Tools for Assessing Family and Youth Voice in Systems of Care

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Disclaimer

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Today’s Speakers

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Objectives for Webinar

- To identify tools that can be used to assess the extent of youth and family voice in advising and decision making in organizations, committees/councils, and systems of care (SOCs)
- To increase knowledge about the validated Y-VAL assessment tool and its eight specific measurement domains
- To learn about how Y-VAL is used in a state
- To learn about the new FAM-VOC assessment tool which measures the extent to which councils, committees, and advisory boards support family members to be active and influential members
- To understand how these tools can provide concrete, practical information to develop plans for improvement and technical assistance
Tool for Assessing Youth Voice: The Y-VAL

Brianne Masselli
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Who We Are:

• Youth MOVE National (YMN) is a youth-driven, chapter-membership organization dedicated to improving services and systems that serve youth, such as mental health, juvenile justice, education, and child welfare.

• MOVE stands for Motivating Others through Voices of Experience. Members share their voices of experience through advocacy and leadership activities to change the very systems they have lived through.

• There are more than 65 chapters nationwide.
Overview

• The value of youth-driven care

• The value of young adult participation in advising and decision-making at the organizational level

• The need for assessing best practices for youth engagement

• Overview of the contents of the Youth and Young Adult Voice at the Agency Level (Y-VAL)

• The process for implementing the Y-VAL assessment and TA
What Research Tells Us: Engagement

- Research shows that patients and their families who actively engage with their health care teams have better outcomes, often choose less expensive options when participating in shared decision-making, and express greater satisfaction with their health care experience. (Stewart, M., et al. Impact of Patient-Centered Care on Outcomes, Journal of family Medicine, 2000. Sept;49(9):796-804).

- A growing body of evidence demonstrates that meaningful patient and family engagement can help to achieve the triple aim of improved health outcomes, better experiences of care, and lower costs. (Charmel, P. A., & Frampton, S. B. (2008). Building the business case for patient-centered care: patient-centered care has the potential to reduce adverse events, malpractice claims, and operating costs while improving market share. Healthcare Financial Management, 62(3), 80-86)

- Advancing Center Health Report: Here to Stay-What Health Care Leaders Say About Engagement:
  - Engagement is active
  - The health care system doesn’t make engagement easy
  - Everyone benefits from engagement
  - Engagement is demanding and many are unprepared
  - Partnerships are required

Youth-driven means that young people have the right to be *empowered*, *educated*, and given a decision-making role in the care of their own lives, as well as the policies and procedures governing care for all youth in the community, state, and nation. This includes giving young people a *sustainable voice* and then *listening to that voice*. Youth-guided organizations create safe environments that enable young people to gain self *sustainability* in accordance with the cultures and beliefs with which they identify. Further, a youth-guided approach recognizes that there is a continuum of *power* that should be shared with young people based on their understanding and maturity in a *strength-based change process*. Youth-guided organizations recognize that this process should be *fun* and *worthwhile*. 
Meaningful Participation

Ladder of Youth Voice

8. Youth/Adult Equity
7. Completely Youth-Driven
6. Youth/Adult Equality
5. Youth Consulted
4. Youth Informed
3. Tokenism
2. Decoration
1. Manipulation

Adapted by Adam Fletcher (2011) from work by Roger Hart, et al. (1994)
Benefits of Authentic Youth Engagement

- Contributes to designing and implementing new policies
- Changes institutional culture and practice
- Builds awareness and common understanding
- Builds sense of community
- Builds self efficacy
- Improves individual and organizational outcomes
What is the Y-VAL?

• Provides a framework of key indicators of meaningful and successful youth/young adult (Y/YA) voice in program design at the agency level

• Assessment allows for a collective and reflective process to better understand where the agency is with Y/YA voice:
  – Promotes a shared vision for success
  – Identifies strengths and needs
  – Supports moving towards sustainable engagement

• Helps young people advocate for meaningful participation and support

• Aids in local quality improvement efforts and Youth Move National assessing the impact of technical assistance
Developing the Y-VAL

• Y-VAL developed by Youth MOVE National in partnership with Portland State University

• Literature review, expert review/debrief, best practices committee: search “pathwaysrtc”

• Tool consisted of 41 items grouped into 7 “themes”

• Gathered feedback on each item:
  – How essential is it to include this as an expectation? *Essential, optional, inadvisable*
  – What do you think about the wording? *Fine as is, minor revision, major revision*
  – Open-ended comments

• Feedback on the theme
  – Do the items “cover” the themes adequately?
Developing the Y-VAL

• Final version consists of 8 themes and 37 items
• Validation study conducted by Portland State University
  – Webinar recording on validation can be found here: https://www.youthmovenational.org/yval/
Y-VAL Themes

- Overall Vision and Commitment
- Collaborative Approach
- Empowered Representatives
- Commitment to Facilitation and Support
- Workforce Development
- Participation in Developing Programs and Policies
- Participation in Evaluation
- Leading Initiatives and Projects
For these items, respondents rank the agency's development in this area on a scale of 1 to 5, where

1 is **Least Developed** - None of the aspects in place/not true for our agency,
3 is **Midway** and
5 is **Fully Developed** - All aspects consistently in place/completely true for our agency.

N/A If the item is not relevant for your agency or you do not know about this area.
Domain 1: Overall Vision and Commitment

Formal Policy

• The agency has a formal policy that describes why and how it involves young people in advising and decision making

• This policy:
  – Describes the types of decision making and advising that Y/YA will participate in
  – Describes the levels of decision-making power Y/YA will have (e.g., if Y/YA will have equal say in what it decided)

• Young people collaborated in developing this policy and it is periodically updated to reflect new circumstances

• The policy is written in language that young people find easy to understand
The agency has a formal policy that describes why and how it involves young people in advising and decision making.

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Domain 2: Collaborative Approach

**Y/YA Friendly Meetings**

- The agency has worked with young people to establish good meeting practices that encourage young people to engage in meeting activities.
- Good meeting practices include providing meeting materials in advance, keeping meetings short and efficient, beginning with ice-breakers or sharing time, explaining acronyms and jargon, providing food, and taking regular breaks.
- Meetings are scheduled at times and locations that Y/YA can attend.
Domain 3: Empowered Representatives

Appropriate Representation

• The young people who are a part of the agency’s decision making have received or are receiving services, or they have similar lived experience to the young people that the agency serves
Domain 4: Commitment to Facilitation and Support of Y/YA Participation

Dedicated Staff Time

- The agency employs someone to help support Y/YA to participate in advising and decision making
- This person is either a Y/YA with lived experience or someone with relevant expertise that is selected by Y/YA
- If the agency does not have a staff member who does this, then the agency contracts with a Y/YA-run organization to support Y/YA participation
- Y/YA have significant input in selecting the person for this role and may prioritize demonstrated skills in supporting Y/YA participation over lived experience
The agency employs someone to help support Y/YA to participate in advising and decision making.
Domain 5: Workforce Development

**Staff Training**

- Staff orientation and training clearly communicate the agency’s respect for young people’s perspectives and commitment to empowering Y/YA participation in decision making.
- Staff orientation and training describe the agency’s policies around facilitating and supporting Y/YA voice.
- Y/YA are involved in developing and delivering this aspect of the staff orientation and training.
- All staff are provided professional development focused on support for Y/YA voice, collaboration with young people, Y/YA empowerment, and positive Y/YA development approaches.
Domain 6: Participation in Developing Programming/Program Policies

Respect of Y/YA Culture

• Young people have significant input in efforts to ensure that agency climate, environment, and policies reflect Y/YA culture and preferences

• These efforts may include Y/YA involvement in:
  – Social media and communications policy and management
  – Aspects of the physical environment (Y/YA-friendly décor, etc.)
  – Policies around Y/YA privacy and confidentiality

• Developing opportunities for Y/YA community engagement and informal peer support
Feedback on Services

• The agency regularly gathers confidential feedback from young people receiving services to ensure that programming is meeting their needs.
• Young people do not experience negative consequences as a result of giving honest feedback.
Control of Funds

- Y/YA leaders control or co-control funds they raise or co-raise
- There is transparency about how these funds are distributed and used (e.g., Y/YA understand that the costs of hosting a fundraising event may be deducted from the amount of funds raised)
Implementing the Y-VAL in Your Agency

• Access to the tool is free and a copy of the tool can be found here: https://www.youthmovenational.org/yval/  Spanish versions is available!

• YMN has developed a technical assistance package to support the implementation of the Y-VAL
  – Minimal coast associated with the TA package depending on implementation approach

• Online version of tool takes about 20-30 minutes to complete
  – Must have 15 or more participants complete the online tool to generate meaningful (Y/YA as well as adult supporters)

• A point person at the agency will be sent a survey link and asked to share the link with relevant people in the agency
  – YMN will help sending reminders, track participation, etc.

• YMN will generate an agency-specific report including:
  – Areas of strength and areas of growth
  – Resources and technical assistance to support in the quality improvement process

Interested in learning more about the tool? Contact info@youthmovenational.org
Using the Y-VAL Results

• The Y-VAL can assist SOC communities and local agencies with a framework to understand and support best practices in operationalizing youth-driven practice at the agency level

• Data can support:
  – Understanding how well youth-driven approaches are being implemented at local agency level
  – Development of youth engagement strategic plans
  – Development of quality improvement process and measure improvement over time
Using the Y-VAL in Colorado

- Y-VAL has been available for 17 agencies
  - 126 responses received
  - 9 agencies will receive agency-specific data
  - Data will inform the development of a statewide “Youth Hub” that will support overall youth engagement and peer support programs
Colorado Y-VAL Experience

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A Little Bit About COACT

COACT Colorado SOC grant is housed at the Colorado’s Office of Behavioral Health

The dilemma – How to engage and build youth voice through out the state

73% of Colorado is considered rural or frontier
- Urban counties – 17
- Rural counties – 24
- Frontier counties – 23
From Our Current Plan

**Goal 3:** Develop a sustainable training and technical assistance system integrated with partner organizations.

A. Develop a training, coaching, and credentialing infrastructure for the system of care workforce, including wraparound facilitators, family advocates, and youth peer support providers.

B. Strengthen family and youth engagement efforts at the state and local levels and employ youth peer support specialists.

Expanded service array for youth and children involved in child serving system

Youth peer support specialists provide support to youth and input at all levels of the system

Community Level Impact:
- Increased array of community based services (formal and informal) through youth driven leadership, advocacy and peer support

System-Level:
- Increased effective, efficient flow of information and allocation of resources
COACT’s Youth Peer Support Model

**Coaching/ Mentoring**: Helping youth build skills and complete steps to access community resources, services and supports that promote personal responsibility and self-sufficiency. Often involved in preparing and completing linchpin goals and task. Linked to problem solving teams such as Wraparound, Permanency Roundtables or ISST meetings.

**Community Organizing**: Building networks where peers help groups of youth build connections that increase community normalcy and engagement. These activities help youth navigate informal and formal resources.

**Advocacy and Leadership**: Helping youth by developing their personal knowledge and ownership of resources and services and actively advocating for needs. Building networks of leaders and increasing opportunities to build social capital.
Preparing Sites

- Buy-in
- Linkages to other efforts in our state
- Feedback from youth and site leads on plan

September 14 Presentation
It was great seeing everyone at our Sept. 14 kick-off. Here is the ppt. that was shared during the meeting. Below are additional handouts from the meeting. I am starting to visit communities to provide an abbreviated presentation for key stakeholders. Please contact me at kippi@unfoldingdirections.com if you would like me to come meet with your stakeholder group to provide a basic overview and answer questions.
Handouts

STANDARDS FOR
YOUTH ENGAGEMENT
ENGAGING THE FUTURE OF COLORADO

INTRODUCTION
Positive Youth Development (PYD) is an evidence-based approach that sets young people as resources to cultivate rather than problems to be fixed. It supports young people being at the center of identifying solutions to the issues they face, rather than merely accepting the actions of adults or citizens. With young people at the center, it is critical that the adults and organizations that serve them have the ability and willingness to ensure that the environment, practices, programs, and policies are conducive to authentic engagement.

Youth engagement doesn’t happen haphazardly or through one-time events and opportunities. Youth engagement is dependent upon the ongoing, long-term, and intentional weaving of practices into the environments and relationships where young people exist throughout the young people’s experience of a sense of belonging, hope for the future, opportunities to ‘be their best selves’ and service their communities and environments.

The Benefits of Youth Engagement and Youth Peer Support
- Understanding
- Collaboration
- Choice
- Resilience
- Growth
- Authenticity
- Connection
- Teamwork
- Sustainability
- Advocacy
- Empowerment


Colorado’s Youth Engagement Continuum
(adapted from CDSE’s “Colorado’s Community Engagement Continuum”)

Outcomes: To establish community-wide and outreach initiatives within schools and providing services to young people.
Outcome: To develop connections and learn about the needs, interests, and perspectives of young people.
Outcome: To initiate partnerships and increased cooperation.
Outcome: Increased trust and partnership-building.
Outcome: A strong partnership with bi-directional trust that affects broader community health outcomes.

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Outcome: A strong partnership with bi-directional trust that affects broader community health outcomes.

Please note: Each level has value.

Outcomes:
- Improved communication and collaboration between adults and young people.
- Increased trust and partnership-building.
- Improved both community and youth health outcomes.

COMMUNITY CONVERSATION THEMES:
- Connecting youth to resources, services, supports that meet their needs
- Coaching to help youth effectively navigate systems related to housing, physical and mental health, courts, juvenile justice, employment, disability, foster care, education, etc.
- Coaching to help youth meet their goals, navigate new or difficult experiences in their lives, develop self-advocacy skills
- Connecting youth to opportunities to engage and interact in meaningful ways with their peers, and the broader community they live in, to develop a deeper sense of belonging, meaning, purpose, and agency
- Supporting youth to develop healthy independent living skills
- Supporting youth to find, keep, and advance in meaningful employment
- Providing consistent, through-the-life mentorship and support to youth transitioning into/out of/between services, placements, systems, especially providing consistency and support as youth transition post services or systems back into “normal life” or into a new environment
- Creating opportunities for youth to individually and collectively use their voices and strengths, to develop skills and leadership, to act on their ideas and to create change in their communities and systems
- Helping transition-aged youth to understand how life changes (i.e., systems, etc.) when reaching the age of an adult
- Supporting youth to identify trauma in their lives and develop healthy coping, self-care practices
- Advocating for adults and systems (programs, policies, practices, principles) to be more trauma-informed, inclusive, strength-based, youth-friendly
- Developing understanding and empathy within society for young people who may be involved with systems and/or experiencing mental health issues, trauma in order to normalize, destigmatize, and reduce bias, discrimination
- Providing prevention programming with elementary and middle school-aged students, particularly around bullying and suicide prevention

COLORADO
Department of Public Health & Environment

SAMHSA
Substance Abuse and Mental Health Services Administration
The Survey Process

- Local plan for gathering data
- Survey methods
- Small counties and capacity challenges
- Youth included in the survey process
How to Get Started

• As you think about who to share the survey with, consider your key staff and partners who:
  ▪ Provide services to your youth
  ▪ Support advocacy and leadership among youth
  ▪ Administration of programs and services
  ▪ Coalitions or community leaders connected to CMP, SOC, or other youth guiding groups in your community.

• Identify a minimum of 5 Y/YA who have:
  ▪ Received services
  ▪ Participated on a committee or leadership group
  ▪ Current peer work or leader within your organization

• To assist youth in completing the survey, offer them an incentive, host a survey party at a computer bank, or invite them to your office to use one of your organization’s computers. If completing a paper survey is easier, then I can forward one.

• For an individualized community report, you need to have a minimum of 15 surveys completed, so ask for more than that number.

• Develop and email to invite people to take the survey. Here is a template you can use. If you need assistance or would like help, please let me know.

• Portland State will monitor responses and track the numbers. I will be sending you an update mid-November. Our goal is to have the surveys completed by the end of November.
We are inviting you to complete the Y-Val. This survey is designed to help agencies that serve or impact young people to evaluate the presence of agency policies and procedures to support the meaningful involvement of youth and young adults in decision-making, processes, and services. The survey takes about 30 minutes to complete and your responses will remain anonymous. Please complete the Survey by November 30, 2018.

Thank you for completing the survey! Below are instructions on how to complete the survey.

Survey Process

Go to the survey link located here

Fill out the demographic page. Be sure to pick the community where your program is located or you received services*. If you are a state partner or organization please pick that option.

Please answer the questions as honestly as possible. We will be using this information to develop a plan to increase youth voice and engagement.

Questions Contact Koppel Classes at koppel@unfoldingdirections.com

* The agency listed are the hubs for CONACT (Children's System of Care)
The Road Map For Our Plan Moving Forward

- Using the data to drive local planning
- Monthly webinars
- Youth HUB coaching calls
- Local site technical assistance
Tool for Assessing Family Voice and Leadership

Malisa Pearson
mpearson@fredla.org
To assess meaningful inclusion of family voice and leadership in system-level committees/councils
Fam-VOC: Why It Was Created

• Meaningful involvement of family members is challenging at the policy and systemic levels

• Communities and states find it difficult to sustain family involvement beyond grant funding

• Councils and committees wanted a way to establish baseline and monitor progress

• Lack of tools to assess the meaningful involvement of family members on councils and committees
FREDLA approached Pathways Research and Training Centers at Portland State University (PSU) to partner on development.

FREDLA and PSU drafted domains and items.

FREDLA invited 25 executive directors of family-run organizations to review the domains/items and provide feedback – 22 responded.

Final version of tool was developed after incorporating feedback.

Tool is currently being piloted in two states; will be updated if indicated by pilot results.

Validation of the tool will begin in June 2019.
What it Measures: Four Domains

• Theme 1: Overall Vision and Commitment (Seven Items)
• Theme 2: Collaborative Approach (Five Items)
• Theme 3: Empowered Representation (Four Items)
• Theme 4: Support of Family Member Participation (Three Items)
The tool takes approximately 20 minutes to complete; each item is scored from least developed to fully developed.

All members of the council or committee complete the assessment tool – family, youth, administrators, providers, and other stakeholders.

Results will be analyzed by PSU. A report will be written, in partnership with FREDLA, that tells the council/committee how they are performing in each of the domain areas as well as each individual item.

Strategies will be provided in the report for any of the items or domains that are scored below a 3 (midway developed).
Fam-VOC: What You Will Get From the Tool

- Opportunities for improvement
- Strategies for addressing areas of opportunity
- Ability to utilize Fam-VOC to measure progress after strategies have been implemented
- Technical assistance from FREDLA
Fam-VOC: How The Tool Can Be Used

- Quality Improvement
- Assessment and Reassessment Tool
- Development and Refinement Tool
- Evaluation
- Across Systems – Mental Health, Child Welfare, Juvenile Justice, Education, etc.
1a. Commitment to meaningful participation.

- Committee/council is committed to making sure that family members’ participation and influence is equal to other committee/council members.
- Committee/council clearly communicates this commitment to all committee/council members, system leaders, and other stakeholders that the committee/council works with.
- All committee/council members have completed training or other activities that aim to:
  - build meaningful partnerships between family members and other committee/council members
  - create an understanding of the unique value that family members add to the work, and
  - create a climate where family members are heard, valued and respected.

Commitment to meaningful participation

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1b. Formal policy

- Committee/council has created policy (e.g., by-laws, rules and/or guidelines) to make sure that family members will have participation and influence equal to other committee/council members. Family members collaborated in developing this policy and it is periodically updated to reflect new circumstances
- The policy is written in language that is easy to understand

1c. Appropriate representation

- The family members on committee/council have experience as caregivers of young people who have received services through the mental health system or related systems

1d. Culture of partnership

- The family members who participate on committee/council are welcomed as partners, their experience and insights are seen as valuable, and their ideas are given the same respect and attention as other council/committee members
- Committee/council makes changes to its policies or procedures based on family members’ recommendations about how to be more supportive of family members’ voice and participation
Sample Items – Theme 2: Collaborative Approach

2a. **Collaborative process**
- Committee/council uses best practices to make sure that family members are fully involved in committee/council’s work. For example, there is adequate time for gathering input for meeting agendas in advance, and for discussion, learning, and exploring options before any decisions are made.
- Family members are regularly engaged in choosing the issues, setting long-term goals, and making decisions about how to address these issues and goals.

2b. **Evidence of impact**
- Committee/council has shown a willingness to act on family members’ input and recommendations.
3a. **Sufficient and consistent representation**

- Committee/council ensures that there are multiple family members on committee/council. Committee/council has developed strategies to support family members so that they can remain on committee/council long enough to develop experience and confidence.
- Any family member vacancies are filled quickly and with input from family-run organizations and other family members on committee/council.

3b. **Orientation**

- There is an orientation process for family members that covers committee/council’s mission, activities, decision-making processes, and ways of expressing and resolving concerns.
4a. **External partnering**

- Committee/council partners with a family-run organization or a family advisory board that includes family members whose children have received services from the system/s that committee/council advises.
- Committee/council partners with the family organization/advisory board to reach out and gather perspectives and recommendations (e.g., through focus groups or listening sessions) from families whose children have received services.
- Committee/council ensures that information flows between committee/council and the family-run organization.

4b. **Addressing barriers to participation**

- Committee/council addresses the barriers that prevent meaningful family member participation. Strategies for addressing barriers may include meeting times and location, facilitating transportation, providing for childcare needs, or enabling participation by phone/web conference, etc.
- Family members are given clear information about whom to contact regarding logistics, meeting details and reimbursements.
Here is what we are looking for:

• Advisory committee/council that has 15-20 members; must have 10 responses to report

• Committee/council is a mix of family, service providers, and others

• Committee/council agrees to participate

• Key contact to provide us with email address for members and do follow up if needed

• Interested? Contact Malisa Pearson at mpearson@fredla.org
Submit your questions now

Submit your questions later

CMHieval@westat.com
Conducting Community Needs Assessments in Native American Communities

Thursday, April 25, 2019 from 1:30-3:00 pm ET

SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

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