



# TRAINING THE CASEWORKER OF THE FUTURE

## VIDEO TRANSCRIPT

### **Molly Tierney, Child Welfare Strategy Lead, Accenture**

**Molly:** There's a real and urgent challenge in human services today. Too many children and families are vulnerable. They risk their basic needs not being met or worse. The caseworkers responsible for making decisions on their behalf are under enormous pressure. It's their job to determine what resources might help a family meet their basic needs, might lead an individual to self-sufficiency or might keep children safe from harm. We have a responsibility to accelerate the pace with which caseworkers become masters of their trade. If we don't, the risk falls to families and their children.

**Molly:** So we're taking casework training to the next level. We've turned our attention to experiential learning using virtual reality.

**Voice in Headset:** Can you please verify your address?

**Actress:** Yes. I live at 1245 Main Street.

**Molly:** Helping case workers practice making decisions in real time. Yeah, yeah. I understand. I want to do right by now so I can't have this keep happening again.

**Voice in Headset:** That is the end of your interviews. It's time for you to make your safety assessment.

**Molly:** We've created a state-of-the-art immersive training experience, filmed with real actors, and produced by individuals with years of experience in human services. We have three lifelike scenarios that help case workers learn to

hone their skills, uncovering risks, engaging families, identifying safety issues and performing assessments. In each scenario, the user makes choices about how they interact with these families.

**Actor:** Accused? So you mean the accusations that were never prosecuted?

**Molly:** That means no two learning experiences are the same.

**Social Worker:** How did your daughter get the bruises?

**Actress:** I don't know. I mean, she just came home from school with, I mean...

**Molly:** And when the headset comes off, the lesson doesn't end as the VR experience is followed by a carefully curated seminar in which users work together to unpack their thinking and discuss the choices they made in the headset. At Accenture, we have reinvented our approach to human services, putting our efforts into leveraging better outcomes for families and their children. With AVENueS training we're doing just that. We know VR based training programs can reduce training time by 40% and improve employee performance by 70% compared to traditional training. This is something they just can't get from a textbook. We've created a powerful comprehensive learning system leveraging virtual reality and facilitated discussions for more effective outcomes, better results for families. This is the future of human services training.

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