The Information and Orientation Centers (Puntos de Atención y Orientación in Spanish) are a UNHCR initiative developed since 2017 and currently implemented in 25 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), 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 (SPNs) and main trends identified. Following the identification of the SPN, a referral is made to specialized services to ensure an appropriate response.

Main information and assistance subjects:

- The right to asylum and the refugee status determination procedure
- Access to the Temporary Protection Status for Venezuelans Migrants (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

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 services
- Assistance to access the Temporary Protection Status for Venezuelan Migrants (TPS)
Evolution of Receptions and Individual Registrations between April - June 2023

<table>
<thead>
<tr>
<th>Month</th>
<th>Registrations</th>
<th>Receptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>4,013</td>
<td>51</td>
</tr>
<tr>
<td>May</td>
<td>7,322</td>
<td>112</td>
</tr>
<tr>
<td>June</td>
<td>7,631</td>
<td>77</td>
</tr>
</tbody>
</table>

Progress and results (April - June 2023)

Key figures

- Individual registrations: 18,966
- Receptions: 240
- Assistances: 2,538
- Referrals: 5,460
- Communications: 32,805

Specific Protection Needs (SPNs) identified and addressed

- 39,668 SPNs identified and addressed through referrals between April - June 2023

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal and physical protection</td>
<td>29,330</td>
</tr>
<tr>
<td>Serious medical condition</td>
<td>2,556</td>
</tr>
<tr>
<td>Children and adolescents at risk</td>
<td>1,559</td>
</tr>
<tr>
<td>Single parent household</td>
<td>1,093</td>
</tr>
<tr>
<td>Women at risk</td>
<td>619</td>
</tr>
</tbody>
</table>

Country of origin

- Venezuela: 83%
- Colombia: 16%
- 1% from other countries

Mobile PAOs’ missions

- 385 Mobile PAOs’ missions between April - June 2023

The services provided by the PAOs are delivered by 1 national coordinator, 5 regional coordinators, 4 assistant coordinators, 108 advisors and 4 drivers.

1 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.

2 UNHCR prioritizes Individual Registration, which is a more complete registration record than Receptions. The PAOs project has a total of 230,185 people registered between 2019 and June 2023. This figure is derived from 107,235 registrations in Receptions and 122,497 people in individual registrations.

3 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.

4 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.