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 *(2nd Quarter | April- June 2023)*

CUMULATIVES FIGURES 2023

- **71** PAOs
- **7** Mobile PAOs
- Implemented in **25** departments and **55** municipalities
- Persons registered in Receptions: **1,081**
- Total Reception records: **451**
- Individual records: **41,861**
- Total persons registered: **42,942**

The **Information and Orientation Centers** (*Puntos de Atención y Orientación* in Spanish) are a **UNHCR** initiative developed since 2017 and currently implemented in **25** 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.

SERVICES

- Individual and/or group guidance and assistance with information
- Registration in PRIMES[1]
- 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 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:

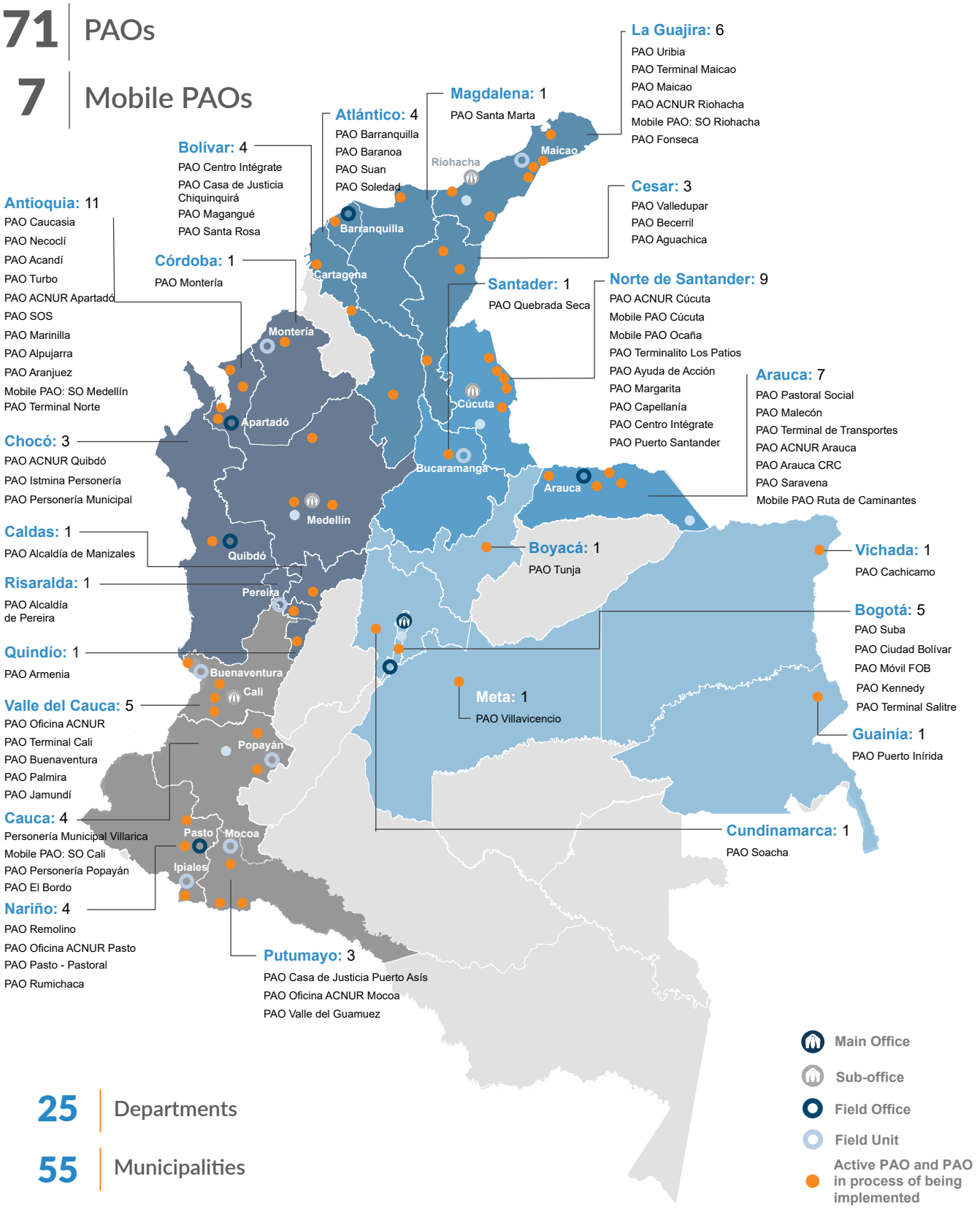
- The right to asylum and the refugee status determination procedure
- Access to the Temporary Protection Status for Venezuelans Migrants (TPS)
- Access to nationality and documentation
- Access to employment, health, and education
- Access to legal assistance and justice
- Institutional pathways for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

PAO activity in Los Patios, Norte de Santander. 2023 © UNHCR

Geographic distribution of PAOs

71 PAOs

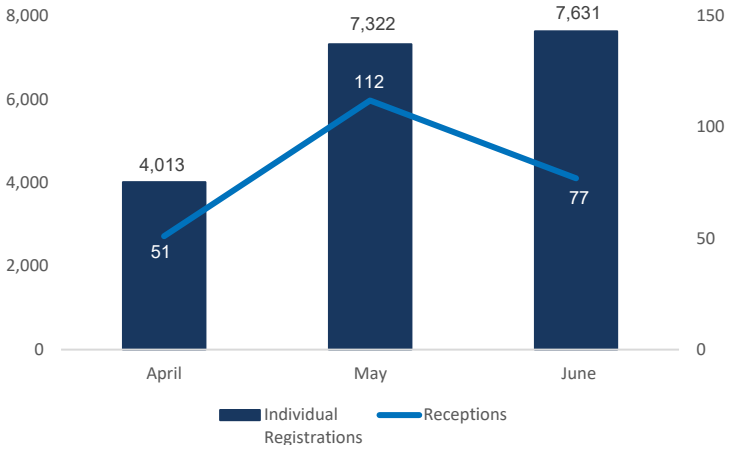
7 Mobile PAOs



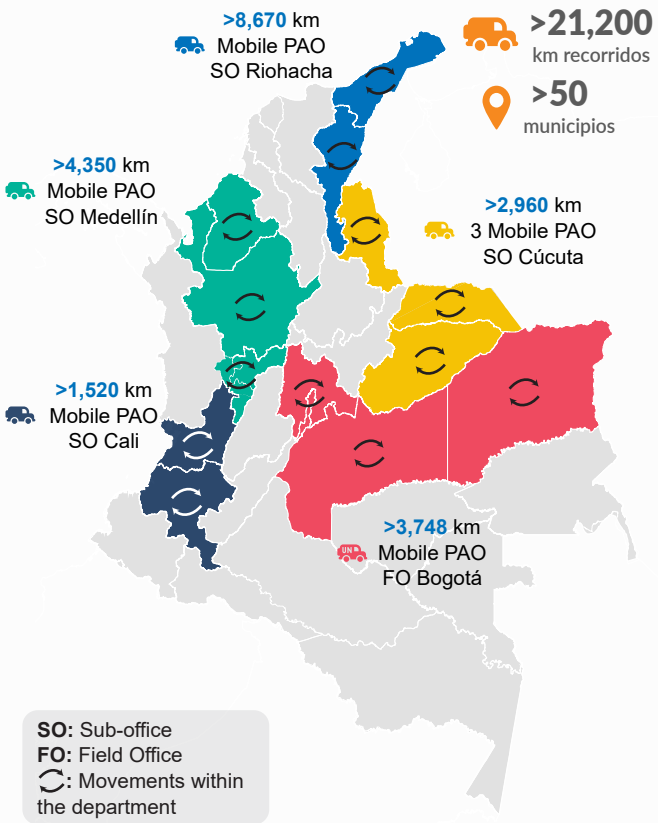
25 Departments

55 Municipalities

Evolution of Receptions and Individual Registrations between April - June 2023[2]



Geographic coverage of mobile PAOs[3]



Progress and results (April - June 2023)

Key figures

Individual registrations	**18,966**	Receptions	**240**
Assistances	**2,538**	Referrals	**5,460**
Communications	**32,805**		

Specific Protection Needs (SPNs) identified and addressed

39,668
SPNs identified and addressed through referrals between April - June 2023

Legal and physical protection	**29,330**	Children and adolescents at risk	**1,559**
Serious medical condition	**2,556**	Single parent household	**1,093**
Women at risk	**619**		

Country of origin

Venezuela **83%**

Colombia **16%**

1% from other countries

Mobile PAOs' missions[4]

385 Mobile PAOs' missions between April - June 2023

The services provided by the PAOs are delivered by **1** national coordinator, **5** regional coordinators, **4** assistant coordinators, **108** advisors and **4** drivers.

[1] 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 230,185 people registered between 2019 and June 2023. This figure is derived from 107,235 registrations in Receptions and 122,497 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.

[4] 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.