

# Mass Workforce Issuance

---

**Workforce Issuance No. 09-82**

☐ Policy ☒ Information

---

**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Regional Managers

**cc:** WIA State Partners

**From:** Michael Taylor, Director  
Department of Workforce Development

**Date:** December 4, 2009

**Subject:** **First Phase of DUA QUEST System Rollout on December 7, 2009**

---

**Purpose:** To inform Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners about the rollout of the Division of Unemployment Assistance (DUA) QUEST System for Revenue Services on December 7, 2009. QUEST is a two-phased project to modernize the Commonwealth's Unemployment Insurance Revenue (Phase I) and Benefits (Phase II) business processes and systems. The Benefits phase began in September 2009 and is expected to be completed in spring 2011.

**Background:** DUA has worked with Deloitte Consulting, LLP to design, build and test a new Unemployment Insurance Revenue system. The new Revenue system automates Unemployment Insurance Business Registration, Wage and Employment Reporting, Tax Calculation, Payment processes, and other account management functions. With the rollout of QUEST, detailed quarterly Wage Record Collection will move from the Massachusetts Department of Revenue (DOR) to DUA.

The new QUEST system provides employers with complete and up-to-date account information, prompts and guides, and facilitates electronic processing for large employers and/or their representatives. Employers and their agents will be able to manage nearly all their transactions through secure online self-service; this will expedite response time to constituents, improve data, and provide long-term efficiencies to the Commonwealth and the business community.

DUA has actively communicated with employers and payroll representatives over the last two years and both communities have been directly involved in the design and testing process. As with any process change, it is expected that employers will have many questions and concerns as the transition from old methods to the new is undertaken. Employers or their agents should be directed to the website: [www.mass.gov/uima](http://www.mass.gov/uima) with any questions and concerns. DUA has a detailed support plan, and is committed to providing flexibility during the transition.

The website contains instruction guides, all employer correspondence and slide decks, file format information, frequently asked questions, and video demonstrations and instructional tutorials. The site is designed to answer any questions related to the new system's implementation. If the website does not answer employer or agent questions, they should contact DUA.

- For specific employer questions: call 617-626-5075
- For general QUEST-related questions: email [duaquest@detma.org](mailto:duaquest@detma.org)

Workforce system practitioners interested in viewing system overviews, instructions, FAQs and recorded system demonstrations of key business functions may do so by also visiting the website provided above.

**Required:** Please review this information with all your staff. Employers who have questions should be referred to the resources provided above.

**Inquiries:** All inquiries should be directed to the email address and/or telephone number provided above.