COLOMBIA

1st Quarter 2023 (January - March 2023)

The Information and Orientation Centers (Puntos de Atención y Orientación in Spanish) are a UNHCR initiative developed since 2017 and currently implemented in 23 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, from the first contact until durable solutions are reached. The protection response is tailored, according to the Specific Protection Needs (SPNs) and main trends identified. Following the identification of the SPN, a referral is made to specialized services to ensure an appropriate 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 (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

SERVICES

- Individual and/or group guidance and assistance with information
- Registration in PRIMES
- 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 (TPS)

Persons registered in Receptions

543

Total Reception records

263

Individual records

22,895

Total persons registered

23,438

69 PAOs

7 Mobile PAOs

Implemented in 23 departments and 53 municipalities
Geographic distribution of PAOs

69 PAOs
7 Mobile PAOs

Implemented in:

23 Departments
53 Municipalities
Evolution of Receptions and Individual Registrations between January - March 2023

Progress and results (January - March 2023)

Key figures

- Individual registrations: 22,895
- Receptions: 263
- Assistances: 2,769
- Referrals: 7,152
- Communications: 45,221

Specific Protection Needs (SPNs) identified and addressed

- Legal and physical protection: 37,026
- Serious medical condition: 3,492
- Children and adolescents at risk: 2,244
- Single parent household: 1,760
- Women at risk: 797

Country of origin

- Venezuela: 83%
- Colombia: 16%
- 1% from other countries

The services provided by the PAO are delivered by 1 national coordinator, 5 regional coordinators, 4 assistant coordinators, 102 advisors and 4 drivers.

1 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, 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.

2 UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions. The PAOs project has a total of 210,143 people registered between 2019 and March 2023. This figure is derived from 106,697 registrations in Receptions and 102,993 people in individual registrations.

3 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.