

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



COLOMBIA

2024 (1st quarter | January - March)

CUMULATIVES FIGURES 2024



72 PAOs



7 Mobile PAOs



Persons registered in Receptions

404

Receptions records

303



Individual records

24,932

Persons registered

25,336



Persons assisted who had already registered in the past

8,177

Protection Monitoring Surveys completed

HFS¹
>1,100

MPMT²
>370

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** where people forced to flee and stateless people 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**), which allows the collection, maintenance and analysis of data and information on each person assisted. The **protection response is tailored**, according to the Specific Protection Needs (SPNs) and main trends identified. Following the identification of the SPNs, a **referral** is made to specialized services to ensure an **appropriate response**.

SERVICES



Individual and/or group guidance and assistance with information



Registration in PRIMES³



Identification of unmet basic needs



Identification of SPNs and referral to relevant protection services



Assistance to Venezuelans to access the Temporary Protection Status (TPS)



Remote support via Whatsapp chatbot and telephone guidance

Main information and assistance subjects:



The right to asylum and the refugee status determination procedure



Access to the 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

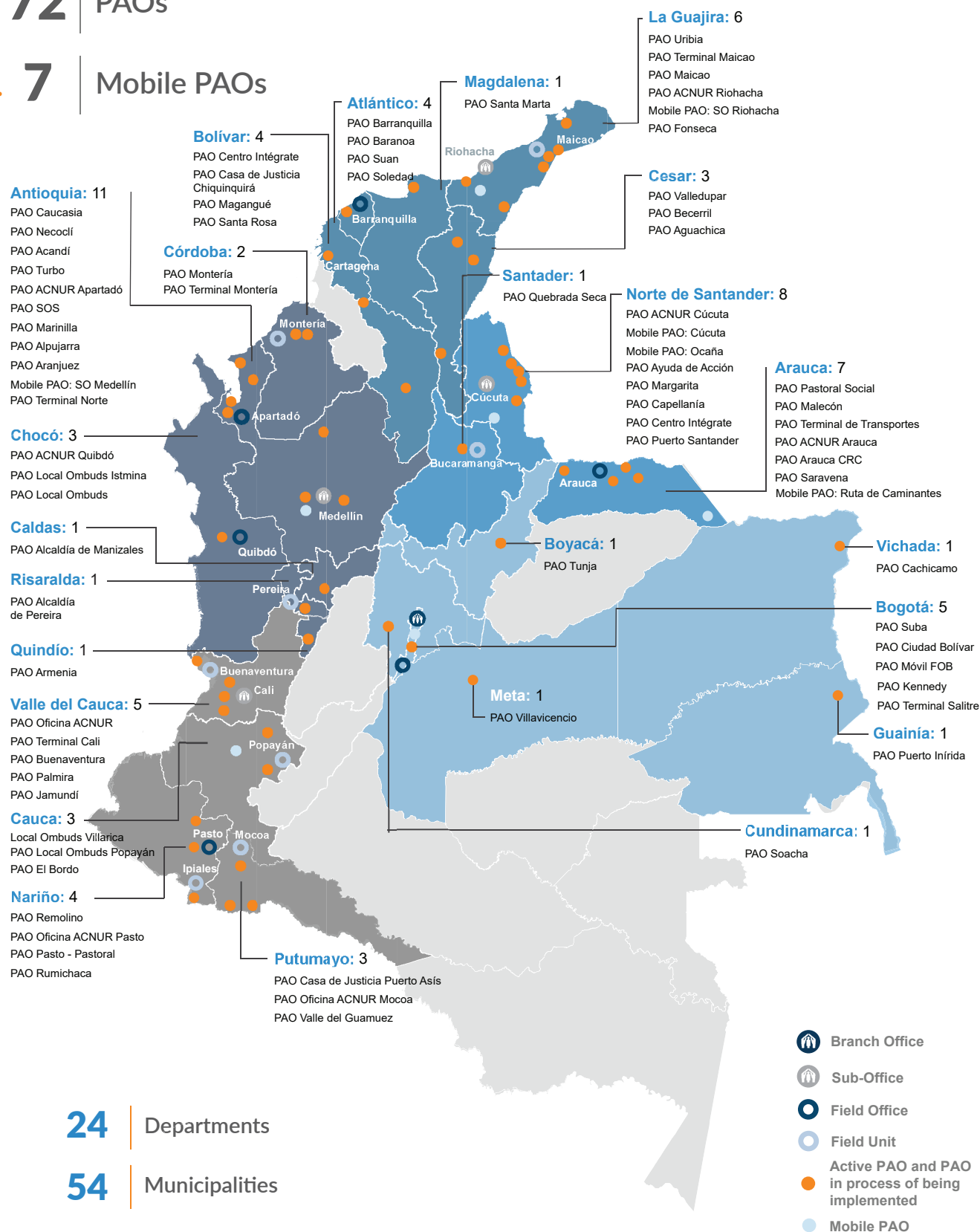


General information and enrollment support for the **Safe Mobility Program**



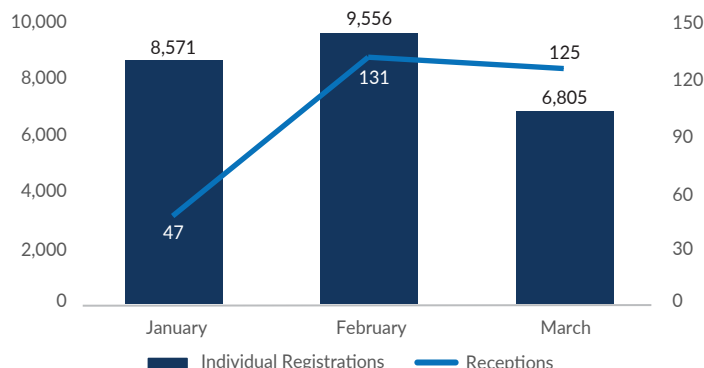
Mobile PAO activity in Cúcuta, 2024 © UNHCR


72 | PAOs










7 | Mobile PAOs


Key figures (January - March 2024)

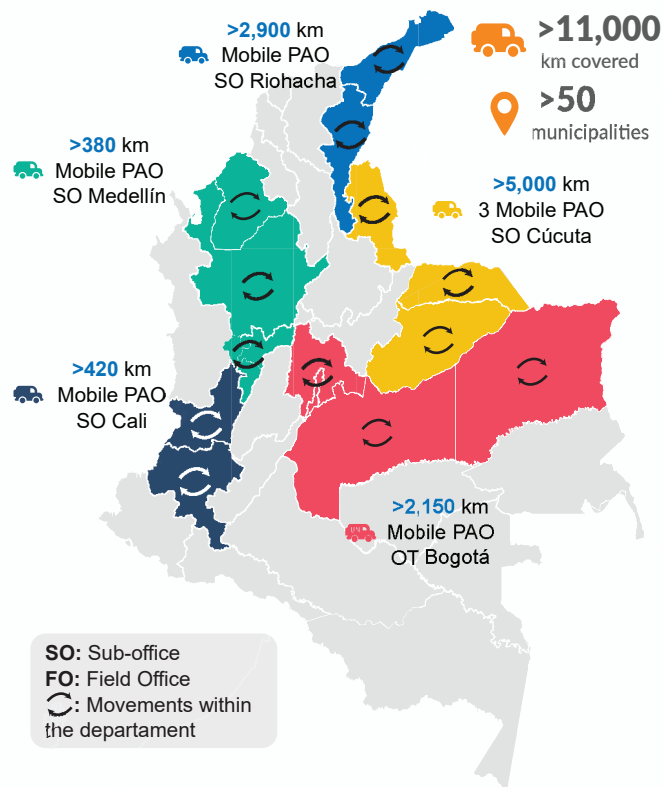
Evolution of Receptions and Individuals Registrations⁴



Progress and results

| | | | | | |
|---|--------------------------|--------|---|---|-------|
|  | Communications | 39,327 |  | Protection Monitoring Surveys completed | |
|  | Individual Registrations | 24,932 |  | HFS | MPMT |
| | | | | >1,100 | >370 |
|  | Communications updates | 8,177 |  | Assistances | 5,670 |
|  | Referrals | 4,012 |  | Receptions | 303 |

Geographic coverage of mobile PAOs⁵



SPN identified and addressed

45,053

SPN identified and addressed through referrals



Legal and physical protection

37,335



Serious medical condition

2,657



Women at risk

622



Children and adolescents at risk

1,714



Single parent household

1,614

* Arauca: 3,274 km, Mobile Cúcuta: 718 km, Mobile Cúcuta - Ocaña: 1,082 km

Country of origin



Venezuela
8%



Colombia
20%

2% from other countries

Mobile PAOs' missions⁶



67

Mobile PAOs' missions



The services provided by the PAOs are delivered by **1** national coordination, **5** regional coordinators, **4** assistant coordinators, **132** advisors and **7** drivers.

¹ The High Frequency Survey (HFS) is UNHCR's regional tool for monitoring the protection situation of people from Venezuela who want to stay in the country.

² 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.

³ 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](#).

⁴ UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions. The PAOs project has a total of 300,702 people registered between 2019 and March 2024. This figure is derived from 108,548 registrations in Receptions and 192,154 people in individual registrations.

⁵ 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.

⁶ 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.