



## NEW PROCESS CUSTOMER PROCESS

### CHECKLIST FOR STAFF

All applicants must be registered with Madera County Workforce Assistance Center Virtual One Stop (VOS) at [www.maderacountyworks.com](http://www.maderacountyworks.com) and complete the background wizard.

- To better assist, inform customer to we will need to know the following information - Staff checks yes or no to questions below

○ *Are you a Veteran?* Yes\_\_\_ No\_\_\_

*A Veteran is a person who;*

*(A) served on active duty (not reserve or National Guard Training)for a period of more than 180 days and was discharged or released with other than a dishonorable discharge; OR*

*(B) was discharged or released from active duty because of a service-related disability; OR*

*(C) as a member of a reserve component under an order to active duty pursuant to Section 672(a), (d), or (g), 673, or 673(b) of Title 10, served on active duty during a period of war in a campaign, expedition for which a campaign badge is authorized. Was discharged or released with other than a "Dishonorable Discharge".*

○ *Are you a Madera County Resident?* Yes\_\_\_ No\_\_\_

○ *Do you need Language Translation assistance?* Yes\_\_\_ No\_\_\_

○ *Do you need assistance entering information in computer?* Yes\_\_\_ No\_\_\_

○ *Do you have your Scan card with you today?* Yes\_\_\_ No\_\_\_

○ *Are you prepared today with your user ID and password?* Yes\_\_\_ No\_\_\_

○ *Have you completed the Background Wizard in VOS?* Yes\_\_\_ No\_\_\_

- PURPOSE(S) OF VISIT – CIRCLE THE FOLLOWING:

Job Search Only

Complete Resume or Cover Letter

Register in VOS

Meet with Welcome Team Member

Unemployment-Internet or Telephone Filing

21 Day Letter – Register for Work

Veteran Services