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

UNHCR ACNUR La Agencia de la ONU para los Refugiados

OPCIÓN LEGAL

PAO FACTSHEET

COLOMBIA

2024 *(2nd quarter | April - june)*

CUMULATIVES FIGURES 2024

- **71** PAOs
- **7** Mobile PAOs
- **199** Mobile PAOs' missions[1]
- **74,527** People reached
- **53,076** People assisted for the first time in the PAO
- **21,451** People reached who were registered in the past

Attention and orientation day in Puerto Carreño, Vichada. 2024 © UNHCR

The **Information and Orientation Centers** (*Puntos de Atención y Orientación in Spanish*) are a **UNHCR** initiative developed since 2017 and currently implemented in **24** departments. Since 2021, the project has been implemented by ***Corporación Opción Legal*** with the support of UNHCR.

The **PAOs** are **physical spaces** for any person in need of protection to access **reliable and secure information**, and make informed decisions regarding a**ccess to rights, protection pathways and services available** in the territory. In this way, refugees and migrants, as well as internally displaced persons or Colombian returnees can ask questions and find answers.

The people assisted in 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. Following the identification of **specific protection needs (SPNs)**, a **referral** is made to specialized services to ensure an **appropriate response.**

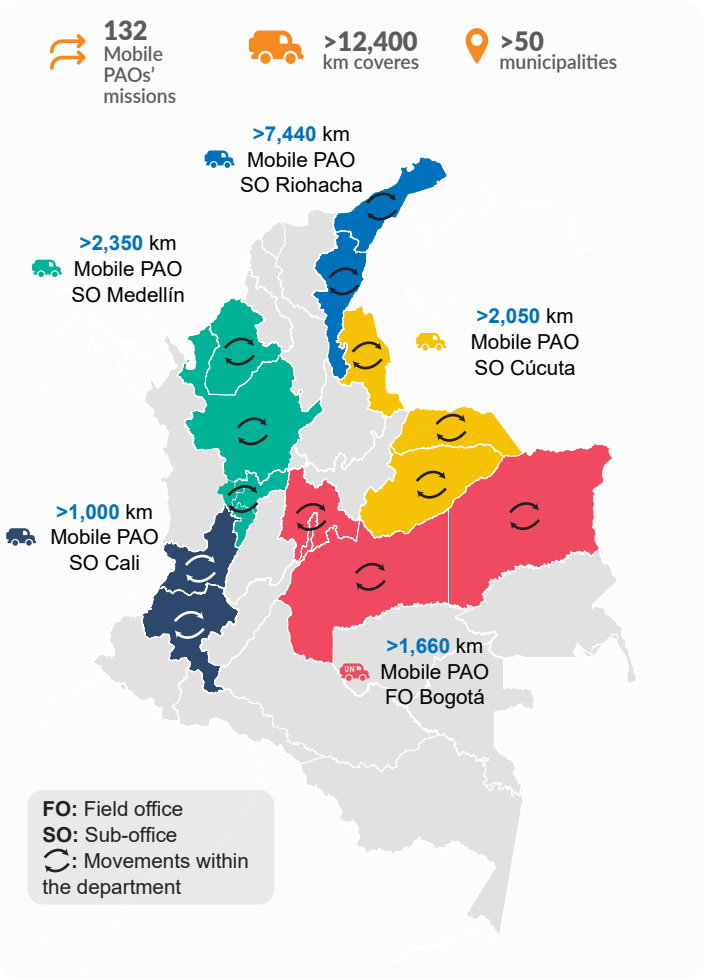
As of May 2023, the PAO ChatBot allows the PAO project to expand its coverage to provide remote assistance and guidance throughout the Colombian territory.

Main information and assistance subjects:

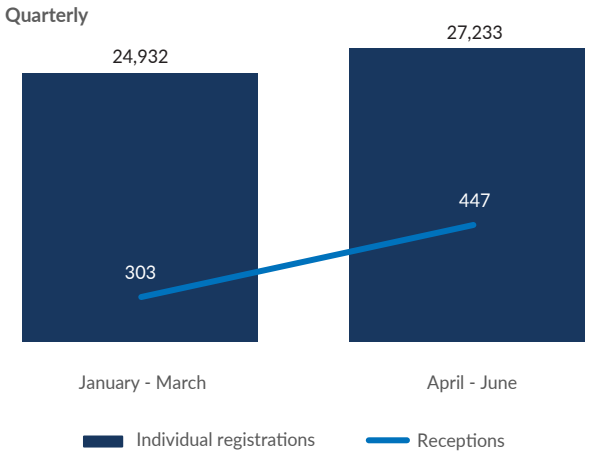
- The right to asylum and the refugee status determination procedure
- Access to Temporary Protection Status for Venezuelan Migrants
- Access to nationality and documentation
- Access to employment, health, and education
- Access to legal assistance and justice
- Institutional services to assist the displaced population
- Protection risks and services available to people in transit
- General information and enrollment support for the Safe Mobility Program

Key figures (April - june 2024)

Geographic coverage of mobile PAOs[2]



Number of receptions and individual records[3]



Progress and results

The PAOs registered **39,327** communications between April and June.

4,012 people have been referred to partners and **5,670** assistances have been provided .

"Thank you for supporting us during such difficult times for us Venezuelans. Your professionalism, kindness, and respect mean a lot to us"

Venezuelan woman, PAO Terminal de Transporte, Maicao, La Guajira.

Image: Mobile PAOs mission. La Unión, Valle del Cauca. PAO Cali, 2024 © UNHCR

"The attention we received was very kind and respectful. They treated us, the LGBTQI+ community, with warmth and respect, and I experienced no discrimination whatsoever."

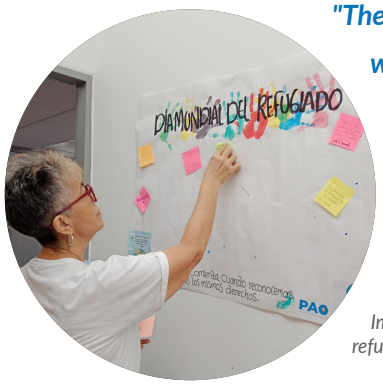
Venezuelan man, PAO Apartadó, Antioquia

Image: Mobile PAOs mission. Apartadó, Antioquia. PAO Apartadó, 2024 © UNHCR

Protection Monitoring

2,116
High Frequency Survey[4]

592
Protection Monitoring for Cross-Border Mobility[5]



"The attention I received at the UNHCR offices was very kind. Their care was warm and welcoming, and I understood all the questions and answers clearly. It made me feel at home."

Venezuelan woman. PAO Alpujarra, Medellin, Antioquia.

Image: World Refugee Day commemoration activity refugee day. PAO Medellín, 2024 © UNHCR

SPN identified and addressed

92,596
SPN identified and addressed through referrals

Legal and physical	76,433
Serious medical condition	5,503
Children and adolescents at risk	3,369
Single parent household	3,257
Women at risk	1,304

Country of origin

Venezuela **74%**

Colombia **24%**

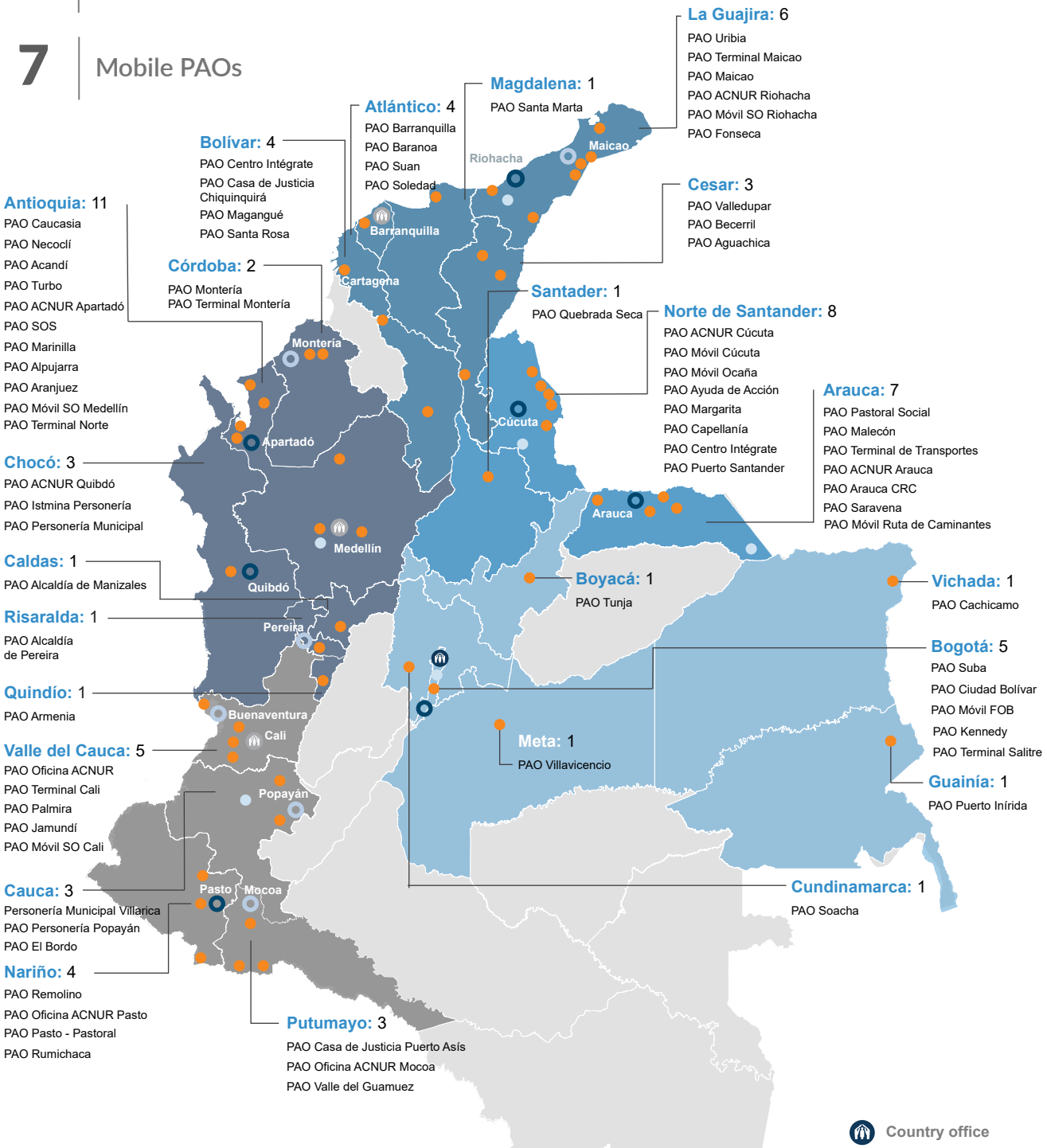
2% from other countries

The services of the **PAO** are provided by **1** national coordinator, **5** regional coordinators, **4** support professionals, **122** advisors and **7** drivers.

[1] The Mobile PAO missions are a mechanism of the PAO project to have a greater territorial reach in the provision of attention and orientation for the population with and for whom we work that is located in areas of difficult access, rural areas where we do not have a fixed PAO.
[2] The mobile PAOs do not cover all municipalities in each of the highlighted departments; the missions of the mobile PAOs are prioritized by each Field Office.
[3] UNHCR is prioritizing registrations, which are more complete than receptions in PRIMES. The ODP project has a total of 328,442 persons registered between 2019 and June 2024. This figure is derived from 109,046 registrations in receptions and 219,396 individuals in individual registrations.
[4] The High Frequency Survey (HFS) is UNHCR's regional tool for monitoring the protection situation of people from Venezuela who wish to stay in the country.
[5] The Protection Monitoring for Cross-Border Mobility (MPMT) is a tool to identify the profile, mobility characteristics and incidents/risks/protection needs of people entering, leaving and transiting through Colombian territory.

71 PAOs

7 Mobile PAOs



Presence in:

24 Departments

53 Municipalities