

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



## COLOMBIA

2019 - 2022

60 PAOs

7 Mobile PAOs

Implemented in 19 departments and 40 municipalities



Persons registered in Receptions<sup>1</sup> **106,154**

Total Reception records<sup>1</sup> **36.,117**



Individual records<sup>1</sup> **80,098**

Registration Group records<sup>1</sup> **31,104**

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. 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**)<sup>1</sup>, 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**.

### SERVICES

- Individual and/or group guidance and assistance with information
- Registration in PRIMES<sup>2</sup>
- 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)

### 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

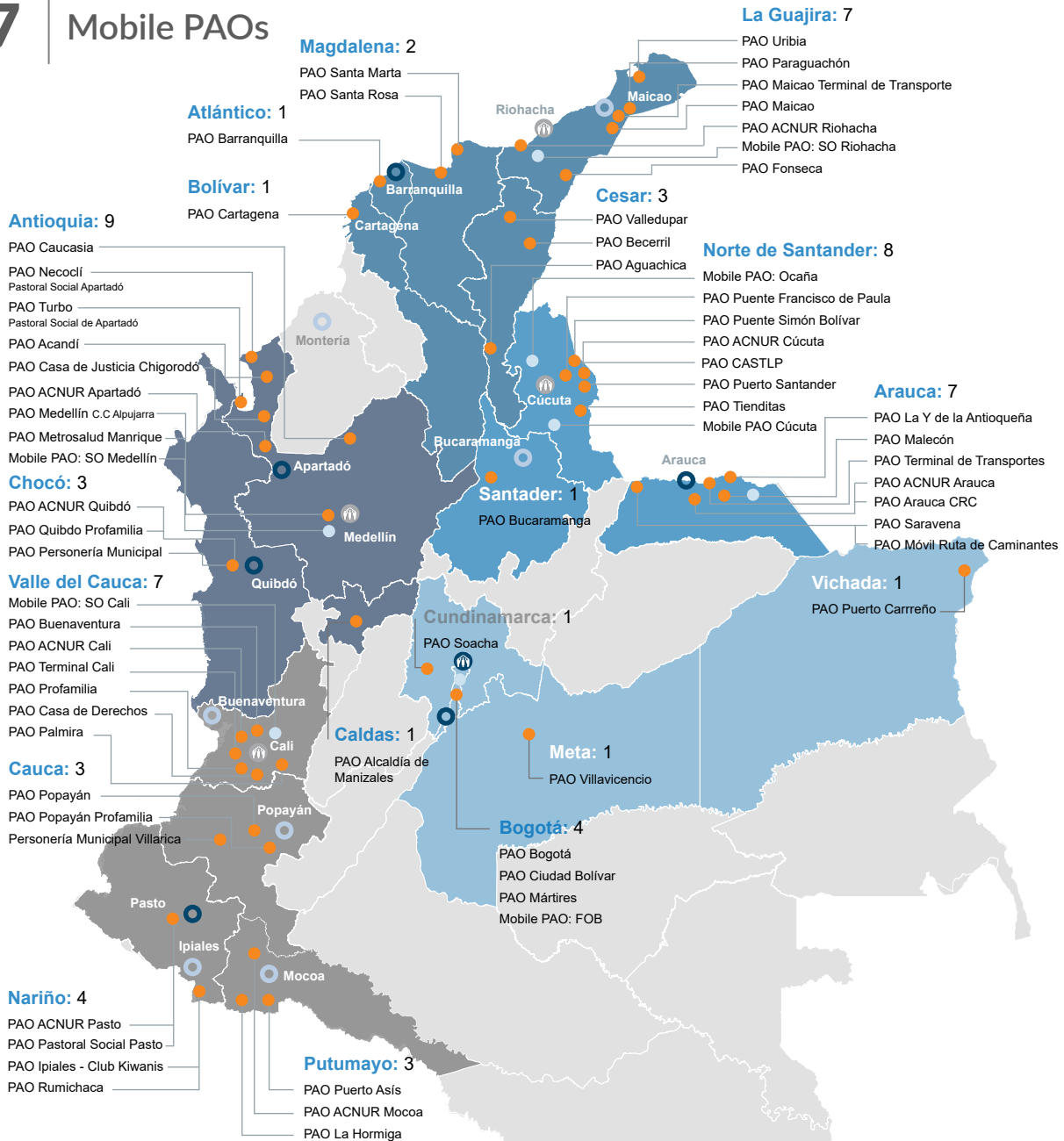


PAO activity in Villa Rica, Cauca. 2022© UNHCR

## Geographic distribution of PAOs

**60** PAOs

**7** Mobile PAOs



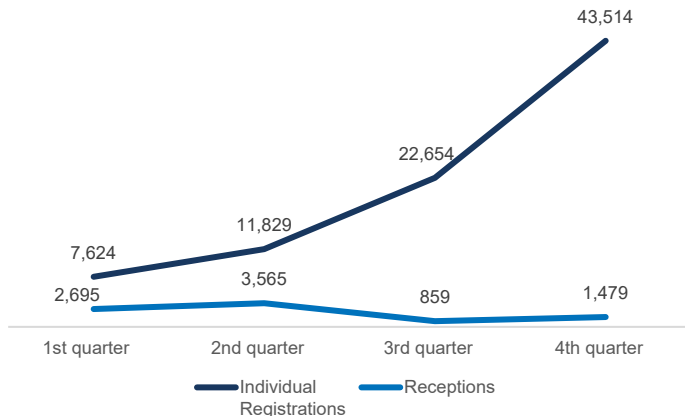
Implemented in:

**19** Departaments

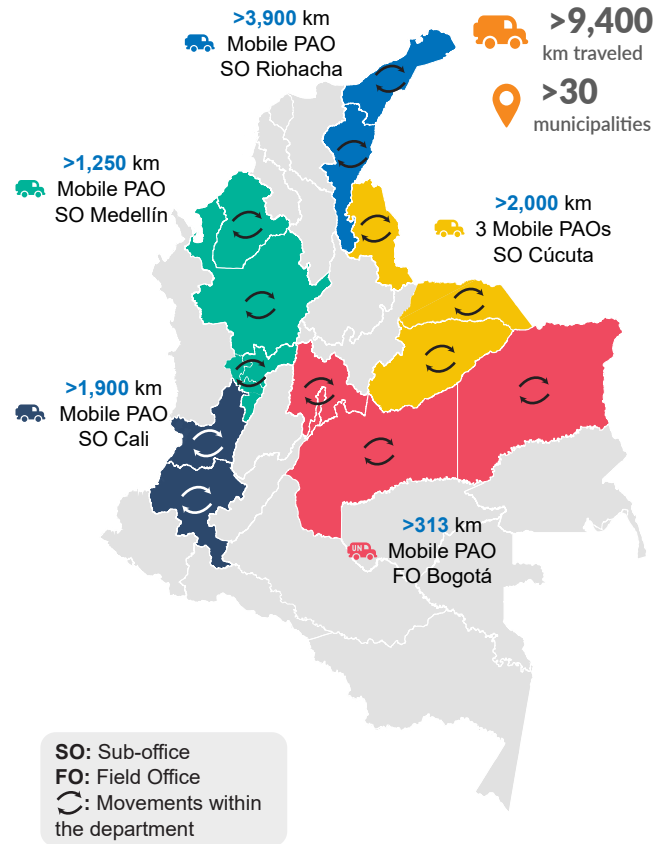
**40** Municipalities

- Main Office
- Sub-office
- Field Office
- Active PAO and PAO in process of being implemented
- Mobile PAO

## Evolution of Receptions and Individual Registrations between January - December 2022<sup>3</sup>



## Geographic coverage of mobile PAOs<sup>4</sup>



## Progress and results (October - December 2022)

### Key figures



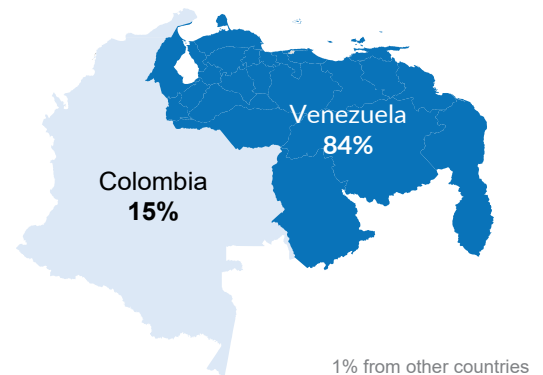
## Specific Protection Needs (SPN) identified and addressed



**45,386**

SPNs identified and addressed through referrals between October - December 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.

<sup>1</sup> Accumulated figures for the period 2019 to 31 December 2022.

<sup>2</sup> 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.

<sup>3</sup> UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions.

<sup>4</sup> 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.