

INFORMATION AND ORIENTATION CENTERS (PAO) FOR REFUGEES, INTERNALLY DISPLACED PERSONS, RETURNEES AND MIGRANTS



COLOMBIA

1st Quarter 2023 (January - March 2023)

69 PAOs

7 Mobile PAOs

Implemented in 23 departments and 53 municipalities



Persons registered in Receptions 543

Total Reception records 263



Individual records 22,895

Total persons registered 23,438

The **Information and Orientation Centers** (Puntos de Atención y Orientación in Spanish) are a **UNHCR** initiative developed since 2017 and currently implemented in **23** departments. Since 2021, the project has been implemented by **Corporación Opción Legal** with the support of UNHCR.

The **PAOs** are **physical spaces** where the population we serve can access **reliable and secure information** and develop the capacity to make informed decisions regarding **access to rights, protection pathways and services available** in the territory. In this way, refugees and migrants, internally displaced persons, returnees, and any person in need of protection can ask questions and find answers.

Persons assisted by the **PAOs** are registered in **UNHCR's** case registration and management system (**PRIMES**), which allows the collection, maintenance and analysis of data and information on each person assisted, from the first contact until durable solutions are reached. The **protection response is tailored**, according to the Specific Protection Needs (SPNs) and main trends identified. Following the identification of the SPN, a **referral** is made to specialized services to ensure an **appropriate response**.

SERVICES

- Individual and/or group guidance and assistance with information
- Registration in PRIMES¹
- Identification of unmet basic needs
- Identification of specific protection needs (SPNs) and referral to relevant protection services
- Assistance to access the Temporary Protection Status for Venezuelan Migrants (TPS)

Main information and assistance subjects:

- The right to asylum and the refugee status determination procedure
- Access to the Temporary Protection Status for Venezuelans Migrants (TPS)
- Access to nationality and documentation
- Access to employment, health, and education
- Access to legal assistance and justice
- Institutional pathways for assistance, including those for the displaced population
- Protection risks and services available for people on the move

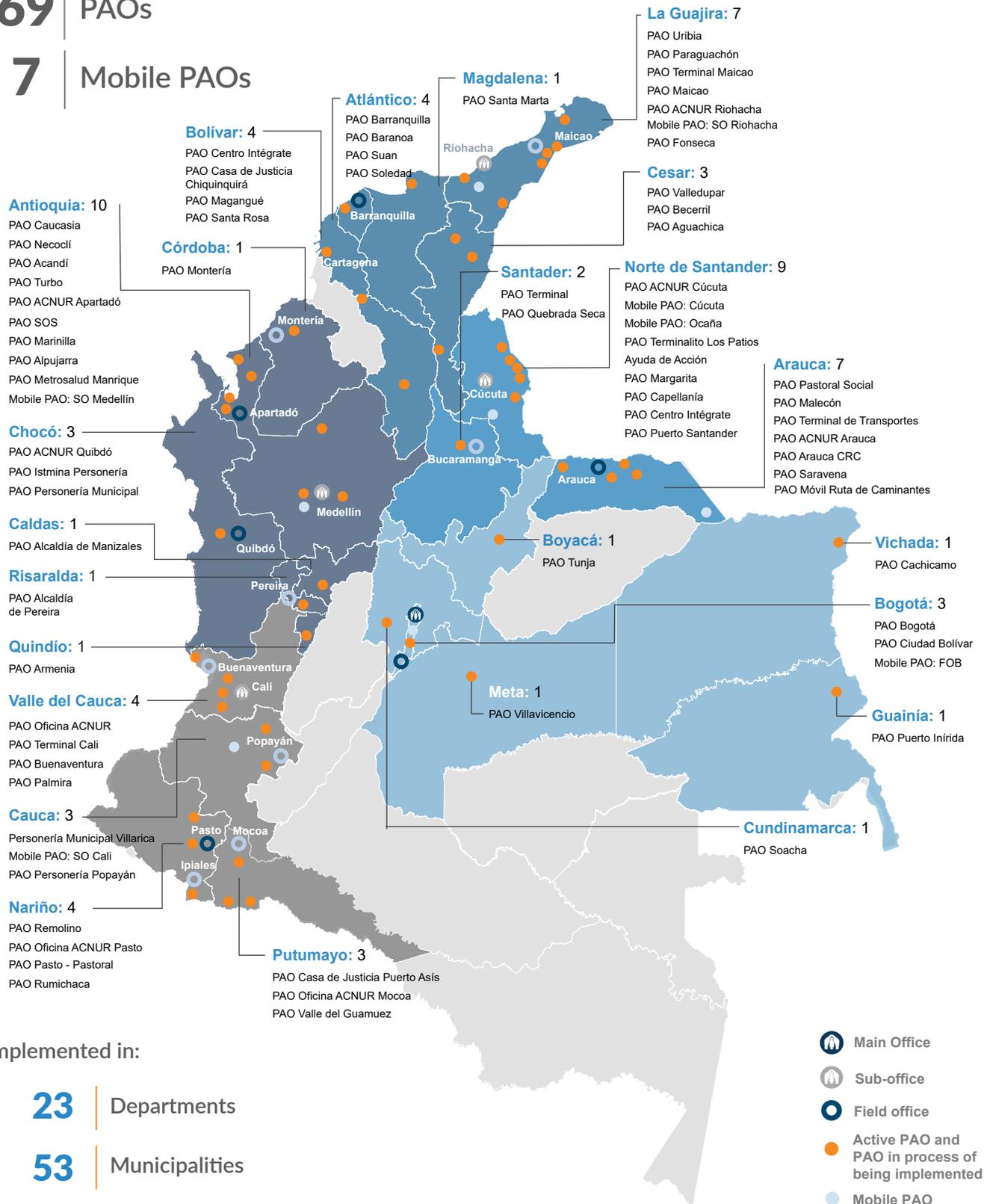


PAO activity in Medellín, Antioquia. 2023© UNHCR

Geographic distribution of PAOs

69 PAOs

7 Mobile PAOs

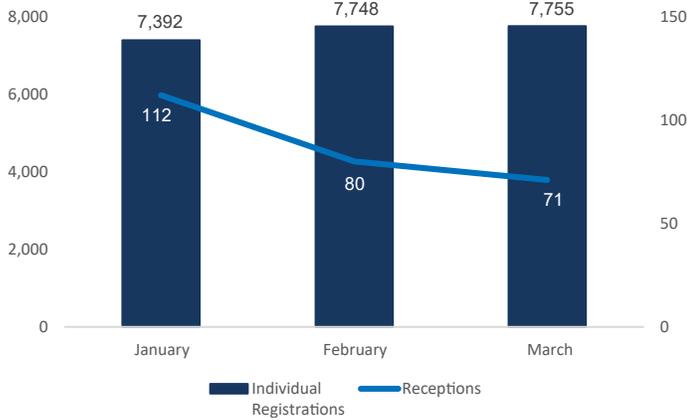


Implemented in:

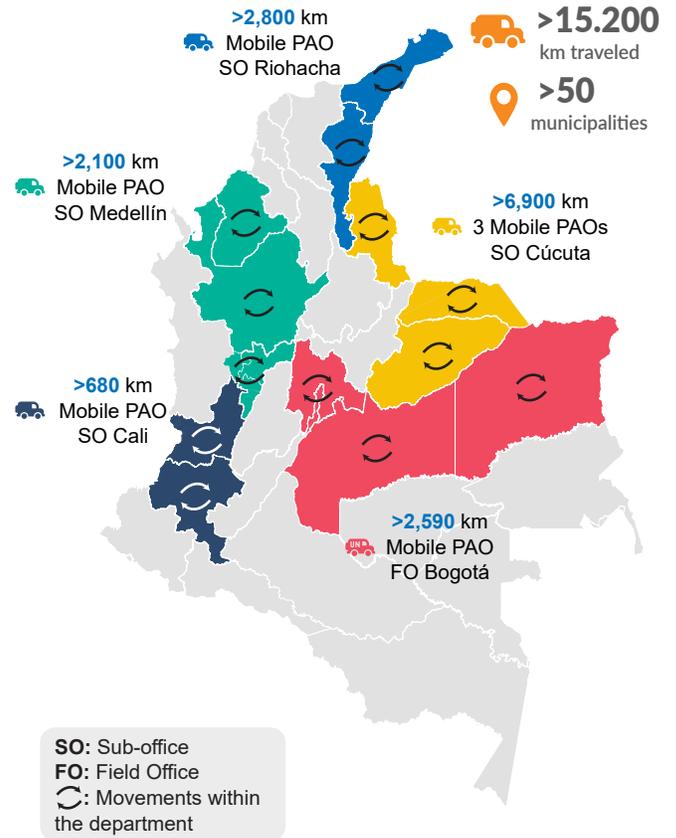
23 Departments

53 Municipalities

Evolution of Receptions and Individual Registrations between January - March 2023²



Geographic coverage of mobile PAOs³



Progress and results (January - March 2023)

Key figures

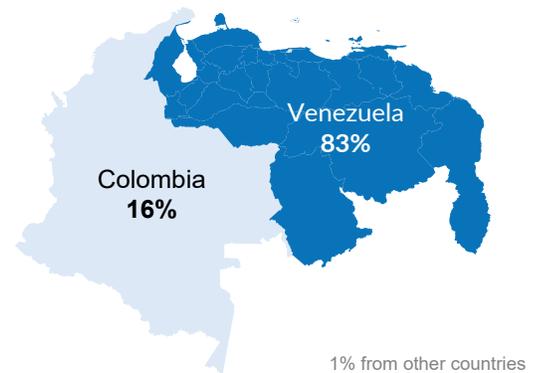
- Individual registrations: **22,895**
- Receptions: **263**
- Assistances: **2,769**
- Referrals: **7,152**
- Communications: **45,221**

Specific Protection Needs (SPNs) identified and addressed

- Legal and physical protection: **37,026**
- Serious medical condition: **3,492**
- Children and adolescents at risk: **2,244**
- Single parent household: **1,760**
- Women at risk: **797**

44,228 SPNs identified and addressed through referrals between January - March 2023

Country of origin



The services provided by the PAO are delivered by **1** national coordinator, **5** regional coordinators, **4** assistant coordinators, **102** advisors and **4** drivers.

¹ PRIMES is UNHCR's registration ecosystem, which includes the proGres data base that allows for collection, analysis and case management of data and information on each person we serve, from initial contact to the achievement of durable solutions, identifying trends and adjusting the protection response according to the Specific Protection Needs (SPN) identified. Registration can be done in two ways, through Individual Registration and through Reception records (or pre-registration). The Individual Registration collects detailed information on each member of the registration group in terms of biographical data, legal status, SPN, among others; the Reception only collects basic information from the focal point of each Reception group, accompanied by the description of the group in terms of sex, age and the identification of the SPN in a group manner. For more information on the people assisted by UNHCR registered in PRIMES, [please click here](#).

² UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions. The PAOs project has a total of 210,143 people registered between 2019 and March 2023. This figure is derived from 106,697 registrations in Receptions and 102,993 people in individual registrations.

³ The mobile PAOs do not cover all the municipalities of each of the highlighted departments; the missions of the mobile PAOs are prioritized by each Sub-Office.