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

UNHCR The UN Refugee Agency

CORPORACIÓN OPCIÓN LEGAL

PAO FACTSHEET

# COLOMBIA

## 2019 - 2022

**60** PAOs

**7** Mobile PAOs

Implemented in **19** departments and **40** municipalities

| | |
|---|---|
| Persons registered in Receptions[1] | **105.534** |
| Total Reception records[1] | **34.736** |
| Individual records[1] | **59.238** |
| Registration Group records[1] | **23.389** |

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 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.

### SERVICES

- Individual and/or group guidance and assistance with information
- Registration in PRIMES[2]
- 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 (ETPV)

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 person assisted, from the first contact until durable solutions are reached. 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 specialized response.**

### Main information and assistance subjects:

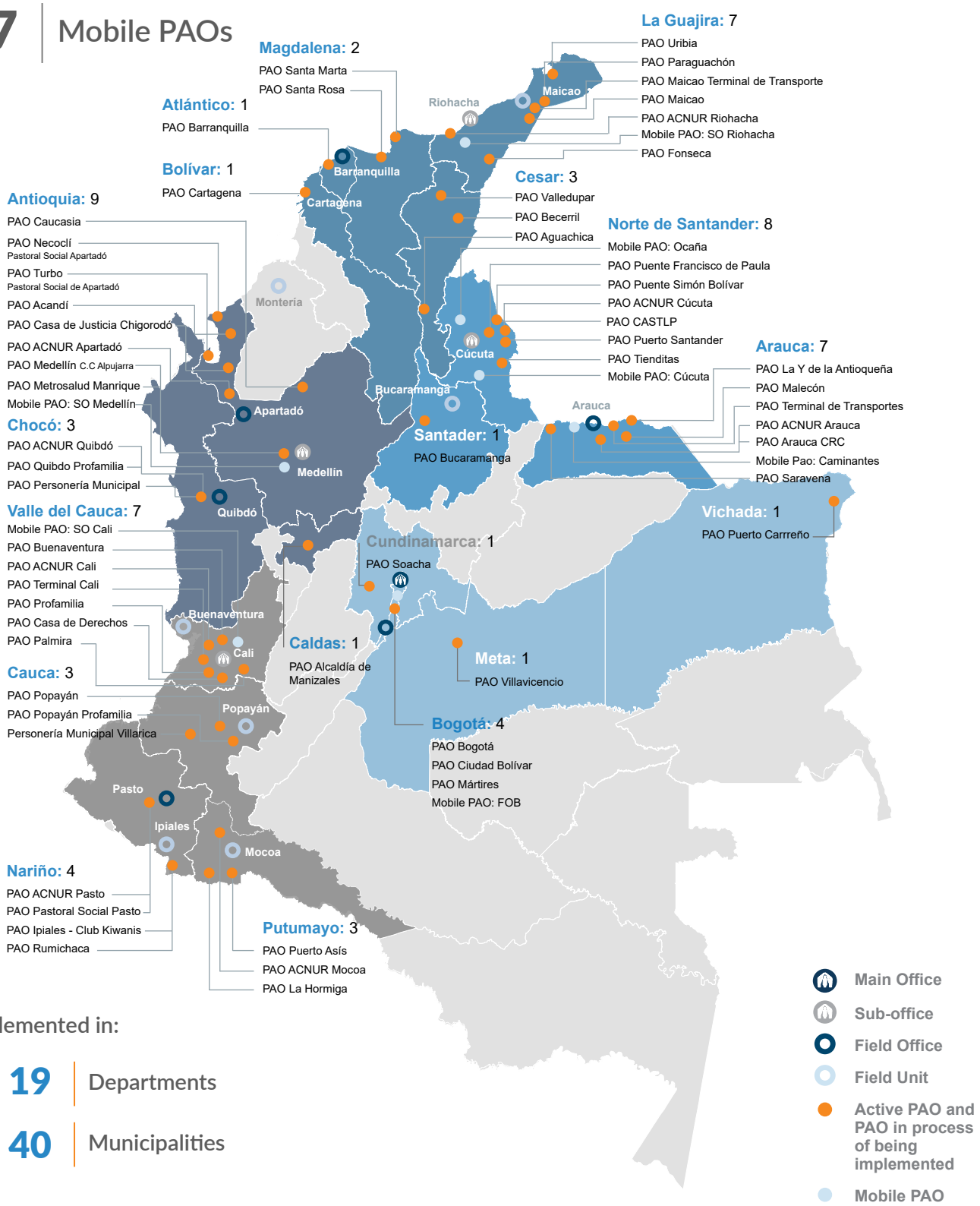
- The right to asylum and the refugee status determination procedure
- Access to the Temporary Protection Status for Venezuelans Migrants (ETPV)
- Access to nationality and documentation
- Access to employment, health, and education
- Access to legal assistance and justice
- Institutional pathways for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

PAO activity in Puerto López, Meta © UNHCR

## Geographic distribution of PAOs

**60** PAOs

**7** Mobile PAOs

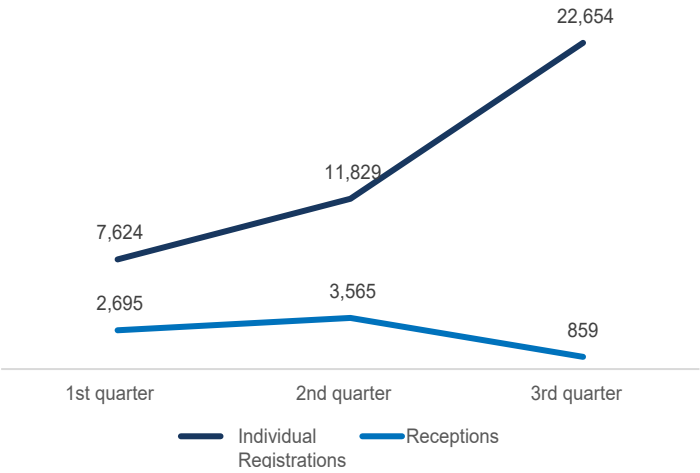



Implemented in:

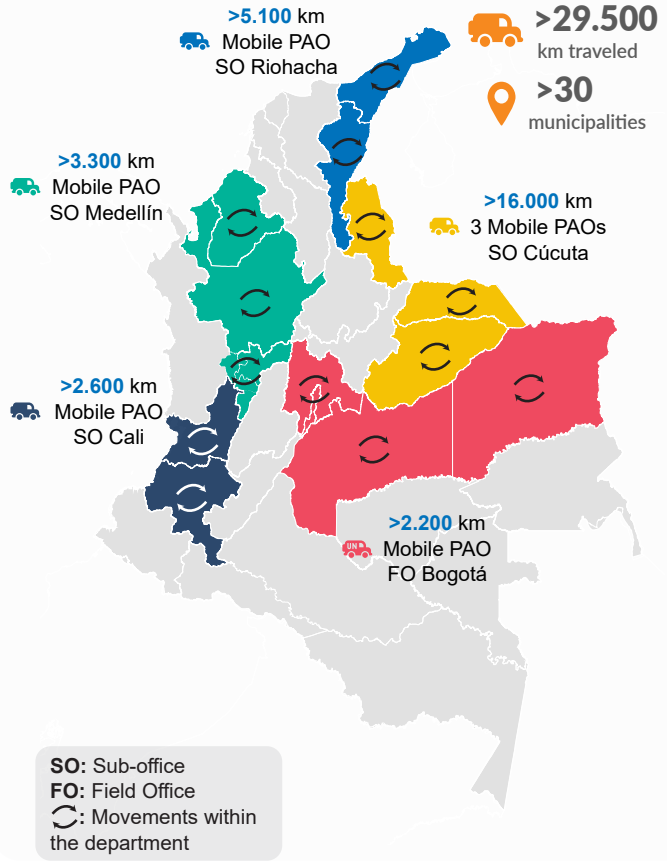
**19** Departments

**40** Municipalities

## Evolution of Receptions and Individual Registrations between July - September 2022[3]




## Geographic coverage of mobile PAOs[4]




## Progress and results (July - September 2022)

### Key figures

| | | | |
|---|---|---|---|
| Individual registrations | 22.654 | Receptions | 859 |
| Assistances | 810 | Referrals | 8.909 |
| Communications | 38.020 | | |

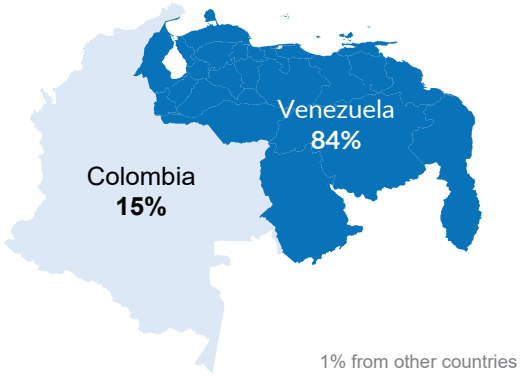
## Specific Protection Needs (SPN) identified and addressed

| | |
|---|---|
| Legal and physical protection | 34.515 |
| Serious medical condition | 3.211 |
| Children and adolescents at risk | 2.810 |
| Single parent household | 1.959 |
| Women at risk | 980 |

**42.241**

SPNs identified and addressed through referrals between July - September 2022

## Country of origin




The services provided by the PAOs are delivered by **1** national coordinator, **5** regional coordinators, **4** assistant coordinators, **94** advisors, **11** assistants y **4** drivers.

[1] Accumulated figures for the period 2019 to 31 December 2022.
[2] 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, 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.
[3] UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions.
[4] 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.