

COLOMBIA

2019 – 2022 (1^{er} trimestre 2022)

43 PAOs (3 móviles) with activities in 19 departments and 32 municipalities

87.160 individuals registered through receptions (27.617 receptions) between 2019 – 2021

17.131 individual records (6.422 group registrations) have been completed between 2019 - 2021

The Information and Orientation Centers (**Puntos de Atención y Orientación in Spanish**) are a **UNHCR** initiative developed since **2017** and currently implemented in 19 departments.

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 routes and services available** in the territory. This way, refugees and migrants, internally displaced persons, returnees, and any person in need of protection can ask questions and find answers.

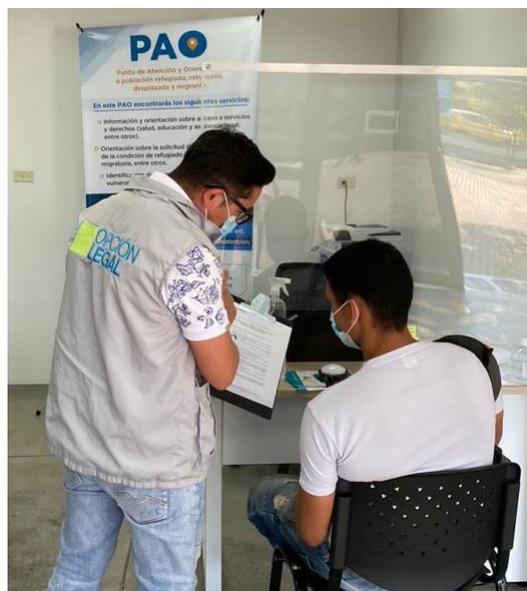
Persons assisted by the **PAOs** are registered in **UNHCR's** case registration and management system (**PRIMES**)¹, which allows the collection, maintenance and analysis of data and information on each personas assisted, since the first contact to the achievement of durable solutions. The **protection response is adjusted** according to the **Specific Protection Needs** (SPN) and main trends identified. Following the identification of the NEP, **referral** is made to specialized services to ensure an **appropriate specialized 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 pathways and services
-  Assistance for access to Temporary Protection Status for Venezuelan Migrants (ETPV)

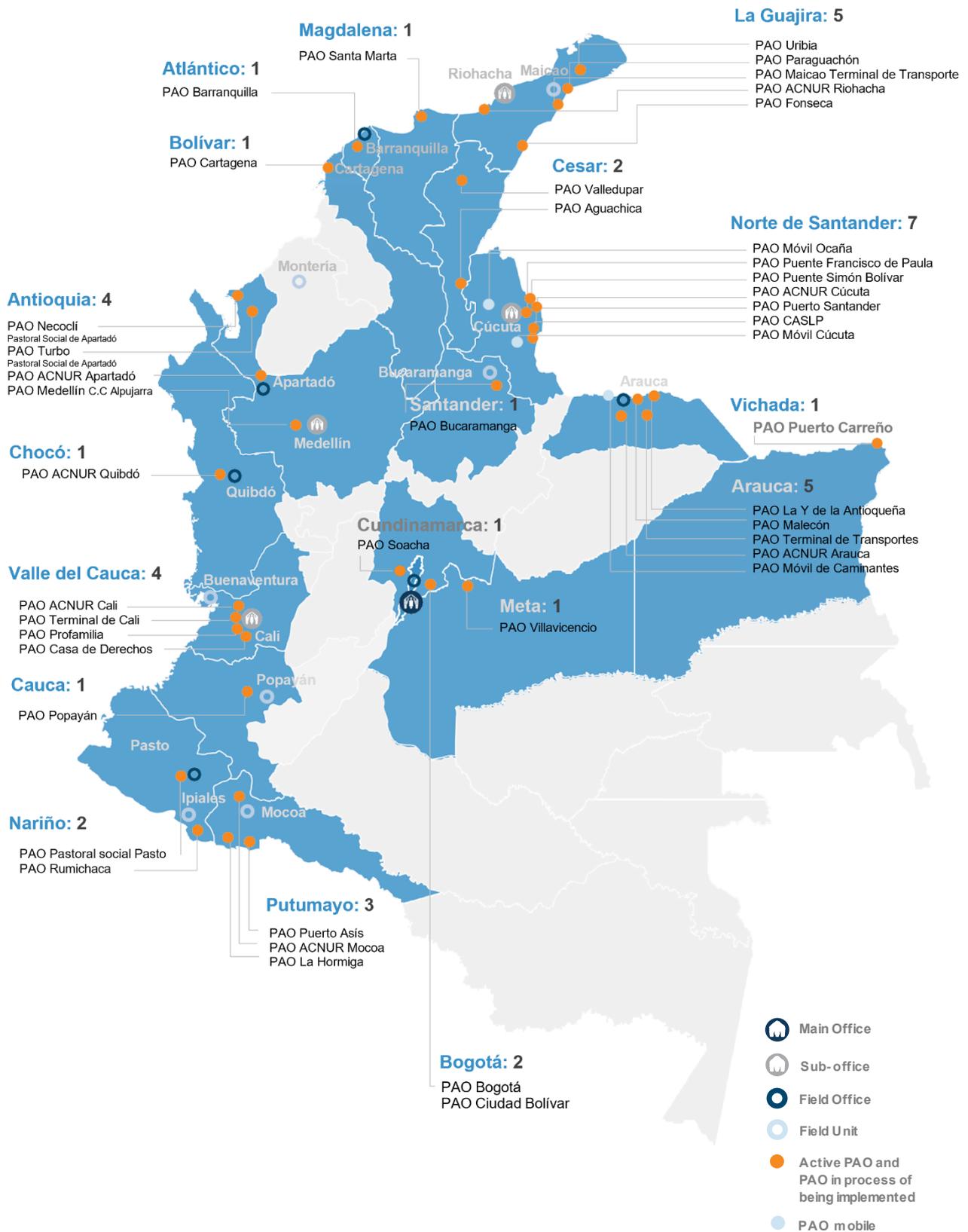
Main Information and assistance subjects:

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



Information and guidance for access to ETPV © UNHCR/Andrés Carreño

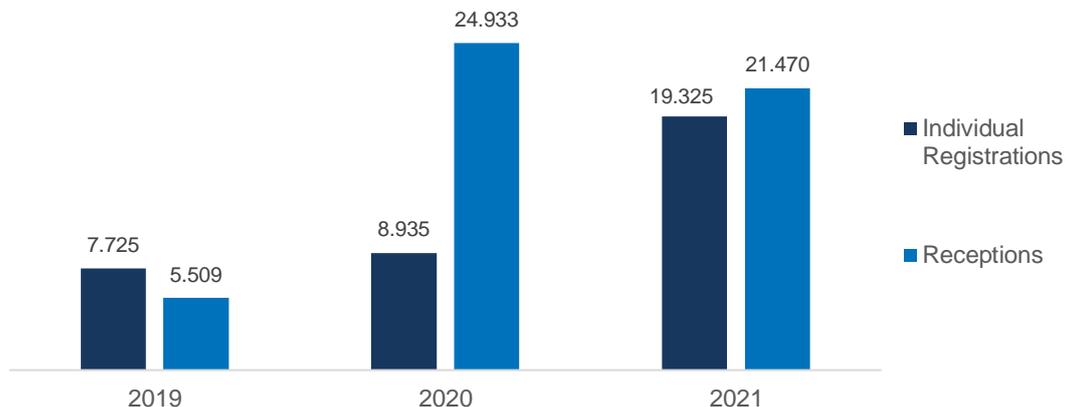
Geographic distribution of PAOs



Number of receptions and individual registrations between 2019 - 2021

Initiated in July 2019, the PAO strategy has been reinforced through partner Corporación Opción Legal which has assumed its full implementation as of **January 2022** with the support and assistance of **UNHCR** in the field and at the national level.

Evolution of receptions and individual registration between 2019 - 2021



Progress and results (January – February 2022)



The country has **43 PAOs (3 mobile and 40 permanent)**.



The PAOs are operating in **19 departments and 32 municipalities**.



Between January and March 2022, **7.624 individual registrations, 2.695 receptions, 15.674 communications, 1.725 assistances and 1.051 references were made**.



Among the **20.010 SPNs identified and addressed** through referrals in 2022, the main ones are: legal and physical protection (15.314); children and adolescent at risk (1.394); serious medical condition (1.332); single/parent household (897); and women at risk (416).



The average group size is **3 – 4 persons**.



90% of the people served are Venezuelan, 8% Colombian and the remaining 2% are from other countries.



Mobile workshops have been carried out in remote areas of the country in coordination with institutions and other key partners.



Cordination with the regional inter/agency initiative of the Support Spaces.²



The services provided by the PAOs are delivered by **5 Regional Coordinators, 3 assistant coordinators, 68 PAO advisors and 10 PAO assistants**.

¹ PRIMES is UNHCR's registration and case management system that allows for the collection, maintenance and analysis of data and information on each person of concern, 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 Registers and through Receptions. The Individual Registration collects detailed information on each member of the registration group in terms of biographical data, legal status, SPNs, 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 SPNs in a group manner. For more information on the people assisted by UNHCR registered in PRIMES, [please click here](#).

² R4V, Support Spaces: <https://www.r4v.info/en/supportspaces>