Mozambique Child Protection Thematic Report



January - December 2016

unite for children



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Cover photo: Lucas and his brother Jordão both have albinism, which makes their skin very sensitive, their eyesight poor, and their appearance a little different from their brothers and sisters. © UNICEF/Handicap International/Amminadab Jean/2015

Acronyms

AIDS Acquired immune deficiency syndrome

CF Common Fund

DHS Demographic and Health Survey

DPs Development Partners

HIV Human immunodeficiency virus
ILO International Labour Organisation

IMEP Integrated monitoring and evaluation plan

INAS Institute of Social Action
INE National Institute of Statistics
MDG(s) Millennium Development Goal(s)

MINIED Ministry of Education
MINIUS Ministry of Justice
MINT Ministry of Interior

MMAS Ministry of Women and Social Action

MISAU Ministry of Health

NGO Non-governmental organization
OVC Orphaned and vulnerable children
PARP Plan of Action for Poverty Reduction
PCR Programme Component Result

PSS Psychosocial support

SDSMAS District Services of Health and Women and Social Action UNDAF United Nations Development Assistance Framework

WFP World Food Programme

Glossary

Alternative care: Alternative care is divided into formal and informal care. Informal care is defined as any private arrangement provided in a family environment whereby the child is looked after on an on-going or indefinite basis by relatives or friends (informal kinship care) or by others in their individual capacity, at the initiative of the child, his/her parents, or other person without this arrangement having been ordered by an administrative or judicial authority or a duly accredited body. Formal care is defined as all care provided in a family environment that has been ordered by a competent administrative body or judicial authority, and all care provided in a residential environment, including in private facilities, whether or not as a result of administrative or judicial measures.

Basic social services: The basic social services provided to vulnerable children include health, food, nutrition, education, water and sanitation as well as legal, financial, and psychosocial support.

Deprivations-based methodology: Based on the 'deprivation approach' to poverty, the indicators – often referred to as Bristol indicators – are composed of seven measures of severe deprivation: nutrition, safe drinking water, sanitation facilities, health, shelter, education, and information.

Social protection system: This term is generally understood as a set of public actions that address poverty, vulnerability, and exclusion as well as provide the means to cope with life's major risks throughout the lifecycle by building resilience of the households affected by chronic poverty and vulnerability.

I. EXECUTIVE SUMMARY

2016 was a difficult year for Mozambique as it faced a significant economic and financial crisis. In April it was revealed that the previous government had taken out approximately US\$2billion of undisclosed debt. This led to a suspension of IMF support while bilateral donors put on hold the General Budget Support and Common Funds given their lack of confidence and trust in sound financial governance. Mozambique also faced the worst "El Niño" drought in 35 years, with an estimated humanitarian impact of 1.5 million people and a projected scenario of 2.3 million by March 2017.

In the sector of child protection, the lack of robust time-series data makes it difficult to track progress in the realization of child protection rights, such as protection from all forms of violence, abuse and neglect, from harmful and exploitative work, from cruel and unfair detention, from living without his or her legal identity. The availability of data which can be compared over time is limited to a few specific dimensions such as child marriage and birth registration.

Significant progress achieved towards strengthening the legal and policy framework, public awareness and social norms transformation and capacity building of multi-sectoral actors contributed to increased protection of children from violence, exploitation and abuse.

UNICEF continued strengthening multi-sectoral coordination and response with emphasis on capacity building, legal and policy reform and social norms transformation. Following the endorsement of National Strategy to Prevent and Eliminate Child Marriage (2016-2019) in December 2015, UNICEF, together with the government, UNFPA, Development Partners (DFID, Dutch Embassy, EU) civil society organisations and religious groups embarked on nationwide dissemination and mobilization of support for implementation of the Strategy. High level advocacy and visits of Mabel van Oranje, Graca Maçhel, the Office of the First Lady and the Parliament significantly contributed to the intensified commitment of the government to end and prevent child marriage.

Over 1,608,639 persons including children and adolescents were reached in 2016 through innovative behavior change communication programming and partnerships with civil society, youth and religious organizations. Violence against children, child marriage and other harmful practices remain widespread indicated by large number of cases registered by the police (6963 cases in the period of January-September 2016) and the Child Helpline (42,995 phone calls).

In 2016, the National Child Sensitive Social Security Strategy II (2016-2019) was approved with an operational plan and the National Social Action Council was set up at the level of the Prime Minister to oversee the implementation of the Strategy

Through community case management 112,000 children were identified, assessed and referred to relevant services; whereby 27,000 of them received direct support from the committees; 79,000 were assisted to obtain various support services (health, education, food and nutrition, reunification and post reunification follow up).

The table below illustrates the thematic contributions received in 2016 for Strategic Plan Outcome 6.

Donors	Grant	Income
United States Fund for UNICEF	SC149906	\$200
Flanders Internat'l Cooperation Ag	SC149906	\$235,982
Total		\$236,182

II. STRATEGIC CONTEXT OF 2016

2016 was a difficult year for Mozambique as it faced a significant economic and financial crisis. In April it was revealed that the previous government had taken out approximately US\$2billion of undisclosed debt. This led to a suspension of IMF support while bilateral donors put on hold the General Budget Support and Common Funds given their lack of confidence and trust in sound financial governance. The situation was compounded by a fall in commodity prices, a decline in foreign exchange inflows and significant currency depreciation and, as a result, the national budgets for 2016 and 2017 were reduced. UNICEF has remained very engaged and has continued to advocate that critical social services for children should not be affected and, when requested, has stepped in to ensure resources remain available

Mozambique also faced the worst "El Niño" drought in 35 years, with an estimated humanitarian impact of 1.5 million people and a projected scenario of 2.3 million by March 2017. In addition, the continuing political-military tensions have resulted in population displacement and disruption of basic social services in health and education in various districts of Zambézia, Manica, Sofala and Tete provinces. UNICEF is cochairing the HCT and leading clusters providing humanitarian assistance in the areas of WASH, Nutrition, Education and Protection.

In the sector of child protection, the lack of robust time-series data makes it difficult to track progress in the realization of child protection rights, such as protection from all forms of violence, abuse and neglect, from harmful and exploitative work, from cruel and unfair detention, from living without his or her legal identity. The availability of data which can be compared over time is limited to a few specific dimensions such as child marriage and birth registration.

National surveys show that child marriage is on a declining trend, but still almost one out of every two girls is married before she turns 18 and one out of ten girls is married before she reaches 15. In fact, Mozambique has one of the highest rates of child marriage in the world, violating one of the most fundamental protection rights (and violating Mozambican law). Nonetheless, the DHS data show some progress, as the proportion of women aged 15-19 married before the age of 15 declined from 14% to 10% between 2003 and 2011, and that the proportion of women aged 20-24 married before the age of 18 fell from 56% to 48% (see Figure 2.6).

Violence against children and women is a widespread problem, although there are no national quantitative data regarding the incidence of violence against children, apart from police administrative data on domestic violence cases reported to the police. The data for 2012 record 24,380 cases, including 6,863 against children (MINT, 2013). However, these reported cases are likely to show only the 'tip of the iceberg'. There is particular concern about sexual harassment of girls in schools, including by teachers.1 For violence against women, there is more information, due to the coverage of this problem in the 2011 DHS: 1 in every 3 women (33%) aged 15-49 declared that they had been victims of physical or sexual violence at some time in their lives and 28% in the previous year, mainly from husbands and partners. Moreover, 12% of women declared they have been forced to have sexual relations at some time in their lives. Less than half (48%) of the victims of physical or sexual violence seek any form of help, which can be related to, among other things, societal attitudes about domestic violence.

Child labour affects more than 1 in 5 children aged 5-14. It is difficult to measure the trends in child labour, as comparable data are not available for different years. The 2008 MICS found that 22% of children were working, with slightly more girls than boys involved (24% to 21%) and particularly high rates in Inhambane

¹ In a report on field visits to investigate the problem in 2008, the education ministry reported that, in discussions with pupils in primary grades 4-7, 70% of girls said that 'some teachers use sexual intercourse as a condition to move up' (MEC, undated). The girls cited fear of retaliation as one of the main reasons for keeping silent about sexual harassment.

(39%) and Sofala (30%). A more recent source, the INCAF survey, using a somewhat different definition of child labour that may not include child work within the household, found that 12% of children aged 5-17 were working during the final quarter of 2012, with roughly equal numbers of girls and boys (INE, 2013). This survey also found high rates in Inhambane and Sofala, but the highest in Tete (40%).

There has been a rapid improvement in birth registration, but still half of children under 5 do not officially exist, a violation of one of the most fundamental human rights. The 2008 MICS and 2011 DHS data show that the proportion of children under 5 whose births were registered rose sharply from 31% to 48%, probably as a result of the campaigns organized during this period. This is now slightly higher than the average for Sub-Saharan Africa (41%) and for Eastern and Southern Africa (37%), according to UNICEF data (UNICEF, 2013a). However, this is still a low rate of coverage, putting at risk the access of many children to basic social services – in particular continued school enrolment after the grade 5 exams (at the end of EP1) and access to social protection, which require presentation of a birth certificate.

III. RESULTS IN THE OUTCOME AREA

Significant progress achieved towards strengthening the legal and policy framework, public awareness and social norms transformation and capacity building of multi-sectoral actors contributed to increased protection of children from violence, exploitation and abuse.

UNICEF continued strengthening multi-sectoral coordination and response with emphasis on capacity building, legal and policy reform and social norms transformation. Following the endorsement of National Strategy to Prevent and Eliminate Child Marriage (2016-2019) in December 2015, UNICEF, together with the government, UNFPA, Development Partners (DFID, Dutch Embassy, EU) civil society organisations and religious groups embarked on nationwide dissemination and mobilization of support for implementation of the Strategy. High level advocacy and visits of Mabel van Oranje, Graca Maçhel, the Office of the First Lady and the Parliament significantly contributed to the intensified commitment of the government to end and prevent child marriage.

Multi-sectoral capacity building of almost 500 actors at national and provincial level included the police, legal aid providers, prosecutors, judges, and Forensic Institute personnel, Gender Coordinators of the Ministry of Education, provincial representatives of line ministries, community leaders and civil society representatives. Integration of child marriage issues and information on newly endorsed strategies and revised legislation was ensured to provide up-to-date knowledge and skills for relevant actors to enhance handling of cases of child marriage and violence against children. Over 2442 children were supported with free legal aid and 425 children received support from the Child Helpline.

Over 1,608,639 persons including children and adolescents were reached in 2016 through innovative behavior change communication programming and partnerships with civil society, youth and religious organizations.

Violence against children, child marriage and other harmful practices remain widespread indicated by large number of cases registered by the police (6963 cases in the period of January-September 2016) and the Child Helpline (42,995 phone calls). While reporting and response by the police has improved significantly compared to the baseline of 5000 in 2010, anecdotal evidence and small scale studies suggest that a large number of cases still go unreported due to gaps in quality and reach of services, especially at the district and community level, costs of accessing justice and reliance on various means of resolving cases in the family and community.

In the light of these challenges UNICEF will intensify the work in strengthening the quality and reach of statutory protection services and capacity of community mechanisms through investments in integrated

case management system in focus provinces and districts. Prevention of Violence Against Children, child marriage and other harmful practices will be accelerated through identification and mobilization of critical actors at all levels, and continued work on effective Communication for Development (C4D) strategies.

Actions to address child marriage have intensified with major progress in setting up partnerships and mechanisms for implementation of the national strategy but major delays and implementation modality changes have prevented the undertaking of the VAC survey.

Capacity building for multi-sectoral response to cases of children victims of violence and abuse to all actors of justice, welfare and education system was provided with an added focus on child marriage issues. Advocacy for legal reform on child rights has seen a major progress with the Government's endorsement of the SADC Protocol on Child Marriage and current initiatives of revising the Family Law and relevant provisions of the Criminal and Civil Codes with the engagement of National Coalition against Child Marriage, UNICEF and other major stakeholders.

In 2016, the National Child Sensitive Social Security Strategy II (2016-2019) was approved with an operational plan and the National Social Action Council was set up at the level of the Prime Minister to oversee the implementation of the Strategy

Through community case management 112,000 children were identified, assessed and referred to relevant services; whereby 27,000 of them received direct support from the committees; 79,000 were assisted to obtain various support services (health, education, food and nutrition, reunification and post reunification follow up).

In alternative care, UNICEF support to capacity building of the Government and Judiciary has enabled training, inspection and monitoring of the activities of care givers in residential care centres. The new legislative framework has been widely disseminated and contributed to an increased knowledge on national norms in relation to alternative care.

In psychosocial support, UNICEF intensified with major progress on capacity building of national and provincial stakeholders in partnership with REPSSI, DSF, Give a Child a Family and ICDP.

In birth registration, the legal framework to allow the e-Registration of Vital events was revised and finalized. New civil registration documents were approved to capture both Civil Registration and Vital Statistics and the national CRVS Coordination body has been revitalized with increased number of Ministries involved. Testing of eCRVS system was initiated with linkages to hospital and community registration. The operational capacity of Registration posts increased in 3 districts of Nampula (Murrupula, Moma and Mogovolas), 2 in Manica (Chimoio and Manica), 1 in Gaza (Xai-Xai), 1 in Cabo Delgado (Pemba) and 1 in Zambezia (Pebane). In Cabo Delgado, Manica and Zambezia, supporting mobile brigades, more than 200.000 children were registered. A funding agreement with Canada, UNICEF, WHO and MINJUS was signed to test the system. The eCRVS system was setup in Maputo and capacity building and institutional support at DNRN and continues. 40 civil registration staff were trained as trainers based on the newly developed manuals on eCRVS, out of which 15 as Trainers of Trainers. The mobilization of parents to register their children done by the conservadores resulted in increased number of children registered. There is an increase of new born babies being registered at the central hospital of Maputo, through social mobilization and set-up of posts for civil registration at the maternity ward.

Monitoring and evaluation

The monitoring and evaluation system includes the following approaches:

<u>Joint reviews</u>: HIV related indicators are monitored through joint reviews with the government. These indicators have been incorporated into the performance matrix of the government's Five Year Plan, as well as the United Nations Development Assistance Framework (UNDAF).

Integrated Monitoring and Evaluation Plan (IMEP): UNICEF Mozambique has a results-based Integrated Monitoring and Evaluation Plan for the duration of the country programme, which is a mandatory planning and management tool for all country office monitoring, evaluation, and research activities. This tool is reviewed quarterly and amended, if deemed necessary. The IMEP is consistent with the UNDAF and PARP result matrices.

<u>Annual and mid-year reviews</u>: Within the framework of the IMEP, the country office carries out annual and mid-year reviews to compare achievements against planned results, activities, inputs, and outputs as described in the Annual Work Plans, jointly developed and agreed upon with counterparts.

Regular field monitoring visits: Regular monitoring visits to the sites of implementation are jointly carried out with counterparts. These field visits are indispensable for monitoring progress of activities and their continuous consistency with the Annual Work Plans. They are also crucial in ensuring that the disbursed financial resources are utilized as intended.

Added value of thematic contributions

Earmarking of funds by donors not only restricts the use of funds, but also increases transaction costs and reporting burdens. Given the flexibility of thematic funding, the Country Office was able to allocate resources to underfunded areas, ensuring that all elements of the programme in 2016 could be implemented to achieve maximum results.

IV. FINANCIAL ANALYSIS

Table 1 illustrates the planned budget for 2016 and the funding received for SPO6. The information, in USD, is disaggregated by Output and funding type.

Programme Area	Funding Type ¹	Planned Budget ²
06-01 Data and Child Protection	RR	
00-01 Data and Child Protection	ORR	
06-02 Child Protection systems	RR	
00-02 Offild 1 Totection systems	ORR	
06 03 Violence, explaitation and abuse	RR	
06-03 Violence, exploitation and abuse	ORR	
06-04 Justice for children	RR	
00-04 Justice for Children	ORR	
OC OF Birth registration	RR	61,334
06-05 Birth registration	ORR	10,176,296
06 06 Child Protection and amarganaics	RR	
06-06 Child Protection and emergencies	ORR	
06-07 Child Protection # strengthen families and communities	RR	
00-07 Child Protection # strengthen ramiles and communities	ORR	861,832
06-08 Child Protection # General	RR	1,722,999
00-00 Child Protection # General	ORR	10,271,097
Total Budget		23,093,558

Table 1: Planned Budget for Child Protection and available funding (2016)

Table 2 illustrates the thematic contributions received in 2016 for Strategic Plan Outcome 6.

Donors	Grant	Income
United States Fund for UNICEF	SC149906	\$200
Flanders Internat'l Cooperation Ag	SC149906	\$235,982
Total		\$236,182

Table 2: Country-level thematic contributions received in 2016 (in USD\$)

The Country Office is grateful to all contributors of thematic funds. These are a critical source of funding and allow the Country Office to respond to priorities and demands in a more flexible way than many other sources of funding. The programme areas and specific interventions listed below were delivered with the use of thematic funds. Table 3 provides details of expenditure in 2016, disaggregated by programme area and resource type. All figures are on US Dollars.

Programme Areas	Expenditure Amount*				
	Other Resources - Emergency	Other Resources - Regular	urces - Regular Progr		
06-01 Data and Child Protection					
06-02 Child Protection systems	17	897,284	356,448	1,253,749	
06-03 Violence, exploitation and abuse	5	87,983	352,552	440,540	
06-04 Justice for children	8	13,434	679,882	693,324	
06-05 Birth registration	42	2,333,315	800,941	3,134,298	
06-06 Child Protection and emergencies	111,472	121,158	287,169	519,799	
06-07 Child Protection # strengthen families and communities	18	1,122,063	140,398	1,262,479	
06-08 Child Protection # General	-1,058 973 -5				
Total	111,563 4,574,179 2,618,363 7,304,104				

Table 3: Expenditure by programme areas

In 2016, UNICEF Mozambique utilized approximately \$7.3 million for programme activities and interventions related to child protection. The utilisation specifically of thematic funds is summarised below in Table $4.^2$

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² ibid

In 2016 the following results were achieved specifically with thematic funds:

D A	Expenditure Amount*					
Programme Areas	Other Resources - Emergency	Other Resources - Regular	Regular Resources	All Programme Accounts		
06-02 Child Protection systems	17,755			17,755		
06-03 Violence, exploitation and abuse						
06-04 Justice for children						
06-05 Birth registration	185,759			185,759		
06-07 Child Protection # strengthen families and communities	49,358			49,358		
06-08 Child Protection # General						
Total	252,872			252,872		

Table 4: Summary of Financial Implementation in 2016 (in US Dollars)

Table 5 below illustrates the total funds utilized to deliver child protection programming in 2016.

Specific Intervention Codes	Total Utilized (USD)
06-02-01 Child Protection systems strengthening	1,058,840
06-02-03 Child Protection # budget analysis and tracking	93,817
06-03-01 Violence against children (general)	246,819
06-03-03 Prevent and address gender based violence, sexual abuse and sexual exploitation	84,564
06-04-01 Access to justice (for all children)	372,100
06-04-02 Diversion programmes and other alternatives to detention of children	175,308
06-05-01 Birth and civil registration	2,821,101
06-06-03 Psychosocial support and child-friendly spaces	105,746
06-06-09 Child Protection # Emergency preparedness	311,253
06-07-02 Child Protection -Alternative Care	377,833
06-07-03 Child Protection focused on care and support for children with disabilities	217,216
06-07-06 Prevent and address child marriage	346,448
06-07-07 Child sensitive social protection to prevent, reduce vulnerability and/or exclusion	240,745
06-08-01 Child Protection # general	-283
08-01-01 Country programme process	20,050
08-01-06 Planning # General	661
08-02-01 Situation Analysis or Update on women and children	1,240
08-02-05 Other multi-sectoral household surveys and data collection activities	-610
08-02-06 Secondary analysis of data	145
08-02-07 Data dissemination	3,819
08-02-08 Monitoring # General	12,226

08-03-01 Cross-sectoral Communication for Development	299,984
08-03-02 Communication for Development at sub-national level	80,377
08-03-03 C4D # training and curriculum development	5,367
08-05-01 Supply # General	77,909
08-06-02 Building global/regional/national stakeholder evaluation capacity	1,139
08-09-01 Innovation activities	810
08-09-06 Other # non-classifiable cross-sectoral activities	307,984
08-09-07 Public Advocacy	10,551
08-09-08 Engagement through media and campaigns	12,908
08-09-11 Emergency preparedness and response (General)	4,046
10-04-01 Human resources management capacity at HQ	10,751
10-07-11 Country office leadership and direction	-2
10-07-12 Management and Operations support at CO	3,155
10-07-13 ICT capacity in CO	89
Total	7,304,104

Table 5: Major interventions using by specific intervention codes (2016)

VI. FUTURE WORK PLAN

For 2016, the Country Office will continue to build on its successes and Table 6 provides details of the 2017 planned budget for and the financial resources available, along with the any financial shortfall or surplus.

Programme Area		Planned Budget	Funded budget	Shortfall
06-02 Child Protection systems	RR			
00-02 Child Protection systems	ORR			
06-03 Violence, exploitation and abuse	RR	888,125		
00-03 Violence, exploitation and abuse	ORR	929,282		
06-04 Justice for children	RR	765,788		
00-04 Justice for children	ORR	750,000		
OO OF District and in the state of	RR	393,956		
06-05 Birth registration		3,426,788		
06-06 Child Protection and emergencies				
06.07 Child Protection # strongthan families and communities	RR			
06-07 Child Protection # strengthen families and communities				
06-08 Child Protection # General		957,934		
00-08 Child Protection # General	ORR	2,376,020		
Tabel	RR	3,005,803		
Total	ORR	7,482,090		

Table 6: Planned budget and available resources for 2017

VI. EXPRESSION OF THANKS

There can be no significant or sustainable transformation in societies - and no lasting reduction in global poverty—until all children receive the basic services and protection they deserve. UNICEF's Natcoms by replenishing the pool of thematic funds, which provide continuous support, make it possible for Country Offices, like Mozambique, to programme effectively for results. Furthermore, because thematic funds are not tightly earmarked they can be used where they are most urgently needed. The Protection Programme is supported in large part by resources that are mobilised by National Committees; these funds are critical for continuing to achieve results in Mozambique.

VIII. HUMAN INTEREST STORY

Filomena

Filomena has multiple disabilities. She does not speak, has atrophied upper and lower limbs and has no strength in the column. She lives with her parents and two older siblings. Filomena started physiotherapy in the local hospital when she was five months old, once a month. Results were non-existent and over time the family lost hope and stopped the therapy.



She was identified by SIOAS team in November 2013, when she was seven years old. At the time, her family was very hesitant to return to physiotherapy, although they still cared for the girl. Right after her identification, the SIOAS staff started counselling and sensitising the family to return to physiotherapy but, lack of money for regular visit to the local hospital was a great challenge to the family. With the support from a local association funded by Handicap International to facilitate access to health care and education by children with disabilities, funds for transport were made available to the family, which allowed Filomena to more regularly participate in the physiotherapy.

The impact of the physiotherapy sessions encouraged the family to continue beyond project lifetime. More interesting even is that the family finally understood that Filomena needed more than physiotherapy sessions. She also needed assistance from a professional that could improve and diversify the stimulation and interaction with the environment. She was then referred to occupational therapy. Simultaneously, the family showed interest in increasing the number sessions per week and SIOAS staff referred them to CRPS, (an open center that provides physical therapy, occupational therapy, training on feeding and stimulation techniques to stimulate the senses of children with multiple disabilities). She goes to this center four times a week.

This family shows great care for Filomena and they have very strong ties. The family is investing a lot to provide Filomena with certain level of comfort and wellbeing. In fact Filomena is very dear to everyone and receives a lot of support, which also explain the positive changes that we see. At the beginning, both upper and lower limbs did not move. Now, she is able to move one upper and one lower limb and can eat solids. Now she reacts to some visual and physical stimulation.

The family is also benefiting from social protection programme. Filomena benefited from a normal wheelchair in early 2015, under the in-kind social assistance programme (PASD). Because this wheelchair was essentially meant to facilitate her movements, she has also been selected to receive an adapted wheelchair that could best suit her needs. The wheelchairs and other mobility aids were acquired with financial support from UNICEF and will be distributed through a normal government system (collaboration between Social Action and Health).

IX. DONOR REPORT FEEDBACK FORM

Nar	ne of Report:							
Ref	erence number:							
Г								
	SCORING:	5 indicates "hig	shest level of sa	tisfaction" w	hile			
		0 indicates "co	mplete dissatisf	action".				
1.	To what extent	did the narrative	e con <u>tent of t</u> he	report confe	orm to you	r reporti	ng expec	tations?
	5	4	3	2		1		0
If yo	ou have not been	n fully satisfied, a	could you tell us	what we co	uld improve	e on next	time?	
2.	To what extent	did the fund util	ization part of t	he report co	nform to v	our repo	rting exn	ectations?
	5	4	3	2	,	1		0
	3	4	5	2		1		0
]	
If yo	ou have not been	n fully satisfied, o	could you tell us	what we co	uld improve	e on next	time?	
3.	What suggestion	ns do you have f	for future repor	ts?				
			<u> </u>					
	Any other comm	nents vou would	l liko to charo w	uth us2				

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