COLOMBIA

2019 – 2022 (1st trimester 2022)

43 PAOs (3 mobiles) with activities in 19 departments and 32 municipalities
87,160 individuals registered through receptions (27,617 receptions) between 2019 – 2021
17,131 individual records (6,422 group registrations) have been completed between 2019 - 2021

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.

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 routes and services available in the territory. 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 personas assisted, since the first contact to the achievement of durable solutions. The protection response is adjusted according to the Specific Protection Needs (SPN) and main trends identified. Following the identification of the NEP, referral is made to specialized services to ensure an appropriate specialized response.

Main Information and assistance subjects:

🏠 The right to asylum and the refugee status determination procedure
🏡 Access to the Temporary Protected Status for Venezuelans (ETPV)
🪐 Access to nationality and documentation
₤ Access routes to employment, health, and education
⚖ Access to legal assistance and justice
 ⟷ Institutional pathways for assistance, including those for the displaced population
🚀 Protection risk 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 pathways and services
📧 Assistance for access to Temporary Protection Status for Venezuelan Migrants (ETPV)

Information and guidance for access to ETPV © UNHCR/Andrés Carreño
Geographic distribution of PAOs

- **Atlántico**: 1
  - PAO Barranquilla

- **Bolívar**: 1
  - PAO Cartagena

- **Magdalena**: 1
  - PAO Santa Marta

- **Cesar**: 2
  - PAO Valledupar
  - PAO Aguachica

- **Colombia**: 4
  - PAO Neocodi
  - PAO Turbo
  - PAO ACNUR Apartadó
  - PAO Medellín C.C. Aguajara

- **Chocó**: 1
  - PAO ACNUR Quibdó

- **Valle del Cauca**: 4
  - PAO ACNUR Cali
  - PAO Terminal de Cali
  - PAO Profamilia
  - PAO Casa de Derechos

- **Cauca**: 1
  - PAO Popayán

- **Nariño**: 2
  - PAO Pastoral social Pasto
  - PAO Riumancha

- **Putumayo**: 3
  - PAO Puerto Asia
  - PAO ACNUR Mocoa
  - PAO La Hormiga

- **Bogotá**: 2
  - PAO Bogotá
  - PAO Ciudad Bolívar

- **La Guajira**: 5
  - PAO Uribia
  - PAO Paraguachón
  - PAO Macaio Terminal de Transporte
  - PAO ACNUR Riohacha
  - PAO Forcena

- **Norte de Santander**: 7
  - PAO Móvil Ocaña
  - PAO Puente Francisco de Paula
  - PAO Puente Simón Bolívar
  - PAO ACNUR Cúcuta
  - PAO Puerto Santander
  - PAO CASLIP
  - PAO Móvil Cúcuta

- **Vichada**: 1
  - PAO Puerto Carreño

- **Arauca**: 5
  - PAO La Y de la Antioquia
  - PAO Maturín
  - PAO Terminal de Transportes
  - PAO ACNUR Arauca
  - PAO Móvil de Caramanos

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Number of receptions and individual registrations between 2019 - 2021

Initiated in July 2019, the PAO strategy has been reinforced through partner Corporación Opción Legal which has assumed its full implementation as of January 2022 with the support and assistance of UNHCR in the field and at the national level.

**Evolution of receptions and individual registration between 2019 - 2021**

<table>
<thead>
<tr>
<th>Year</th>
<th>Individual Registrations</th>
<th>Receptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>7,725</td>
<td>5,509</td>
</tr>
<tr>
<td>2020</td>
<td>8,935</td>
<td>24,933</td>
</tr>
<tr>
<td>2021</td>
<td>19,325</td>
<td>21,470</td>
</tr>
</tbody>
</table>

**Progress and results (January – February 2022)**

- The country has **43 PAOs** (3 mobile and 40 permanent).
- The PAOs are operating in **19 departments and 32 municipalities**.
- Between January and March 2022, **7,624 individual registrations, 2,695 receptions, 15,674 communications, 1,725 assistances and 1,051 references** were made.
- Among the **20,010 SPNs** identified and addressed through referrals in 2022, the main ones are: legal and physical protection (15,314); children and adolescent at risk (1,394); serious medical condition (1,332); single/parent household (897); and women at risk (416).
- The average group size is **3 – 4 persons**.
- **90% of the people served** are Venezuelan, 8% Colombian and the remaining 2% are from other countries.
- **Mobile workshops have been carried out in remote areas of the country** in coordination with institutions and other key partners.
- **Coordination with the regional interagency initiative** of the Support Spaces.\(^2\)
- **The services provided** by the PAOs are delivered by **5 Regional Coordinators, 3 assistant coordinators, 68 PAO advisors** and **10 PAO assistants**.

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\(^1\) PRIMES is UNHCR’s registration and case management system that allows for the collection, maintenance and analysis of data and information on each person of concern, from initial contact to the achievement of durable solutions, identifying trends and adjusting the protection response according to the Specific Protection Needs (SPNs) identified. Registration can be done in two ways, through Individual Registers and through Receptions. 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.

\(^2\) R4V, Support Spaces: [https://www.r4v.info/en/supportspaces](https://www.r4v.info/en/supportspaces)