meetings were held with four organizations, followed by the distribution of relevant tools, including the Pilot Protocol for psychosocial support and the Desk Research-Service Analysis<sup>7</sup>. These tools were further discussed in the initial meeting with the Regional Coordinator at Diotima's offices. The proactive engagement of Diotima in the LILA project exemplifies our commitment to addressing the evolving needs of survivors of gender-based violence amidst the challenges posed by the Covid-19 crisis.

The carefully selected stakeholders actively engaged in the LILA project include Médecins du Monde (Mdm), Stimmuli for Social Change, Specific and Vulnerable

<sup>7</sup> Both available at <https://lilaproject.eu/>



Groups - DIPA, and SOS Villages. This strategic partnership brings together organizations with diverse expertise, contributing their unique strengths to the overarching goal of supporting women survivors of gender-based violence and their children. The collaboration of these stakeholders ensures a holistic and comprehensive approach to address the distinct needs of the beneficiaries, fostering a collective effort towards positive outcomes under the LILA project.

LILA's team Coordinator/Regional Coordinator orchestrated a series of meetings with esteemed colleagues from prominent organizations, forming a collaborative network that included representatives from Naomi, IOM Helios Project, UNHCR, Greek Council For Refugees, Elpida Home, Metadrasi, Irida Centre, Stimmuli for Social Change, Médecins du Monde (Mdm), Smile of the Child, SOS Villages, Red Cross, Solidarity Now, YMCA, Praxis, Arsis, KEM, EPAPSI, Alkyone Day Centre, Counseling Centre for Gender-Based Violence Women, Specific and Vulnerable Groups - DIPA, Second Chance Schools, IASIS, Odysseus School, and Greek Language School of the Municipality of Neapolis-Sykeon.

In these strategic meetings, we engaged with key NGOs and actors involved in the LILA project to disseminate crucial information. The primary objective was to equip these essential actors with the latest updates and developments within the project, enabling them to effectively communicate pertinent details to the women beneficiaries. This proactive approach ensures that actors are well-informed and empowered to convey accurate and timely information to the women participating in the LILA project, fostering a more effective and responsive support system.

Additionally, the 4 Stakeholder Meetings for the LILA program at Diotima's Centre aimed at fostering collaboration and progress. The first meeting covered program presentations, LILA project overview, commitment to regular stakeholder meetings, Diotima's outreach update, Psychosocial Intervention Guide, Desk Research, and collaborative action planning.

The second meeting focused on activity updates, stakeholder feedback on guides, signing of the Letter/Agreement, and collaborative planning for upcoming actions, including informational sessions and a GBV campaign.







In the third meeting, discussions included updates on ongoing activities, campaigns on online gender-based violence and workplace harassment, the #ActNow Campaign for GBV, and plans for the International Day for the Elimination of Violence Against Women.

The last meeting addressed the completion of LILA program activities, the upcoming final conference in Barcelona, and questions for a Focus Group Discussion to evaluate stakeholder experiences.

We are pleased to note that the selected stakeholders have demonstrated a shared commitment by aligning with the LILA protocols and actively engaging in collaborative discussions focused on understanding women's needs, identifying existing gaps, and formulating strategies for empowerment and comprehensive support. Despite the positive collaboration, challenges arose in accessing the target population, primarily due to housing issues. The majority of refugees have returned to camps, given the absence of housing programs and the high cost of rent in Greece, posing a logistical challenge for their participation in the program. Additionally, the transient nature of short-term programs introduces inherent difficulties, causing concerns related to program termination. Nevertheless, we take pride in the comprehensive support provided to address the diverse needs of women involved in the initiative. Importantly, our continuous commitment has fostered a sense of trust among the women, establishing our center as a reliable resource for their varied needs. Furthermore, efforts were invested in building robust connections with various services and organizations.



## 1. Name of the initiative

LILA Project

## 2. Place(s): City/Area/Location

Thessaloniki

## 3. Date of beginning – Date of end

January 2023 – January 2024

## 4. Short description

Implementation at the pilot level involves a comprehensive set of integrated and tailored interventions designed to provide holistic support to women who have experienced gender-based violence (GBV) and their children, including minor victims of sexual exploitation. The collaborative activities designed with stakeholders include:

### **Collaboration with Médecins du Monde (Mdm):**

- Empowerment groups initiated for refugees and migrants, targeting women who have experienced GBV or are at high risk.
- Informational sessions and focus group discussions addressing maternity concerns, infant care, emotional changes during pregnancy, and self-determination.

### **Collaboration with Stimuli For Social Change:**



- Conducting employability awareness activities targeting women who have experienced GBV or are at high risk.
- Informative sessions to facilitate integration into the labor market through CV writing, interviewing skills, and guidance.
- Exploration of female entrepreneurship and organized visits to workplaces for exposure to different work environments.

#### **Collaboration with Specific and Vulnerable Groups - DYPA:**

- Employability awareness activities targeting women who have experienced GBV or are at high risk.
- Group informational sessions for labor market integration, interviewing skills, guidance, and mediation on accessing job opportunities.
- Joint informational sessions focusing on labor law and addressing workplace harassment.

#### **Collaboration with SOS Villages:**

- Empowerment groups for refugees and migrants, targeting women who have experienced GBV or are at high risk.
- Informational sessions and focus group discussions on first aid for children, bullying in school, educational requirements, Greek laws, and emotional management during early childhood.

#### **Diotima's LILA Program in Thessaloniki provided:**

- Individual and group sessions for trauma recovery, emotional regulation, and mental resilience, offering tailored therapeutic plans.
- Legal counseling services at both individual and group levels, focusing on GBV, family law, migrant/refugee rights, and labor law.
- Individualized support for women's integration into the labor market, including language classes, computer literacy courses, job orientation services, and assistance in finding childcare services.

Additionally, the LILA project's initiation involved meetings with Ukrainian organizations, info sessions with language course attendees, outreach to various organizations, and online communication through social media platforms to ensure broad community awareness.



### **Pilot Implementation Activities:**

- Stakeholder meetings for communication of the LILA project and selection of partners.
- Recruiting activities through invitations and awareness info sessions.
- Identification of beneficiary women through meetings with Ukrainian organizations, info sessions, and engaging various organizations.
- Online communication through social media groups, Viber, Telegram, and WhatsApp to reach Ukrainian women.
- Inclusion of beneficiaries from Poland, Albania, Russia, and Romania belonging to vulnerable categories.
- Collection of necessary information during scheduled sessions with beneficiaries, ensuring confidentiality through encrypted client lists.

The collaboration and activities aimed to empower and support women in overcoming the challenges posed by gender-based violence and exploitation, promoting their integration and resilience.

## 5. Description of the programs and activities included in the pilot

### T3.1 Pilot start-up and preparation

**1. Activities:** 7 Meetings in total with organizations for communication of LILA project, mail to cooperating organizations/employees of the invitation to find beneficiaries and information about the project that will be implemented from January for the whole year 2023 in Thessaloniki and selection of partners that will be involved in LILA project

**Target groups:** Public organization and NGOs

**Indicators:** Estimation of 20 women refugees/migrants victims of GBV or/and at high risk of GBV.

**Staff involved:** Diotima's Team Coordinator & LILA's Project Manager

**Stakeholders/actors involved:** Naomi, IOM Helios Project, UNHCR, Greek Council For Refugees, Elpida Home, Metadrasi, Irida Centre, Stimuli for Social Change, MdM, Smile of the Child, SOS Villages, Red Cross, Solidarity Now, YMCA, Praxis, Arsis, KEM, EPAPSI, Alkyone Day Centre, Counseling Centre for gender based violence women, Specific and Vulnerable Groups - DIPA, Second Chance Schools, Odysseus School, IASIS and Greek Language School of the Municipality of Neapolis-Sykeon.

**2. Activities:** Recruiting:

- Invitation to express interest in participating in the program to receive services, awareness info sessions
- Registration Form
- Create an email for the LILA program

**Target groups:** women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with/ or without children, survivors of human trafficking, women at risk of GBV.

**Indicators:** Estimation of 20 women refugees/migrants victims of GBV or/and at high risk of GBV

**Staff involved:** Diotima's LILA Team



**Stakeholders/actors involved:** IOM Helios Project, YMCA, Solidarity Now, Elpida Home, Alkyone Day Centre, Second Chance Schools and Greek Language School of the Municipality of Neapolis-Sykeon and refugees and migrants' communities.

The Diotima Center underscores a notable challenge encountered in effectively engaging with women from the Ukrainian community. It was observed that these individuals exhibited a degree of hesitancy in divulging information regarding their needs and current circumstances. Importantly, this challenge resonated as a shared experience with MDM and SOS Villages, both of whom also grappled with similar complexities in their interactions within the Ukrainian community.

In response to these nuanced challenges, a strategic decision was made to broaden the ambit of services, extending outreach to encompass the larger migrant community. This proactive adjustment sought to address the distinct needs and reservations of women across diverse migrant groups. To facilitate this strategic expansion, targeted awareness sessions on gender-based violence and gender equality were meticulously conducted within migrant communities. These sessions not only evoked interest but also elicited a discernible demand for additional support from the LILA project. This strategic realignment ensures a more inclusive and responsive approach, thereby fortifying the project's capacity to reach and assist a diverse cohort of beneficiaries within the migrant community.

### T3.2. Pilot implementation Participant's derivation to the pilot's and reception

**Activities:** In early January, the DIOTIMA team in Thessaloniki initiated the identification of beneficiary women for program participation. The following outreach activities were undertaken:

1. **Meetings with Ukrainian Organizations:** Informative meetings were organized with members of two major Ukrainian organizations in Thessaloniki: the Union of Ukrainian Greeks in Greece and the "Ukrainian-Hellenic Initiative" Association.

2. **Info Sessions with Language Course Attendees:** Information sessions about the LILA program were conducted with women attending Greek language courses at various organizations, including YMCA, Solidarity Now, Second Chance School of Diavata, and the Greek Language School of the Municipality of Neapolis-Sykeon.
3. **Meetings with Various Organizations:** Meetings were organized with a wide range of organizations such as Naomi, IOM Helios Project, UNHCR, Greek Council For Refugees, Elpida Home, Metadrasi, Irida Centre, Stimuli for Social Change, MdM, Smile of the Child, SOS Villages, Red Cross, Solidarity Now, YMCA, Praxis, Arsis, KEM, EPAPSI, Alkyone Day Centre, Counseling Centre for gender-based violence women, Specific and Vulnerable Groups - DYPA, Second Chance Schools, and the Greek Language School of the Municipality of Neapolis-Sykeon. The aim was to communicate the LILA project to their beneficiaries.
4. **Online Communication:** Information about the program was disseminated through social media groups, Viber, Telegram, and WhatsApp, targeting Ukrainian women.
5. **Engaging Ukrainian Sunday School Mothers:** Mothers of children attending the Ukrainian Sunday school in Thessaloniki were informed about the extensive service network of the LILA program and the operation of the DIOTIMA Center.

Moreover, individuals classified as vulnerable from Poland, Albania, Russia, and Romania have been seamlessly integrated into the LILA program. Psychosocial counselors systematically gathered essential information through scheduled sessions with these beneficiaries, subsequently transferring the collected data to the LILA Project Manager. To uphold the principles of confidentiality, a meticulously encrypted list encompassing all clients participating in the pilot program will be rigorously maintained. This approach ensures the privacy and security of sensitive information, aligning with ethical standards and regulatory guidelines.

**Target groups:** women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with/ or without children, survivors of human trafficking, women at risk of GBV.



**Indicators:** 42 women refugees/migrants victims of GBV or/and at high risk of GBV

**Staff & Stakeholders/actors involved:** In addition to Diotima's Center staff involved also the following organizations NGO Naomi, IOM Helios Project, UNHCR, Greek Council For Refugees, Elpida Home, Metadrasi, Irida Centre, Stimuli for Social Change, MdM, Smile of the Child, SOS Villages, Red Cross, Solidarity Now, YMCA, Praxis, Arsis, KEM, EPAPSI, Alkyone Day Centre, Counseling Centre for gender-based violence women, Specific and Vulnerable Groups - DYPA, Second Chance Schools and Greek Language School of the Municipality of Neapolis-Sykeon, Union of Ukrainian Greeks in Greece and the "Ukrainian-Hellenic Initiative" Association.

### **T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation**

**Activities:**

The psycho-social counselor and the LILA Focal Point conduct comprehensive assessments during regular sessions with women to identify emotional and social needs, as well as factors that may facilitate their recovery and reintegration process. The LILA individual skill profiles are meticulously completed through collaboration between the psycho-social counselor and the LILA Focal Point.

A significant portion of Ukrainian women enrolled in the IOM Helios Program receives financial support for their entire household. Many of them also report additional financial assistance from their families in Ukraine. Participation in Greek lessons, a requirement of the IOM Helios Program in collaboration with Solidarity Now, YMCA, and the Greek Council For Refugees, is mandatory for these women, who are predominantly in Greece with their children while their husbands remain in Ukraine.

Within the migrant community, an important issue raised is the prevalence of working as unregistered laborers, leading to constant job precarity without social security and benefits. The majority of migrant women participate in Greek lessons offered by the Greek Language School of the Municipality of Neapolis-Sykeon, with the school's teacher actively referring women to the LILA project.





The psychological stress arising from work insecurity is compounded by their precarious employment situation.

Evaluation of intakes reveals that women, both Ukrainian and from the migrant community, express keen interest in legal counseling on their rights, psychological support, employability services, motherhood information sessions, and connection with services, such as assistance in opening bank accounts, kindergarten registration vouchers, logistics, unemployment cards, and more.

Notably, women from the Ukrainian community exhibit reluctance to share information about their needs, current situations, or express their feelings. This hesitancy may stem from a lack of familiarity with mental health professionals, as they often prefer seeking support from friends and family in times of need. It is essential to recognize that not all women fleeing Ukraine have experienced war, and the SOS Villages corroborate this observation, noting an increasing demand for psychological support concerning matters related to their children.

The rest of the migrant population in Thessaloniki participating in the LILA project faces distress due to insecurity and unsafety resulting from being unregistered laborers.

The Diotima team emphasizes that the LILA Project receives referrals for psychological support for refugee women who have experienced gender-based violence from other programs run by the Diotima Centre in Thessaloniki.

**Target groups:**

Women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with or without children, survivors of human trafficking, and women at risk of GBV.

**Indicators:**

42 women refugees/ migrants victims of GBV or/and at high risk of GBV

**Staff involved:**

Psychosocial counselor/ Therapist and the LILA Focal Point

### **Staff & Stakeholders/actors involved:**

In addition to Diotima's Center staff involved also the following organizations NGO Naomi, IOM Helios Project, UNHCR, Greek Council For Refugees, Elpida Home, Metadrasi, Irida Centre, Stimuli for Social Change, MdM, Smile of the Child, SOS Villages, Red Cross, Solidarity Now, YMCA, Praxis, Arsis, KEM, EPAPSI, Alkyone Day Centre, Counseling Centre for gender based violence women, Specific and Vulnerable Groups - DYPA, Second Chance Schools and Greek Language School of the Municipality of Neapolis-Sykeon, Union of Ukrainian Greeks in Greece and the "Ukrainian-Hellenic Initiative" Association, Counseling Centre of Thessaloniki, Women's Shelters in Thessaloniki, Social services of the municipalities of Thessaloniki, Migrant integration center of Thessaloniki, Psychiatric hospital and General hospitals of Thessaloniki, Schools.

### **T3.4. Pilot implementation activation and community: individual activation plan and support circle**

#### **Activities:**

The objectives of this phase are multi-faceted, aiming to address and alleviate individual obstacles faced by survivors of gender-based violence. The primary goals include:

- **Alleviating Individual Obstacles:** Focusing on identifying and addressing specific challenges faced by survivors to foster their overall well-being.
- **Facilitating Active Participation in Society:** Empowering survivors to actively engage in society by providing the necessary support for their physical, emotional, and social integration.
- **Empowering through Career Path Choices:** Supporting survivors in the process of choosing their own career paths, emphasizing autonomy and empowerment.
- **Supporting Gradual Integration into Daily Routine:** Providing assistance, if needed, to survivors for the gradual incorporation of a structured daily routine into their lives.



- **Providing Information on Entitlements:** Offering information on allowances and entitlements available to survivors, facilitating their understanding and guiding them through the application process.
- **Developing Support Networks:** Establishing networks for mutual support and exchange among survivors within the local community, and, when possible, facilitating access to mentoring programs.
- **Activation Plan:** The Psychosocial Counselor/Psychologist and the LILA Focal Point collaboratively design an activation plan with the survivors to empower them in choosing their individual paths. This plan, based on a thorough diagnosis, outlines agreed-upon actions, objectives, activities, and timelines. It serves as a foundational document for the individualized recovery strategy.
- **Individualized Follow-up and Support Sessions:** Following the agreement on the activation plan, individual follow-up and support sessions are established to renew commitments and ensure ongoing progress.
- **Support Circles:** These sessions aim to foster a sense of belonging among survivors, encouraging the establishment of a local support network. Participants may engage in workshops covering various aspects of female life, such as health, empowerment, gender roles, workplace harassment, motherhood, economic independence, work-life balance, employability, and more. Participation in these sessions is determined based on risk assessments and the survivors' expressed needs.
- **Referrals to External Services:** Referrals to external service providers are not automatic but are based on survivors' expressed needs. The case manager may facilitate access to external services by accompanying the survivor, advocating on their behalf, or communicating with service providers (with consent) to explain the situation and share information as agreed with the survivor, minimizing the need for them to repeatedly recount their story.

**Psychosocial service procedure**- Steps of GBV Case Management of Diotima's Center:



Introduction and Engagement	<ul style="list-style-type: none"> <li>• Greet and comfort the survivor.</li> <li>• Build trust and rapport.</li> <li>• Assess immediate safety.</li> <li>• Explain confidentiality and its limits.</li> <li>• Obtain permission (informed consent) to engage the person in services.</li> </ul>
Assessment	<ul style="list-style-type: none"> <li>• Understand the survivor's situation, problems and identify immediate needs.</li> <li>• Provide immediate emotional support.</li> <li>• Give information.</li> <li>• Determine whether the survivor wants further case management services.</li> </ul>
Case Action Planning	<ul style="list-style-type: none"> <li>• Develop a case plan based on assessment with the survivor.</li> <li>• Obtain consent for making referrals.</li> <li>• Document the plan</li> </ul>
Implement the Case Action	<ul style="list-style-type: none"> <li>• Assist and advocate for survivors to obtain quality services.</li> <li>• Provide direct support (if relevant).</li> <li>• Lead case coordination.</li> </ul>
Case Follow-up	<ul style="list-style-type: none"> <li>• Follow up on the case and monitor progress.</li> <li>• Re-assess safety and other key needs.</li> <li>• Implement a revised action plan (if needed)</li> </ul>
Case Closure	<ul style="list-style-type: none"> <li>• Assess and plan for case closure</li> </ul>

Experiences of Gender-Based Violence (GBV) exert a profound impact on an individual's emotional well-being, daily functioning, overall perception of safety, and trust in others.

Our approach to assisting survivors begins with a comprehensive understanding of their psychosocial state, commencing from the initial encounter. Various cues, including emotional expressions, facial demeanor, body language, and behavior, offer insights into potential signs of distress.

### **Critical areas of assessment for psychosocial needs and support include:**

- Evaluating Emotional Well-being: Gaining an initial understanding of the survivor's emotional state.
- Observing Appearance and Behavior: Scrutinizing changes in the survivor's appearance and behavior.
- Observing Changes in Feelings or Behavior: Continuously assessing shifts in the survivor's emotional state or conduct.
- Identifying Opportunities for Education and Livelihoods: Exploring avenues for educational and livelihood opportunities.
- Recognizing Protective Factors and Strengths: Identifying inherent protective factors and strengths that can aid in the survivor's recovery.

A pivotal responsibility of case management is to orchestrate comprehensive care for the survivor. This entails serving as a bridge between the survivor and service providers, advocating for prompt and high-quality care, and collaborating with service providers to mitigate barriers to accessing services. Consistent communication and follow-up with various stakeholders involved in the survivor's care are integral to effective case management.

Moreover, recognizing the importance of meaningful activities for many survivors, both emotionally and practically, is paramount. Engaging in purposeful activities not only provides essential emotional support but also contributes to the development of self-esteem and, where feasible, economic independence. Education emerges as a vital aspect for survivors of all ages, offering valuable knowledge, skill acquisition, a structured daily routine, and the potential for a supportive social network. This holistic approach underscores our commitment to addressing the multifaceted needs of survivors and fostering their empowerment and recovery.

**Target groups:** women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with/ or without children, survivors of human trafficking, women at risk of GBV.

**Indicators:** 32 women refugees/migrants victims of GBV or/and at high risk of GBV

**Staff involved:** LILA Focal Point, Psychosocial Counselor/ Therapist

**Stakeholders/actors involved:** Naomi, IOM Helios Project, UNHCR, Greek Council For Refugees, Elpida Home, Metadrasi, Irida Centre, Stimuli for Social Change, MdM, Smile of the Child, SOS Villages, Red Cross, Solidarity Now, YMCA, Praxis,

Arsis, KEM, EPAPSI, Alkyone Day Centre, Counseling Centre for gender based violence women, Specific and Vulnerable Groups - DYPA, Second Chance Schools and Greek Language School of the Municipality of Neapolis-Sykeon, Union of Ukrainian Greeks in Greece and the "Ukrainian-Hellenic Initiative" Association, refugees and migrants communities, Schools, Counseling Centre of Thessaloniki, Women's Shelters in Thessaloniki, Social services of the municipalities of Thessaloniki, Migrant integration center of Thessaloniki, Psychiatric hospital and General hospitals of Thessaloniki, Public Hospitals.

### **T3.5. Pilot implementation Preinfant. Program aimed at preventing child abuse and promoting maternity support.**

#### **Activities:**

The DIOTIMA Center is the main GBV actor in Greece that offers specific support services to survivors of gender-based violence (Greek women, refugees, and migrant women) through specialized personnel on the issue of gender-based violence (psychosocial support, legal support, legal assistance, psychosocial support, and employability counseling, training and awareness-raising activities on equality, gender rights, and gender-based violence, empowerment interventions, emergency accommodation in specific cases, male engagement activities, with advocacy actions and awareness campaigns, etc.). Counseling on maternity, pregnancy, childbirth, child care, first aid, early childhood management, and information on identifying the signs of child abuse is offered by local organizations that have specialized in the specific subject, after signing the cooperation pact/invitation letter that we signed bilaterally.

#### **Objectives:**

- Children's Needs: Comprehensive Support and Care
- Bullying Awareness and Prevention: Empowering Mothers and Children
- Harassment Education: Fostering Safe Environments for Families
- School Enrollment Procedure: Navigating the Educational System with Confidence
- Mother's Needs Related to Children: Tailored Support for Parenting Challenges



## STRUCTURE OF THE PROGRAM

**Module 1:** Navigating the School Bullying Landscape: Empowering Mothers, Part 1

**Duration:** 3 hours

**Trainer:** SOS Children's Villages's expert & LILA's Focal Point from Diotima Center.

**Module 2:** Navigating Education: Information Session on School Registrations and Operating Systems

**Duration:** 2 hours

**Trainer:** METAdrasi's expert & LILA's Focal Point from Diotima Center

**Module 3:** Empowering Women: Workshop on Women's Body and Self-Determination with Mdm Gynecologist

**Duration:** 2 hours

**Trainer:** Mdm Greece in Thessaloniki expert & LILA's Focal Point from Diotima Center

**Module 4:** Navigating the School Bullying Landscape: Empowering Mothers, Part 2

**Duration:** 2 hours

**Trainer:** SOS Children's Villages expert & LILA's Focal Point from Diotima Center

**Module 5:** Individual Meetings with Women

**Duration:** During the implementation of the LILA Program

**Trainer:** LILA's Focal Point from Diotima Center

**Stakeholders involved:** METAdrasi NGO, SOS Children's Villages & Doctors of the World (Mdm) in Thessaloniki.



### **T3.6. Pilot implementation Therapeutic recovery. Program aimed at providing feminist specialized medical-psychosocial support, based on survivor therapy.**

#### **Activities**

The DIOTIMA Center, in alignment with its commitment to a survivor-centered and feminist approach, provides comprehensive psychosocial support services to survivors of gender-based violence. The center employs a person-centered methodology, acknowledging the uniqueness of each individual's reactions and experiences. This report outlines the structure and principles governing individual and group psychosocial support sessions led by the psychologist.

#### **Psychosocial Support Sessions:**

The psychosocial support sessions are conducted by the psychologist, with a duration of one hour for individual sessions and one hour and thirty minutes for group sessions. The survivor is actively involved in decision-making, and during the initial one-hour session, the psychologist collaborates with the survivor to assess needs and formulate a tailored therapeutic plan.

#### **Tailored Therapeutic Plans:**

The therapeutic plan, collaboratively designed during the first appointment, offers flexibility to each participant. Survivors have the autonomy to choose between individual, group, or a combination of both sessions. The plan typically encompasses four individual sessions per case and eight group sessions in total, with continuous adjustments made based on the evolving needs of each survivor.

#### **Person-Centered Approach:**

The psychologist adheres to a person-centered approach that underscores the survivor's entitlement to a treatment process that respects individuality. This methodology ensures a safe, discreet, and effective treatment, all while maintaining the survivor's control over their therapeutic journey.





### **Feminist Methodological Approach:**

The DIOTIMA Center integrates a feminist methodological approach into its psychosocial support services. This approach includes:

- Analysis of Power Structures: A critical examination of systems and reasons of power.
- Emphasis on Personal Experience: Prioritizing personal experience in the public domain.
- Shift from Pathologizing Phenomenon: Moving away from pathologizing the phenomenon of gender-based violence and combating self-blame.
- Intercultural Communication: Recognizing the importance of intercultural communication in providing support services.

### **Survivor-Centric Practices:**

The feminist methodological approach is centered around the survivor, allowing them to guide the type and timing of support services they wish to receive. This approach respects the survivor's choices, surrounding them with full information about their rights, possible consequences of their choices, and providing support in making difficult decisions (Liapi, 2021)<sup>8</sup>.

### **Objectives:**

- Enhance the well-being and self-efficacy of women.
- Alleviate symptoms of PTSD, depression, and/or anxiety resulting from exposure to violence.
- Fortify skills for trauma recovery, including self-esteem, emotional regulation, resilience, judgment, and decision-making.
- Diminish the normalization and legalization of violence against women, thereby preventing additional victimization.

<sup>8</sup> Liapi, M., (2021), Domestic violence or what we insist on not (recognizing)". Presentation to the 8th Psychopharmacological Conference, Hellenic Psychiatric Association, November 26-28, 2021, Athens/Crown Plaza.

## Structure of the program

### **Module 1:** Psychosocial Support Group Session

**Title:** Psychosocial Support Group Session

**Duration:** 2 hours

**Trainer:** Psychosocial Counselor/ Therapist

### **Module 2:** Psychoeducational Activity and Distribution of Guides

**Title:** Psychoeducational Activity and Distribution of Guides

**Duration:** 4 hours

**Trainer:** Psychosocial Counselor/ Therapist & LILA's Focal Point from Diotima Center

### **Module 3:** Psychosocial Support Group for Mothers

**Title:** Psychosocial Support Group for Mothers

**Duration:** 1.5 hours

**Trainer:** Psychosocial Counselor/ Therapist

### **Module 4:** Psychosocial Support and Empowerment through Art

**Title:** Psychosocial Support and Empowerment through Art

**Duration:** 2 hours

**Trainer:** Psychosocial Counselor/ Therapist

### **Module 5:** Provision of Individual Psychological Support

**Title:** Provision of Individual Psychological Support to 5 cases

**Duration:** 15 hours in total

**Trainer:** Psychosocial Counselor/ Therapist

**Stakeholders/actors** involved in referrals:



- Counseling Centre of Thessaloniki
- Women's Shelters in Thessaloniki
- Social services of the municipalities of Thessaloniki
- Migrant integration center of Thessaloniki
- Psychiatric hospital and General hospitals of Thessaloniki
- Doctors of the World (Mdm)

### **T3.7. Pilot implementation Legal assistance. Program aimed at providing specialized and quality legal advice.**

#### **Activities:**

The Legal Counseling program of the LILA project, centered on a feminist and gender-based approach, aims to provide immigrant and refugee women with essential knowledge and support.

In this context women groups were formed aiming at receiving specialized legal information about their rights in Greece, and at reinforcing their autonomy in knowing how to protect themselves.

These groups provide some space for women to learn, pose questions and finally become more aware of their legal status and thus more capable of self-management in a foreign country, such as Greece. Having this in mind, besides serving as legal-info sessions for GBV informative purposes, these groups orient themselves towards a self-empowerment for women participating by providing vital legal information concerning their personal legal status as refugees or immigrants and offering some basic knowledge of the choices they have.

This report offers a detailed overview of the actions and objectives achieved during the year.

#### **Objectives:**

- Gender-Based Perspective: Provide insights into issues faced by immigrant and refugee women from a gender-based perspective.
- Human Rights Awareness: Raise awareness about human rights, emphasizing protection against gender-based discrimination.



- Empowerment: Empower participants through a "know your rights" process.
- Integration Challenges: Assist in successfully coping with challenges during the integration process.

### **Structure of the program**

**Module 1:** Crash informative seminar over the rights and legal status of immigrant and refugee women in Greece

**Title:** Rights and Legal Status of Immigrant and Refugee Women in Greece

**Duration:** 2 hours

**Trainer:** Lawyer/ Legal Counselor from Diotima Center

**Module 2:** Crash seminar on the possible vicissitudes of temporary protection status of refugee women in Greece

**Title:** Vicissitudes of Temporary Protection Status of Refugee Women

**Duration:** 2 hours

**Trainer:** Lawyer/ Legal Counselor from Diotima Center

**Module 3:** Info-legal session for GBV and sexual harassment in workplaces

**Title:** Legal Session on GBV and Sexual Harassment in Workplaces

**Duration:** 2 hours

**Trainer:** Lawyer/ Legal Counselor from Diotima Center

**Staff involved:** LILA focal point in Thessaloniki Diotima office, Lawyer/Legal Counselor from Diotima Thessaloniki team

**Stakeholders/actors involved:** Stimuli, DIPA

### **T3.8 Pilot implementation Training path. Program aimed at providing survivors with the desired competencies to start/ pick up their path**

**Activities:**

The focal point of DIOTIMA's Center supports the women to acquire, recover and maintain sufficient skills to be able to access in the labor market, through an individual rehabilitation program for labor insertion.

Examples of training paths that were followed during the implementation period:

- Language Greek learning support courses focused on labor environments
- Communication skills and emotional management
- Information about the vocational training courses/ professional training courses that they have the right to access

**Target groups:** women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with/ or without children, survivors of human trafficking, women at risk of GBV.

**Indicators:** 225 hours in total of training during the implementation period of LILA project

**Staff/ Stakeholders involved:** Stimuli For Social Change, Public organization Specific and Vulnerable Groups DIPA & LILA focal point in Thessaloniki Diotima office

### **T3.9. Pilot implementation Job orienteering. Assessment for active job searching and socio-labor orientation**

**Description:**

Recently, DIOTIMA Center has expanded its service portfolio by incorporating professional counseling at both individual and group levels. This strategic addition aligns with the extroverted nature of the LILA program, where DIOTIMA has forged partnerships with local agencies and stakeholder organizations.

These collaborations are dedicated to joint actions with a primary focus on professional counseling. This encompasses support for job-seeking, assistance in crafting CVs, interview preparation, clarification of rights and obligations for female employees in Greece, information on the local tax regime and laws, collaborative job searches, and the compilation of a list of potential employers.

**Objectives:**

The LILA program, within which this initiative operates, seeks to offer participants a comprehensive understanding of local labor market opportunities. It aims to enhance and reinforce digital skills, fostering routines for active job searching. The overarching goal is to stimulate proactive employment seeking while equipping individuals with the tools to overcome personal challenges in their journey toward professional integration. DIOTIMA Center remains committed to empowering survivors and facilitating their successful transition into the workforce through these tailored counseling services.

**Activities:**

**Module:** Individual Meetings (Employability Service)

**Duration:** From March until December 2023

**Trainer:** LILA focal point in Thessaloniki Diotima office/ Employability Counselor

**Strategic Focus Areas:**

- Training and Information Sessions: Tailored sessions for women from disadvantaged backgrounds to equip them with tools and insights for accessing the labor market.
- Communication Material Preparation: Developing targeted materials to empower women with knowledge about the labor market.
- Job Consulting: Offering personalized consulting services, guiding participants through the intricacies of the job search process.
- Collaboration with Employability Services: Establishing close collaboration with other employability services, ensuring a comprehensive approach.

**Target groups:** women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with/ or without children, survivors of human trafficking, women at risk of GBV.

**Indicators:** 165 hours of job orienteering sessions

**Staff/ Stakeholders involved:** Stimuli For Social Change, Public organization Specific and Vulnerable Groups DIPA, LILA focal point in Thessaloniki Diotima office

### **T3.10 Pilot implementation Intermediation and labor insertion. Program aimed at matching women with employment/internship opportunities**

**Description:**

The core mission of this program is to facilitate the effective integration of participants into the labor market. In this context, the initiative aims to cooperate and mediate, wherever possible, to consider women who have undergone the program as candidates for selection and hiring processes conducted by companies involved in the pilot. Participation in this aspect of the program is reserved for women actively seeking employment, ready to commence work immediately.

**Objective:**

The DIOTIMA Center's commitment extends beyond traditional support services, embracing a holistic approach to empower survivors and facilitate their successful reintegration into society. By combining professional counseling with strategic partnerships, the program seeks not only to provide immediate assistance but also to create sustainable pathways for women to access and thrive in the labor market. This initiative is a testament to DIOTIMA Center's dedication to fostering long-term empowerment and positive change for survivors of gender-based violence in Greece.

**Activities:**

**Module 1:** Empowering Women through Employability Seminar

*Key Highlights:*

- Practical Learning Journey
- Empowering Discoveries



- Clear and Comprehensive Workshop Notes
- Positive Participant Feedback
- Utilitarian Seminar Material
- Exemplary Organization
- Active Engagement and Interaction
- Expert Facilitation
- Optimal Duration

**Module 2:** "Empower Her: Workshop on Women's Entrepreneurship"

*Key Highlights:*

- Insightful Presentation on Business
- Exploration of Financing Mechanisms
- Focus on the Psychology of Entrepreneurship
- Practical Wisdom for Daily Life
- Positive Participant Feedback

**Module 3:** "Career Catalyst: LILA Program's Empowering Work-Based Activity"

*Key Highlights:*

- Speed-Dating-Style Interaction
- Thematic Workshop on Employability Skills
- Practical and Feasible Learning Experience
- Positive Participant Feedback

**Module 4:** Greek Public Employment Service

*Key Highlights:*

- Dynamic Thematic Meeting with DIPA
- Insights into Services and Unemployment Card System
- Tailored Support for Women Survivors of GBV
- Comprehensive and Empathetic Approach

**Module 5:** Empowering Through Language: LILA Project's Greek Language Courses for Refugees

*Key Highlights:*

- Greek Language Courses for Oral Fluency
- Complemented with Vocational Training
- Addressing Language Barriers and Providing Job-related Skills
- Fostering Linguistic Proficiency, Employability, and a Sense of Belonging





**Target groups:** women between 20 and 60 years of age, survivors of Gender-Based Violence from their intimate partners, with/ or without children, survivors of human trafficking, women at risk of GBV.

**Indicators:** 165 hours in total of sessions for intermediation and labour insertion.

**Staff involved:** Stimuli For Social Change, Public organization Specific and Vulnerable Groups DIPA, LILA focal point in Thessaloniki Diotima office.



## 6. Time planning for each action / activity inside the local pilot

Task/program	Activities	Women involved	Professionals	Duration
T3.1 Pilot start-up and preparation	<ul style="list-style-type: none"> <li>Meetings with organizations for communication of LILA project,</li> <li>Mail to cooperating organizations/employees of the invitation to find beneficiaries and information about the pilot in Thessaloniki</li> <li>Selection of partners that will be involved in LILA project</li> </ul>		Over 20	January 2023-January 2024
T3.2. Pilot implementation Participant's derivation to the pilot's and reception	<ul style="list-style-type: none"> <li>Identification of beneficiary women who could participate in the program</li> <li>Informative meetings with the Union of Ukrainian Greeks in Greece, the "Ukrainian-Hellenic Initiative" Association, Ukrainian Sunday School in Thessaloniki.</li> <li>Info sessions about the LILA program with the women attending the Greek language courses at YMCA, Solidarity Now, Second Chance School of Diavata, and Greek Language School of the</li> </ul>	42	Over 20	January 2023-January 2024



	<p>Municipality of Neapolis-Sykeon.</p> <ul style="list-style-type: none"> <li>Meetings with the organizations to communicate the LILA project to their beneficiaries.</li> <li>Uploaded information about our program to Ukrainian women's groups on social media and Viber, Telegram, and WhatsUp applications.</li> </ul>			
<p>T3.3. Pilot implementation Profiling: diagnosis of social, emotional, economic integration and competences situation</p>	<ul style="list-style-type: none"> <li>Regular sessions with the women to assess their emotional and social needs, as well as the factors that may facilitate their recovery and reintegration process.</li> <li>Regular weekly meetings of the DIOTIMA's Center team working on the specific program were held to exchange assessments</li> </ul>	42		January 2023-January 2024
<p>T3.4. Pilot implementation Activation and community: Individual activation plan and support circle</p>	<ul style="list-style-type: none"> <li>Co-design an activation plan together with the women in order to start empowering participants by choosing their own paths.</li> <li>Individual follow-up and support sessions are also established to renew commitments, which last approximately 2 hours.</li> </ul>	32		January 2023-January 2024



	<ul style="list-style-type: none"> <li>Weekly meetings among professionals of the DIOTIMA's Center team (Psychologist, Lawyer, Focal Point of LILA's project and Regional Coordinator in Thessaloniki) to have the space and the time to collaborate each other by specialty and to co-plan the next steps for the women.</li> </ul>			
T3.5. Pilot implementation Preinfant. Program aimed at preventing child abuse and promoting maternity support.	<ul style="list-style-type: none"> <li>Group sessions in which Diotima's Center team with the experts of stakeholders of LILA project who worked on different contents related to motherhood and child care.</li> </ul>	32		January 2023-January 2024
T3.6. Pilot implementation Therapeutic recovery. Program aimed at providing feminist specialized medical-psychosocial support, based on survivor therapy.	<ul style="list-style-type: none"> <li>First appointment with each survivor to design their therapeutic plan. The therapeutic plan involves 4 individual sessions (per case) and 8 group sessions (in total) and is always adjusted.</li> <li>Individual (1h) and/ or group (1h 30 mins) psychosocial support sessions with the psychotherapist.</li> </ul>	17		January 2023-January 2024
T3.7. Pilot implementation	<ul style="list-style-type: none"> <li>Info-sessions in group format with survivors of GBV. Besides</li> </ul>	17		January 2023-Jan



<p>Legal assistance. Program aimed at providing specialized and quality legal advice</p>	<p>serving as legal-info sessions for gbv informative purposes, these groups orient themselves towards self-empowerment for women participating by providing vital legal information concerning their legal status as refugees or immigrants and offering some basic knowledge of the choices they have.</p>			<p>uary 2024</p>
<p>T3.8. Pilot implementation Training path. Program aimed at providing survivors with the desired competencies to start/ pick up their path</p>	<ul style="list-style-type: none"> <li>• Co-design of the individual training paths.</li> <li>• Development of the training paths with different activities for the survivors e.g. language courses, communication skills and emotional management, etc.</li> </ul>	<p>9</p>		<p>January 2023-Jan uary 2024</p>
<p>T3.9. Pilot implementation Job orienteering. Assessment for active job searching and socio-labor orientation</p>	<ul style="list-style-type: none"> <li>• Training and Information Sessions</li> <li>• Communication Material Preparation</li> <li>• Job Consulting</li> <li>• Collaboration with Employability Services</li> </ul> <p>The goal is to stimulate the active search for employment while learning to overcome individual difficulties. Diotima's Center team</p>	<p>23</p>		<p>January 2023-Jan uary 2024</p>



	effectively assisted 23 unemployed women/beneficiaries of LILA's project in their pursuit of integrating into the labor market.			
T3.10. Pilot implementation Intermediation and labour insertion.	<ul style="list-style-type: none"> <li>Group sessions aimed at providing immediate assistance but also to create sustainable pathways for women to access and thrive in the labor market</li> </ul>	23		January 2023-January 2024



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