



ACCENTURE/GOODWILL PROJECT OVERCOME Narration Script

According to the U.S. Department of Justice, more than 650,000 people are released from prisons each year in the United States. Roughly 66% of those individuals are rearrested within three years. That's why it is vital to connect people who have criminal backgrounds with the support they need to successfully obtain employment. Through the holistic reintegration services provided by Goodwill Industries International, 47,000 people with criminal backgrounds achieved their education and employment goals in 2020. To assist these individuals with finding sustainable employment opportunities, Goodwill partnered with Accenture to create a virtual reality training experience called Project Overcome.

The VR immersive experience helps people with the job interview process, by allowing them to participate in a mock interview with an HR manager and a coaching session with a career counselor. The experience provides realistic scenarios that users could potentially face during an actual interview, and users are provided with various answer choices as they proceed through the experience.

Using a branch narrative technique, the application's answer choices dictate the flow of the conversation between the user and the HR manager, allowing for many unique combinations of how the training can play out. Once the mock interview is completed, a performance summary is displayed with immediate feedback on the user's answer choices, along with associated advice. Users can also choose to hear from up to six people who share similar experiences and were successful in finding sustainable employment through Goodwill's reentry programming.

The goal of the experience is to help people with criminal backgrounds successfully navigate the job interview process, speak confidently about their past, and ultimately land and retain meaningful job opportunities.

Through the Project Overcome VR learning experience, Accenture and Goodwill are using technology and the power of innovation to support equality and inclusion of an underrepresented population.