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

UNHCR The UN Refugee Agency | CORPORACIÓN OPCIÓN LEGAL

PAO FACTSHEET

COLOMBIA

2023 *(3th quarter | July - September)*

CUMULATIVES FIGURES 2023

71 PAOs	Persons registered in Receptions	1,356	Individual records	69,612	Persons assisted who had already registered in the past	7,667	
7 Mobile PAOs	Receptions records	563	Persons registered	70,968	Protection Monitoring Surveys completed	HFS[1] >3,000	MPMT[2] >1,040

The **Information and Orientation Centers** (*Puntos de Atención y Orientación* in Spanish) are a **UNHCR** initiative developed since 2017 and currently implemented in **24** 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. The **protection response is tailored**, according to the Specific Protection Needs (SPN) 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 PRIMES[3]
- Identification of unmet basic needs
- Identification of SPNs and referral to relevant protection services
- Assistance to access the Temporary Protection Status for Venezuelan Migrants (TPS)
- Remote support via Whatsapp chatbot and telephone guidance

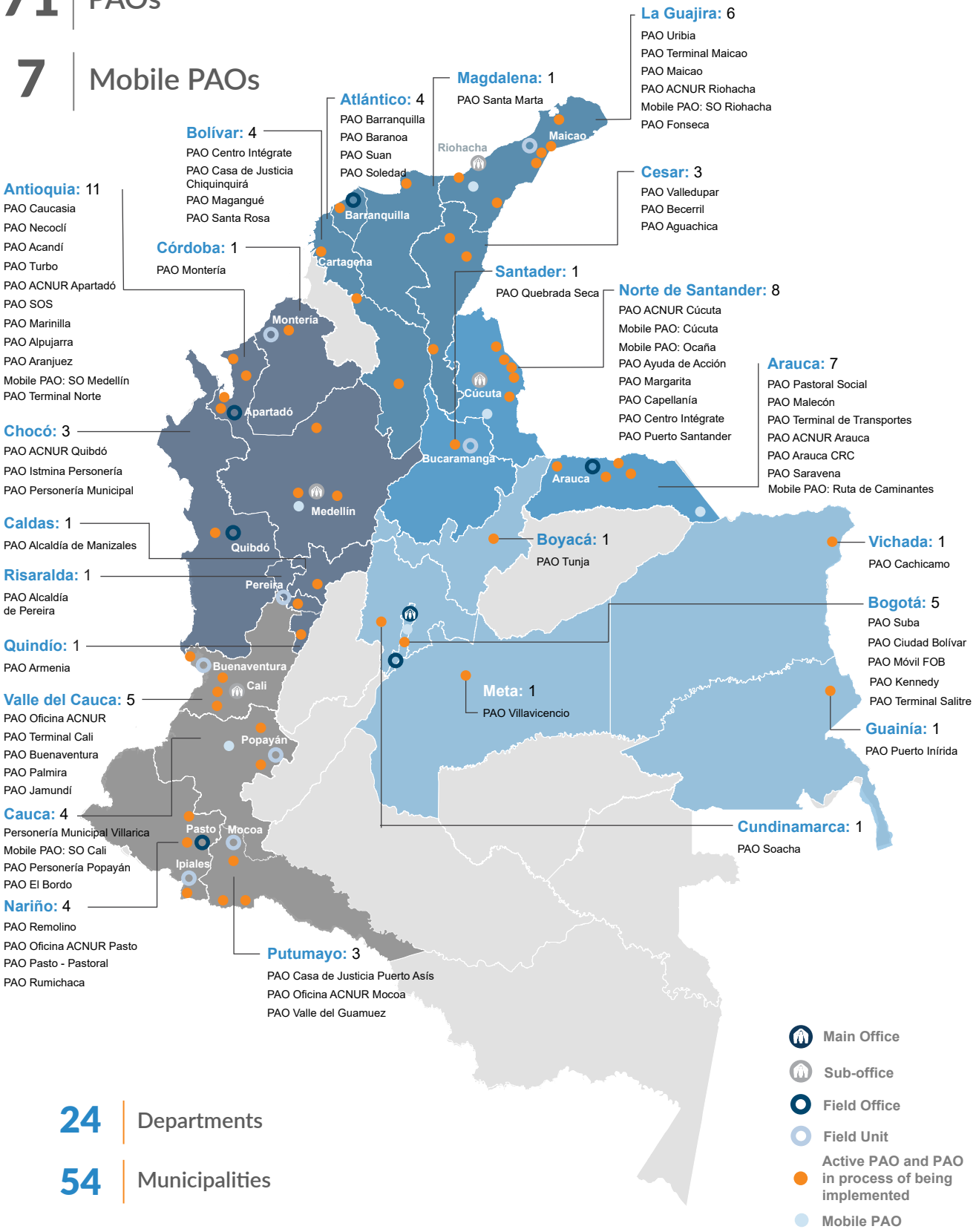
Main information and assistance subjects:

- The right to asylum and the refugee status determination procedure
- Access to the 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
- General information and enrollment support for the Safe Mobility Program

PAO activity in Popayán, 2023 © UNHCR

71 PAOs

7 Mobile PAOs

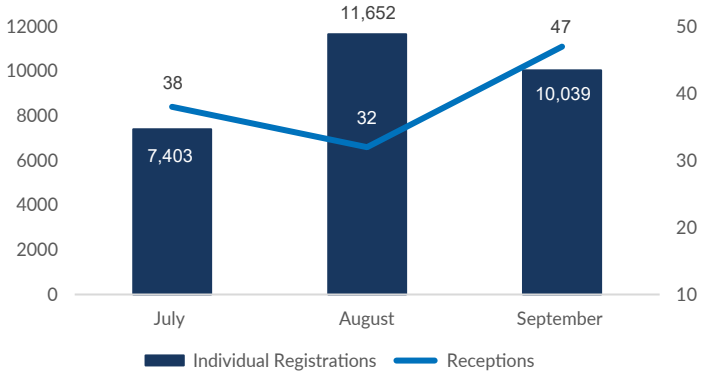


24 Departments

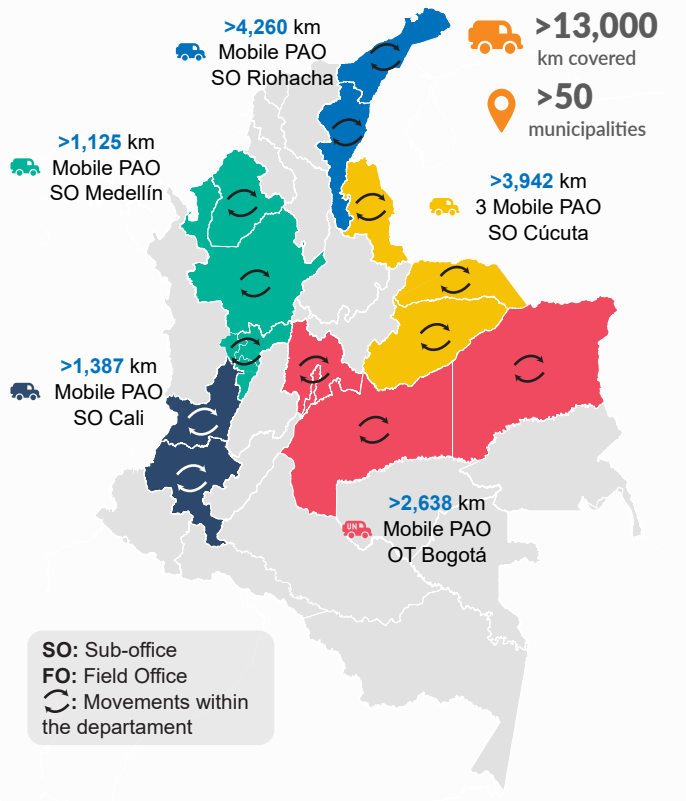
54 Municipalities

Key figures (July - September 2023)

Evolution of Receptions and Individuals Registrations[4]



Geographic coverage of mobile PAOs[5]



Progress and results

Comunications	42,477	Protection Monitoring Surveys completed	
Individual Registrations	29,094	HFS >1,000	MPMT >330
Communications updates	4,960	Assistances	3,373
Referrals	7,906	Receptions	117

SPN identified and addressed

45,624
SPN identified and addressed through referrals

Legal and physical protection	38,307	Children and adolescents at risk	1,859
Serious medical condition	2,992	Single parent household	1,462
Women at risk	659		

Country of origin

Venezuela **76%**

Colombia **22%**

2% from other countries

Mobile PAOs' missions[6]

453 Mobile PAOs' missions

The servicies provided by the **PAOs** are delivered by **1** national coordinatior, **5** regional coordinators, **4** assistant coordinators, **132** advisors and **4** drivers.

[1] The High Frequency Survey (HFS) is UNHCR's regional tool for monitoring the protection situation of people from Venezuela who want to stay in the country.
[2] The Protection Monitoring for Cross-Border Mobility (MPMT) is a tool to identify the profile, mobility characteristics and incidents/risks/protection needs of people entering, leaving and transiting through Colombian territory.
[3] 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.
[4] UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions. The PAOs project has a total of 249,391 people registered between 2019 and September 2023. This figure is derived from 107,475 registrations in Receptions and 141,463 people in individual registrations.
[5] 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.
[6] The missions of the mobile PAOs are a mechanism of the project to have a greater territorial reach in the provision of care and guidance for the population with and for whom we work in areas of difficult access, rural areas where we do not have a PAO.