



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ELIZABETH HERTEL  
DIRECTOR

**IV-D MEMORANDUM 2025-010**

**TO:** All IV-D Staff\*  
**FROM:** Erin P. Frisch, Director  
Office of Child Support (OCS)  
**DATE:** May 16, 2025

**UPDATE(S):**

- Manual
- Form(s)

**SUBJECT:** Second Release of the MiChildSupport Mobile App

**ACTION DUE:** None

**POLICY EFFECTIVE DATE:** May 19, 2025

**PURPOSE:**

OCS will release more features and functionality for the MiChildSupport mobile app<sup>1</sup> on May 19, 2025. On that date, child support participants who have already downloaded the mobile app will be prompted to update it.

**DISCUSSION:**

**A. Background**

OCS introduced the MiChildSupport mobile app in [IV-D Memorandum 2025-001, Introduction of Mobile App for Child Support Participants](#).<sup>2</sup> The free app provides access to the same information available in MiCase on the MiChildSupport Portal but with limited functionality. It was released in the Apple and Android app stores on January 25, 2025.

Since then, OCS has continued partnering with the vendor, Diona (US) Inc., to develop and expand the app’s features and functionality.

<sup>1</sup> OCS uses the terms “MiChildSupport,” “MiChildSupport Portal,” and “MiCase” to refer to both the website and mobile app. If a statement is specific to one platform, OCS specifies with the use of “website,” “mobile app,” or “app.”

<sup>2</sup> Ref: IV-D Memorandum 2025-001 for information regarding user access and existing features and functionality.

The mobile app is designed to complement the MiChildSupport website. While it includes consistent case information and branding, it also features unique layouts and navigation that do not directly mirror the website.

IV-D staff are not expected to interact with the mobile app. There is not a test region, worker dashboard, or global view for them to view the mobile app.<sup>3</sup> IV-D staff may refer to Exhibit 2025-010E1 for updated sample screens of the mobile app. Exhibit 2025-010E1 replaces Exhibit 2025-001E1. Change bars in the right margin of the exhibit indicate updates since its previous publication.

## **B. Features and Functionality**

### **1. Features Added in the Second Release of the Mobile App**

The second release of the MiChildSupport mobile app will include the following additional functionality and features:

- Personal information updates;<sup>4</sup>
- Family violence protection information;<sup>5</sup>
- Links to “What Is Child Support?” and “SMILE” informational videos; and
- Biometric log-in.<sup>6</sup>

### **2. Features Not Available in the Mobile App**

Even after the second mobile app release, not all MiChildSupport functionality and features will be available in the app. The app will inform users that they need to visit the MiChildSupport website to access the following features:

- e1201;
- e842; and
- *Ask a Question* feature.

IV-D staff may review [Section 1.35, “MiChildSupport Portal,” of the Michigan IV-D Child Support Manual](#) regarding the features and information available in MiChildSupport.

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<sup>3</sup> IV-D workers will still be able to view the MiCase website as a global user through the Michigan Child Support Enforcement System (MiCSES). Ref: Section C(2) of this memorandum for more information.

<sup>4</sup> Personal information available for online updates on the mobile app will match the website and include all address types, email, phone number (mobile and home) and family violence information.

<sup>5</sup> The functionality for personal information updates and family violence protection information in the app will match the website. Ref: [Section 1.35, “MiChildSupport Portal,” Subsection 4.2, “Updates to Personal Information Through MiCase,”](#) of the *Michigan IV-D Child Support Manual*.

<sup>6</sup> Biometric log-in is a feature available in MiLogin that allows a user to log in by completing a face scan or using his/her fingerprint. This feature will now work with the MiChildSupport mobile app.

## C. Addressing User Questions

With the update to the MiChildsupport mobile app, IV-D staff may receive questions from child support participants. Below is some guidance for handling participant questions.

### 1. Technical Questions

IV-D staff are not expected to troubleshoot the mobile app with users. Instead, they will direct users to the “Contact Us” link on the mobile app or the MiChildSupport website for assistance with technical issues. Clicking this link will display a list of options. Users will click “Technical Issues and Website Feedback” to submit their question, and MiChildSupport staff will respond via email.

Note: IV-D staff must not refer users to the Child Support Help Desk because it is not for public use.

### 2. Case Information Questions

If users ask IV-D staff about their case information in the app, IV-D staff with the MiCSES role of Admin Support may access MiCase as a global user through the *MiCase Access* (MCSE) screen in MiCSES.<sup>7</sup> IV-D staff will search for the user and view the same case information available in the app, although the layout may differ. The sample screens in Exhibit 2025-010E1 may be used for reference. IV-D staff may provide a custodial party or non-custodial parent information about his/her case only after verifying that individual’s identity.<sup>8</sup>

## D. Communication Plan

As of early May 2025, the MiChildSupport mobile app had been downloaded by over 4,300 Apple users and over 1,600 Android users. OCS is currently developing a marketing plan to increase app adoption, with the goal of growing these numbers through intentional outreach. OCS is considering marketing approaches that include fliers, circulars, and email notifications to current MiChildSupport users and/or open and active case members with email addresses in MiCSES. The specific launch date for the marketing campaign is still being finalized. OCS will notify IV-D staff of the launch date and marketing details via email since increased downloads and usage may lead to more participant questions.

OCS encourages IV-D staff to mention the MiChildSupport mobile app when speaking with participants. In conversations where IV-D staff typically reference the website, they may also introduce the mobile app. IV-D staff may choose to mention

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<sup>7</sup> Ref: the subsection on global user access in Section 1.35 of the *Michigan IV-D Child Support Manual*.

<sup>8</sup> Ref: Subsection 10.1, “Disclosures to Parties to the Case,” of [Section 1.10, “Confidentiality/Security,” of the Michigan IV-D Child Support Manual](#).

the app now or wait until it includes additional features, based on their discretion and a participant's needs.

OCS provided a mobile app demonstration to the MiChildSupport Workgroup in December 2024 and to the Friend of the Court Association (FOCA) in January 2025. OCS is scheduling more mobile app demonstrations at IV-D meetings that are held regularly, such as the Prosecuting Attorney User Group and the Friend of the Court User Group.

IV-D staff may refer to the sample screens in Exhibit 2025-010E1 until they have an opportunity to view a demonstration of the mobile app.

#### **E. Future Release**

OCS is planning a third mobile app release early next year that will add more features, including those that currently exist only on the website.

#### **NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice.

Exhibit 2025-010E1 replaces and obsoletes Exhibit 2025-001E1.

#### **REVIEW PARTICIPANTS:**

MiChildSupport Workgroup  
Program Leadership Group

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#### **CC:**

Ryan Koontz, Diona (US) Inc.

#### **ATTACHMENT:**

Exhibit 2025-010E1: Sample Screens in the MiChildSupport Mobile App

#### **EPF/KLU**

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\* Ref: the [Michigan IV-D Child Support Manual Introduction and Table of Contents](#) for a definition of IV-D staff.