

# Recovery Homes for LGBTQ+ Homeless and Runaway People in Italy: The Voice of Professionals

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## INTRODUCTION

Many people belonging to the LGBTQ+ community are homeless or suffer from severe marginalisation, mainly due to discrimination, rejection or violence from the family of origin. The increase in support requests from this population and the lack of guidelines for setting up specific LGBTQ+ temporary homes in Italy highlights the need for psychosocial research in this field, to identify targeted intervention strategies and policies.

## AIMS

The study aims at filling the gap in the literature concerning LGBTQ+ housing services in Italy, a developing reality within the community. Specific objectives are:

- exploring the characteristics and roles of the staff, the organisational functioning, reception methods, work models and activities offered by the services;
- exploring criteria for the interventions' assessment, feedback and sources of satisfaction of the staff, starting from their fieldwork experience.

## METHODS


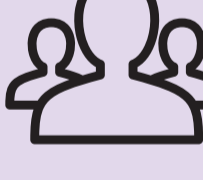




Focus groups were held online with 15 staff members (7 men, 8 women;  $M_{age} = 45$ ;  $SD = 7,5$ ) who work in three Italian housing facilities for marginalized, runaway or homeless LGBTQ+ people. Participants were recruited according to a snowball-like sampling strategy. Data was analysed through a qualitative content analysis, in a double-blind manner. Categories were identified through a low-technology coding method.

## RESULTS

Categories and sub-categories emerging from data analysis

Categories	Sub-categories
Users' characteristics (1)	Age Sexual orientation and gender identity Comorbidities or other issues Reasons for using the service
Staff characteristics (2)	Voluntary or hired staff Professional figures working in the service
Networks with community (3)	Local network with institutions Media network Informal network
Activities carried out by the services (4)	General practises for welcoming users Long and short-term objectives
Criteria for the assessment and staff satisfaction (5)	Individualized objectives and flexibility The staff Rising contexts' awareness: inclusive systems Formal and informal network Users'/target definition The concept of "home" Sources of staff satisfaction, queer generativity

## POLICY IMPLICATIONS

-  Preliminary in-depth analysis of the territory
-  Staff training, user selection, targeted care
-  Project monitoring and evaluation
-  Welcoming and inclusive environment
-  Raising local awareness, community involvement
-  Collaborative network of LGBT+ shelters

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