

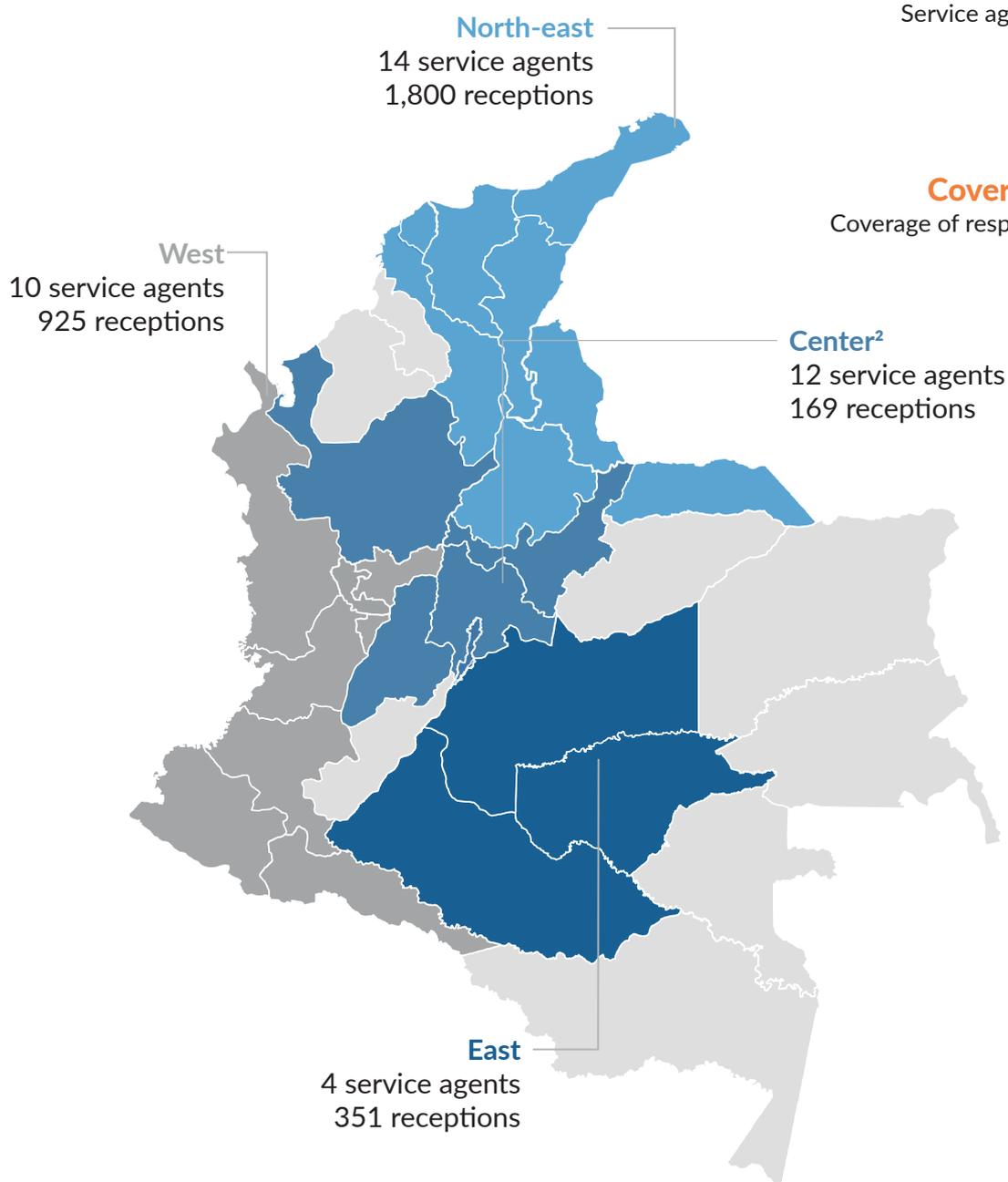
# NATIONAL CONTACT CENTER

August - September 2021



UNHCR and the Norwegian Refugee Council inaugurated on 1 September the National Contact Center (LAN in Spanish) an initiative that seeks to answer information and protection needs of people of concern throughout Colombia via a toll-free number and access to specialized assistance. Following a phased launch on 19 August initiated with regional pilot projects, the national call center is providing orientation and information, identifying individuals in highly vulnerable situations, and referring them for specialized assistance with legalization and documentation issues, health and psycho-social attentions, education, and others.

## Geographic distribution<sup>1</sup>



**Agents**  
Service agents 40

**Coverage**  
Coverage of response 62%

<sup>1</sup> The departments shaded in light gray correspond to areas where neither NRC nor UNHCR have on-site attention; however, the LAN has national coverage and receives calls from these areas of the country. <sup>2</sup> The center's agents began their activities in mid-August, which is why the registration # is lower.

# 3,245

## Receptions in PRIMES<sup>3</sup>

18.419 personas de interés

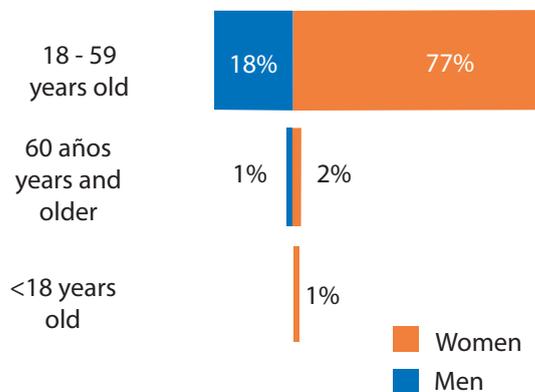


People who contact the National Contact Center, are being registered in UNHCR's registration and case management system. UNHCR is registering groups, taking the basic data from the main contact person along with characteristics such as gender, age and the identification of specific protection needs of the respective group.

## IMPLEMENTATION AUGUST - SEPTEMBER

### Main contact persons

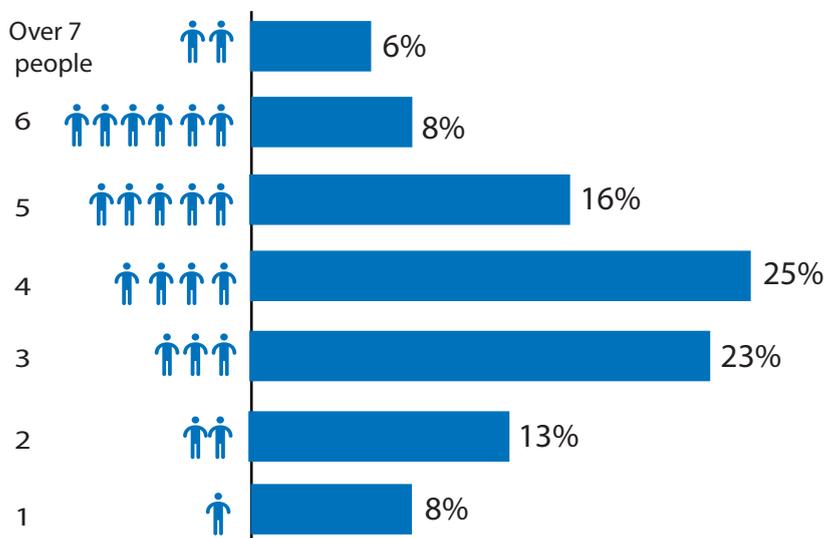
Most of the people addressing the National Contact Centre and its services are women, representing 80% of cases in which they act as heads of households and main contact person.



The average age of the main contact person of registered groups is 35 years old, with the youngest person being 15 years and the oldest 81 years old; additionally, 40% of people attended were between 15-30 years old.

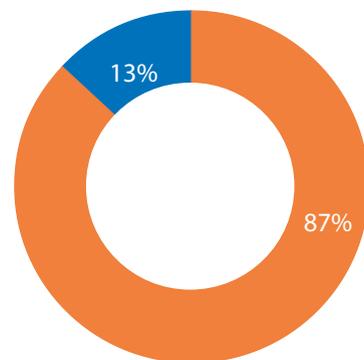
### Size of the reception group

On average, the registered groups are composed of 4 people. The NCC was contacted by single persons as well as groups of up to 15 people.



### Country of origin

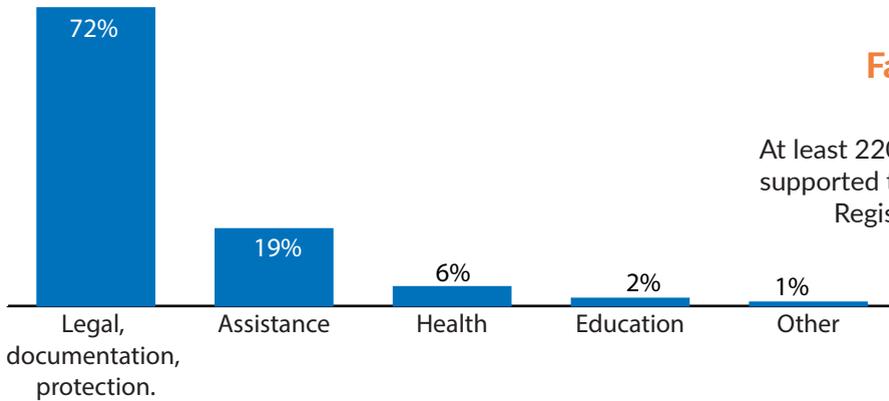
87% of the main contact person who contacted the NCC indicated Venezuela as their country of origin, while 13% indicated Colombia or another country.



<sup>3</sup>. Population Identity Registration and Management Ecosystem.

# COMMUNICATIONS

72% of registered communications are requests related to legal information, documents, and protection services



## Communications

Registered Communications.<sup>4</sup>

8,751

## Number of groups attended

New cases and cases that were reported for the second time.

4,798

## Family groups oriented on TPS

At least 220 family groups were directly supported through the RUMV (National Registry of Venezuelan Migrants).

1,827

## Consultations

Inquiries about the Temporary Protection Status for Venezuelan Migrants.

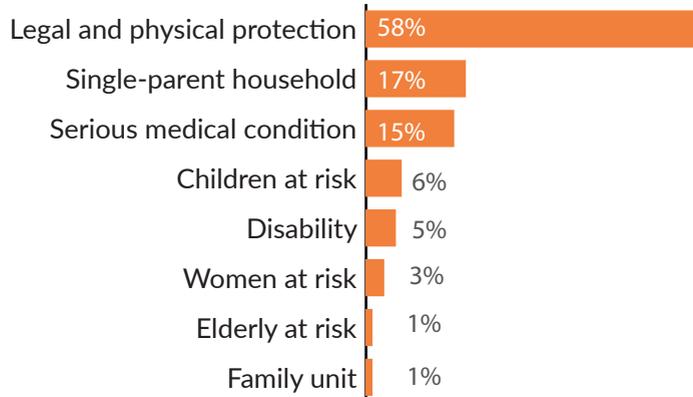
30%

# SPECIFIC NEEDS

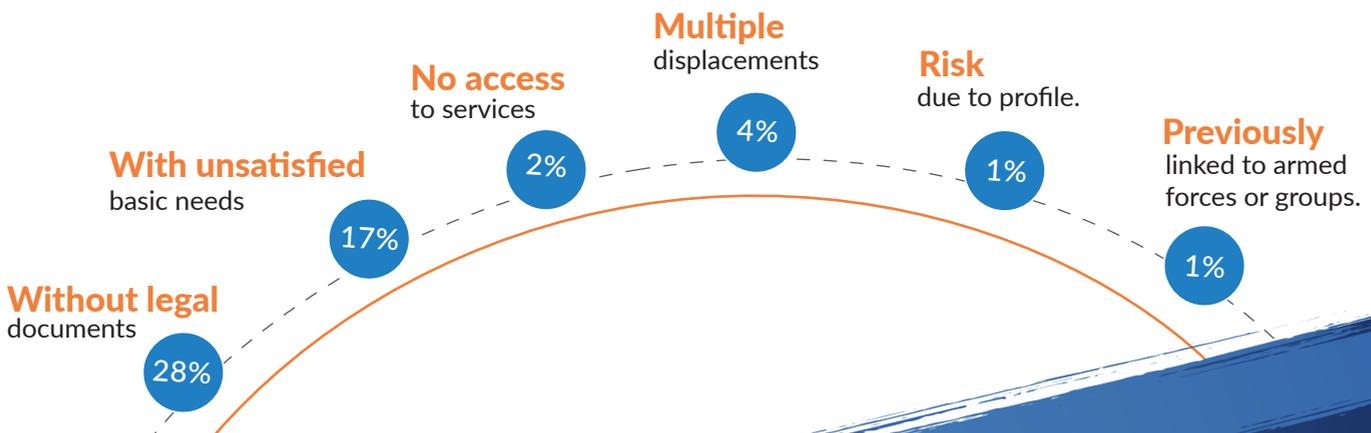
The main need of registered persons is related to legal and physical protection. At least 28% of registered groups indicated having no legal documents, while other groups specified to be unable to meet their basic needs.

65%

Registered groups have one or more specific protection needs identified.



## Legal and physical protection

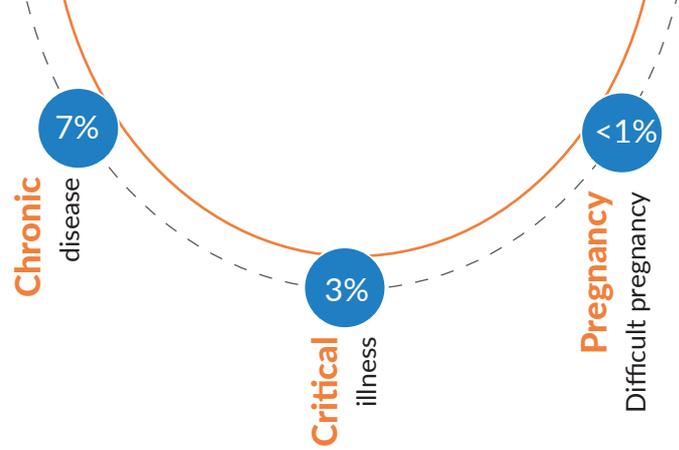


<sup>4</sup> Record of all interactions with people of concern.



## Disability

In 5% of registered groups, at least one person has a disability (physical, mental, hearing, visual, among others).



## Children at risk

In 228 groups (5%), children or adolescents are at risk of not attending school.



## Serious medical condition

Access to health services is one of most urgent needs, probably resulting barriers to access the health system and derived from the lack of access to valid identification documents in Colombia, the absence of information on assistance routes to health services in case of emergency and the lack of availability of medical services in some regions of the country.

## REFERENCE TO SERVICES

13% of registered groups were referred to services to mainly obtain legal assistance, documentation, and counselling. They were also referred to receive health and food assistance.

# 13%

**Registered groups were referred to services providing health and food assistance as well as legal attention.**

## CHALLENGES

- Strengthening registration procedures and response for people who have not been able to access the hotline through adoption of the Standard Operating Procedures as well as constant training for the efficient usage of PRIMES.
- Recruitment of new personnel to join the NCC team.
- Continue strengthening the referral system for cases with Specific Protection Needs to UNHCR partner organizations and field offices.
- Enhancing coordination with partners to reduce waiting times between contacting the NCC and actual access to services offered, thus continuing to build a comprehensive response system for thousands of people in need arriving to Colombia daily.