

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



## COLOMBIA

2024 (3<sup>rd</sup> quarter | July - September)

### CUMULATIVES FIGURES 2024 - January to September 2024



Mobile PAO's mission in corregimiento El Reposo - Apartadó, Antioquia. 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 **access 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.

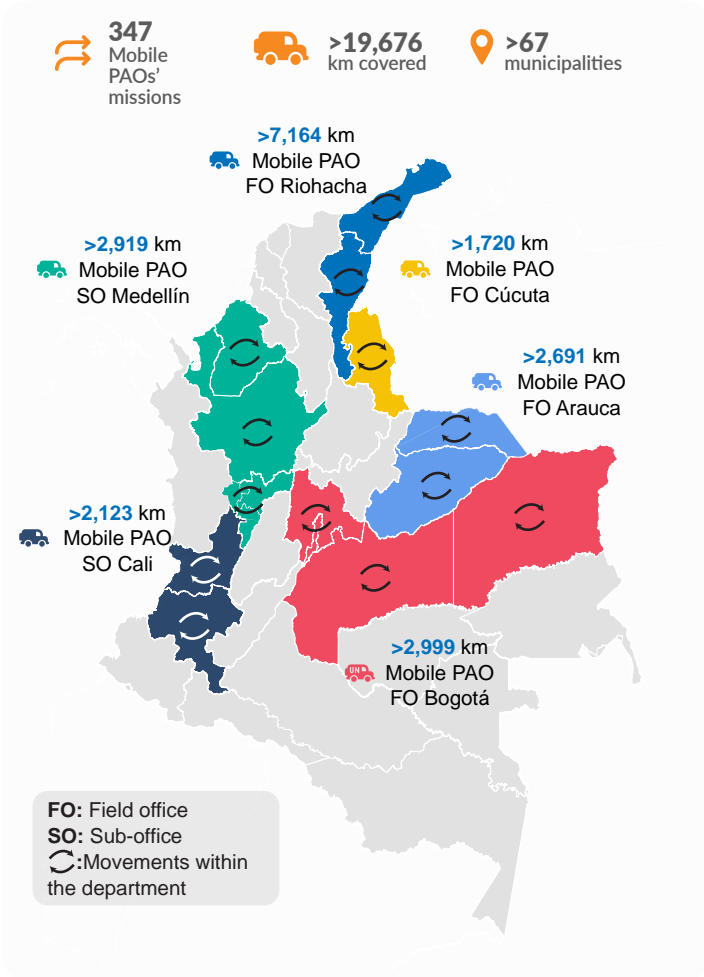


### Main information and assistance subjects:

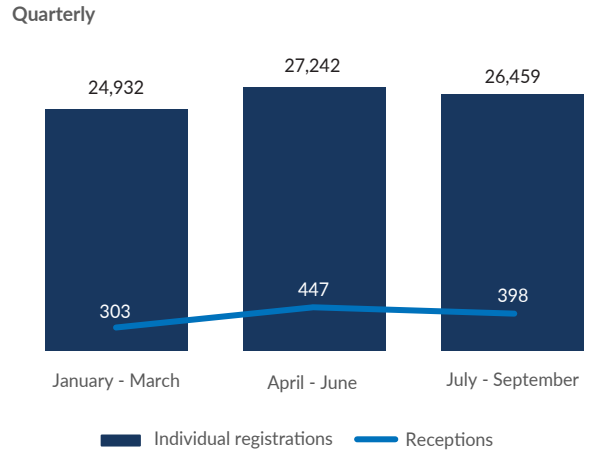
-  The right to asylum and the refugee status determination procedure
-  Access to Temporary Protection Status for Venezuelan Migrants
-  Access to nationality and documentation
-  Access to employment, health, and education
-  Access to legal assistance and justice
-  Institutional services to assist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

**Key figures (July - September 2024)**

**Geographic coverage of mobile PAOs<sup>2</sup>**



**Number of receptions and individual records<sup>3</sup>**



**Avances y resultados**

The PAOs registered **43,373** communications between July and September.

**6,413** people were referred to partners and **6,137** assistances have been provided.



**"I thank and congratulate the UNHCR for assisting all the Venezuelan population. The attention is really good."**

Venezuelan woman, PAO la Alpujarra, Medellín, Antioquia.

Image: Mobile PAO's mission. Neira, Caldas. PAO Medellín, 2024 © UNHCR

**"Thanks to the PAO for giving me the information I was looking for, excellent service. Thank you very much for your help."**

Venezuelan woman, PAO Pasto, Nariño

Image: PAO Rumichaca, 2024 © UNHCR



## Protection Monitoring



**1.131**  
High  
Frequency  
Survey<sup>4</sup>



**190**  
Protection  
Monitoring for  
Cross-Border  
Mobility<sup>5</sup>



*“The young lady who assisted us was kind and polite, she explained in detail all the information we needed to be able to accept the help we were given here, with the protection we were looking for and needed”.*

Venezuelan woman, PAO Office UNHCR Cúcuta, Norte de Santander.

Imagen: Mobile PAO FO Arauca, 2024 © UNHCR

## SPN identified and addressed

**55,577**

SPN identified and addressed through referrals



Legal and physical **46,267**



Serious medical condition **3,182**



Children and adolescents at risk **1,937**



Single parent household **1,771**



Women at risk **775**

## Country of origin



Venezuela  
**73%**



Colombia  
**23%**

2% from other countries



The services of the PAO are provided by **1** national coordinator, **5** regional coordinators, **4** support professionals, **123** advisors and **7** drivers.

<sup>1</sup> 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.

<sup>2</sup> 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.

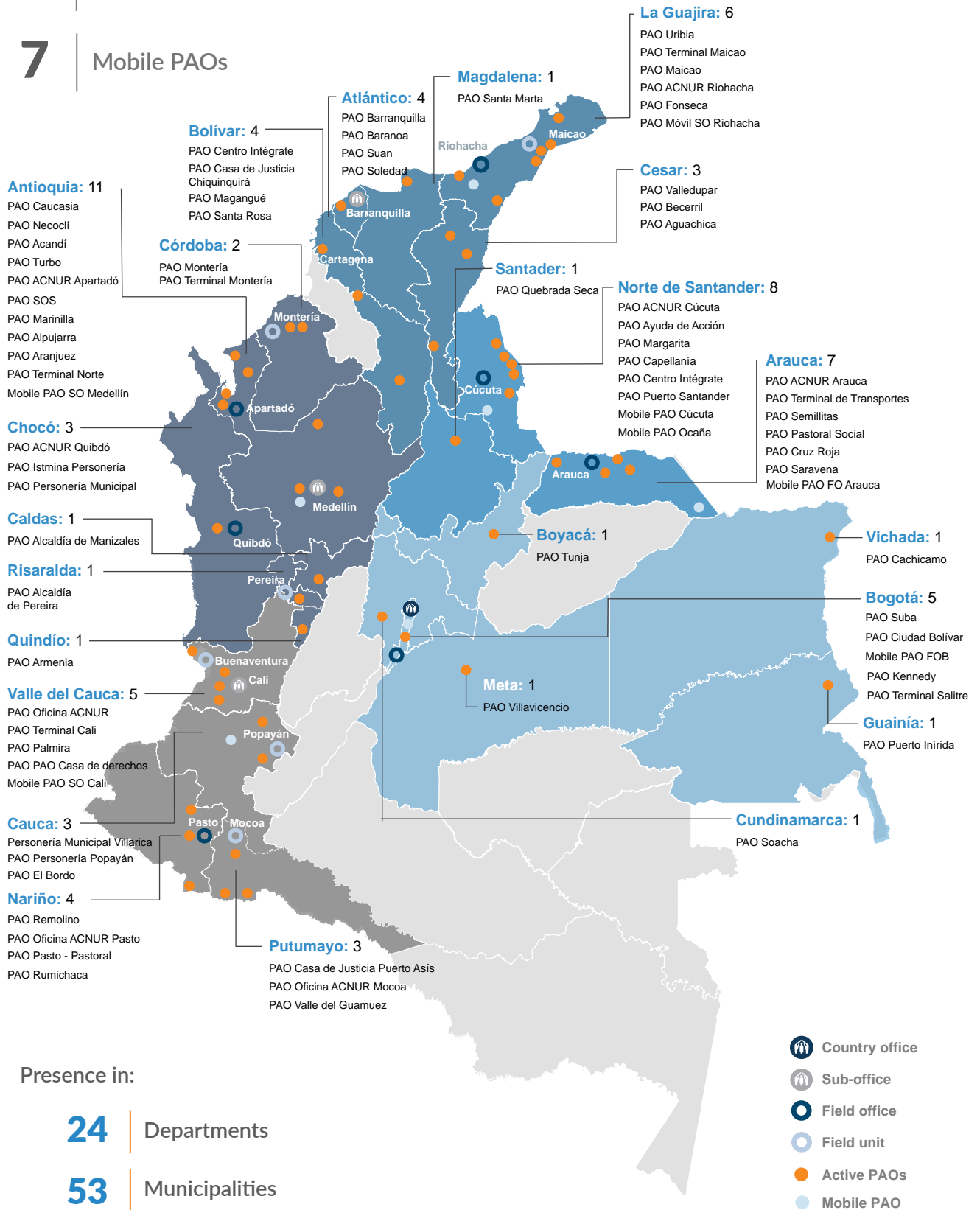
<sup>3</sup> UNHCR is prioritizing registrations, which are more complete than receptions in PRIMES. The ODP project has a total of 328,442 persons registered between 2019 and June 2024. This figure is derived from 110.194 registrations in receptions and 289.239 individuals in individual registrations.

<sup>4</sup> 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.

<sup>5</sup> 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