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 *(4th quarter | October - December)*

CUMULATIVES FIGURES 2023

71 PAOs	Persons registered in Receptions	**2,126**	Individual records	**95,371**	Persons assisted who had already registered in the past	**8,935**	
7 Mobile PAOs	Receptions records	**776**	Persons registered	**97,497**	Protection Monitoring Surveys completed	HFS[1] **>4,100**	MPMT[2] **>1,100**

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

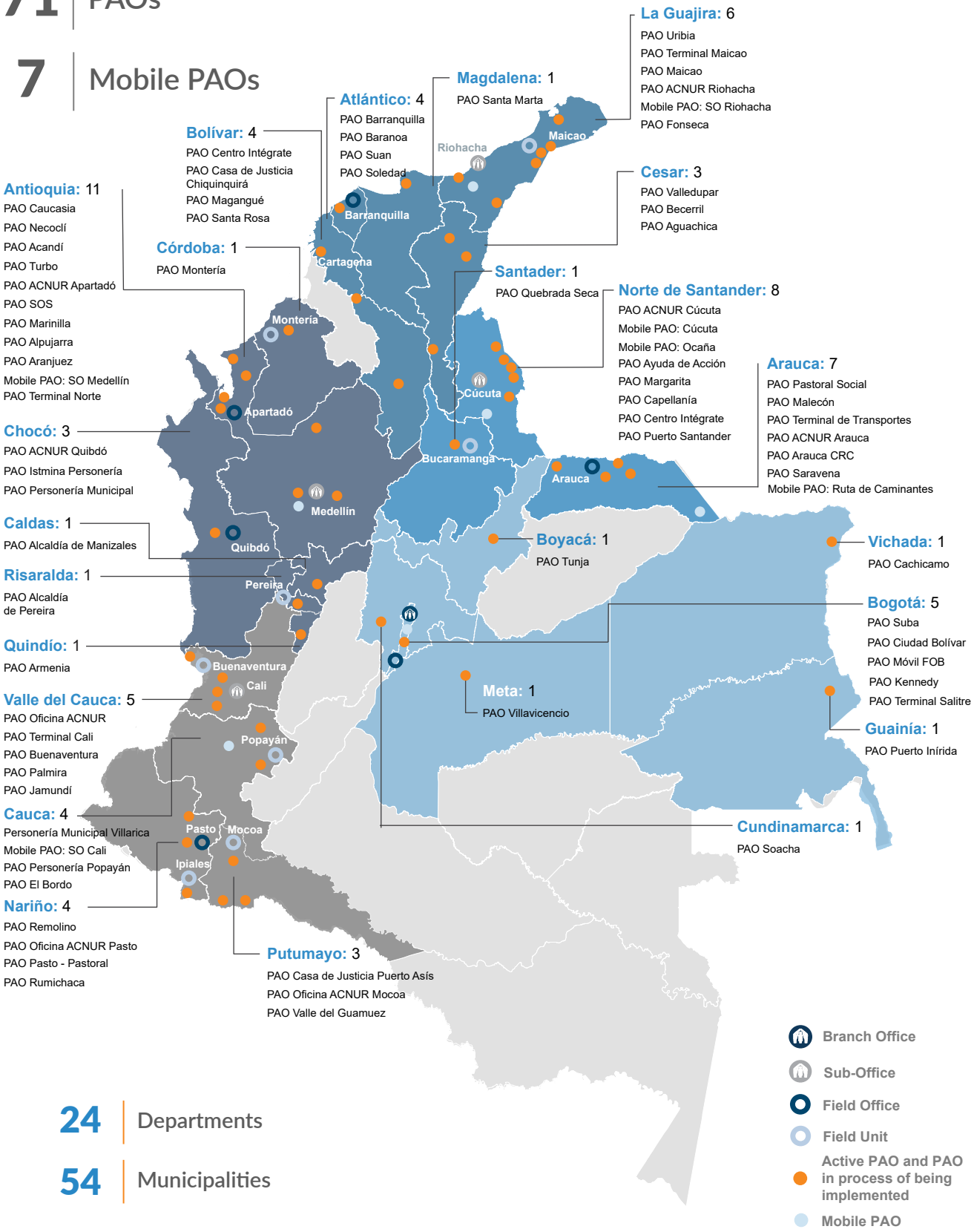
Main information and assistance subjects:

- 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 Cúcuta, 2023 © UNHCR

71 PAOs

7 Mobile PAOs



La Guajira: 6
- PAO Uribia
- PAO Terminal Maicao
- PAO Maicao
- PAO ACNUR Riohacha
- Mobile PAO: SO Riohacha
- PAO Fonseca

Magdalena: 1
- PAO Santa Marta

Atlántico: 4
- PAO Barranquilla
- PAO Baranoa
- PAO Suan
- PAO Soledad

Bolívar: 4
- PAO Centro Intégrate
- PAO Casa de Justicia Chiquinquirá
- PAO Magangué
- PAO Santa Rosa

Cesar: 3
- PAO Valledupar
- PAO Becerril
- PAO Aguachica

Antioquia: 11
- PAO Caucasia
- PAO Necoclí
- PAO Acandí
- PAO Turbo
- PAO ACNUR Apartadó
- PAO SOS
- PAO Marinilla
- PAO Alpujarra
- PAO Aranjuez
- Mobile PAO: SO Medellín
- PAO Terminal Norte

Córdoba: 1
- PAO Montería

Santader: 1
- PAO Quebrada Seca

Norte de Santander: 8
- PAO ACNUR Cúcuta
- Mobile PAO: Cúcuta
- Mobile PAO: Ocaña
- PAO Ayuda de Acción
- PAO Margarita
- PAO Capellanía
- PAO Centro Intégrate
- PAO Puerto Santander

Arauca: 7
- PAO Pastoral Social
- PAO Malecón
- PAO Terminal de Transportes
- PAO ACNUR Arauca
- PAO Arauca CRC
- PAO Saravena
- Mobile PAO: Ruta de Caminantes

Chocó: 3
- PAO ACNUR Quibdó
- PAO Istmina Personería
- PAO Personería Municipal

Caldas: 1
- PAO Alcaldía de Manizales

Boyacá: 1
- PAO Tunja

Vichada: 1
- PAO Cachicamo

Risaralda: 1
- PAO Alcaldía de Pereira

Bogotá: 5
- PAO Suba
- PAO Ciudad Bolívar
- PAO Móvil FOB
- PAO Kennedy
- PAO Terminal Salitre

Quindío: 1
- PAO Armenia

Meta: 1
- PAO Villavicencio

Guainía: 1
- PAO Puerto Inírida

Valle del Cauca: 5
- PAO Oficina ACNUR
- PAO Terminal Cali
- PAO Buenaventura
- PAO Palmira
- PAO Jamundí

Cauca: 4
- Personería Municipal Villarica
- Mobile PAO: SO Cali
- PAO Personería Popayán
- PAO El Bordo

Cundinamarca: 1
- PAO Soacha

Nariño: 4
- PAO Remolino
- PAO Oficina ACNUR Pasto
- PAO Pasto - Pastoral
- PAO Rumichaca

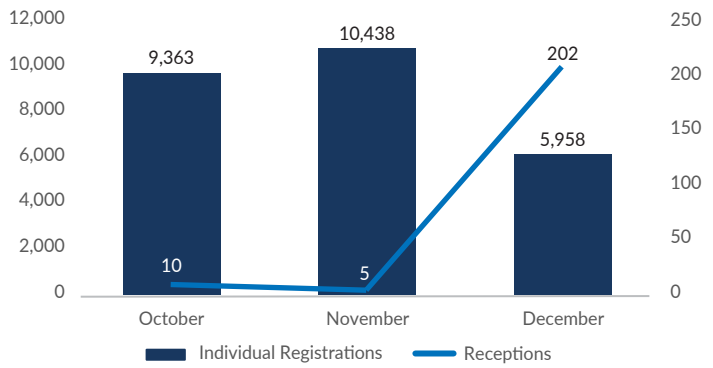
Putumayo: 3
- PAO Casa de Justicia Puerto Asís
- PAO Oficina ACNUR Mocoa
- PAO Valle del Guamuez

24 Departments

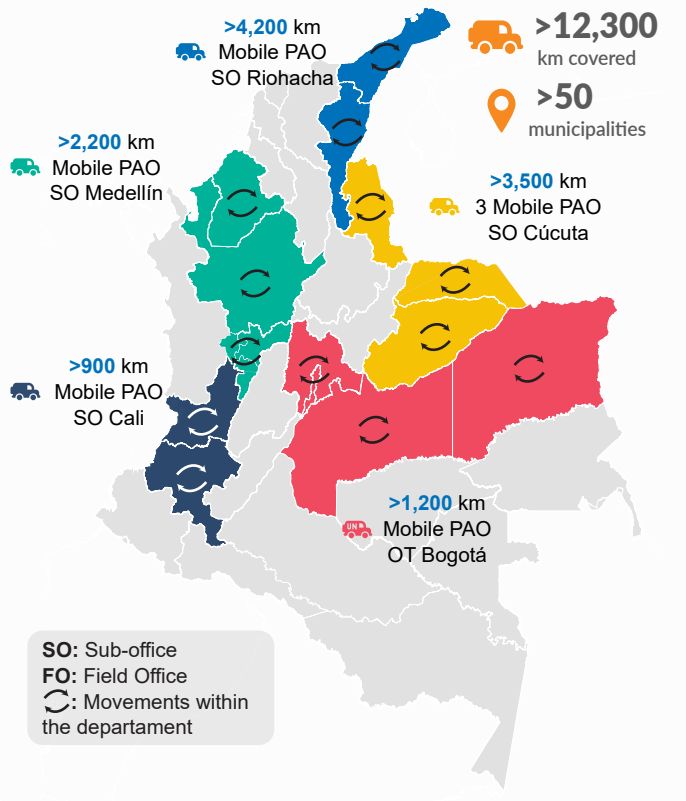
54 Municipalities

Key figures (October - December 2023)

Evolution of Receptions and Individuals Registrations[4]



Geographic coverage of mobile PAOs[5]



Progress and results

Comunications	47,037	Protection Monitoring Surveys completed	
Individual Registrations	25,759	HFS >1,050	MPMT >90
Communications updates	3,975	Assistances	4,516
Referrals	5,208	Receptions	217

SPN identified and addressed

43,515
SPN identified and addressed through referrals

Legal and physical protection	36,815	Children and adolescents at risk	1,808
Serious medical condition	2,746	Single parent household	1,568
Women at risk	578		

Country of origin

Venezuela **77%**

Colombia **21%**

2% from other countries

Mobile PAOs' missions[6]

183 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 275,467 people registered between 2019 and December 2023. This figure is derived from 108,245 registrations in Receptions and 167,222 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.