



STATE OF MICHIGAN

GRETCHEN WHITMER  
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

ELIZABETH HERTEL  
DIRECTOR

**IV-D MEMORANDUM 2025-016**

**TO:** All IV-D Staff\*  
**FROM:** Erin P. Frisch, Director  
Office of Child Support (OCS)  
**DATE:** August 27, 2025

**UPDATE(S):**

Manual

Form(s)

**SUBJECT:** Expanding Availability of the Child Support Verification Tool (CSVT) to Include Michigan State Housing Development Authority (MSHDA)-Affiliated Housing Representatives

**ACTION DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

OCS is granting access to the CSVT on the MiChildSupport Portal to MSHDA contractors (MSHDA-affiliated housing representatives) who are MSHDA supervised and use a combination of MSHDA and non-MSHDA funds to provide safe, affordable housing for low-income individuals and families.<sup>1</sup> The CSVT will simplify and automate the process for MSHDA-affiliated housing representatives to verify child support received by housing assistance applicants.

Currently, State of Michigan MSHDA housing staff (MSHDA state staff) have access to the CSVT. This change will expand CSVT access to include MSHDA affiliates.

This memorandum explains:

- The process of transitioning MSHDA-affiliated housing representatives to using the CSVT;
- That OCS Central Operations staff will stop processing paper child support verification requests they currently receive from MSHDA-affiliated housing representatives on December 8, 2025; and

<sup>1</sup> Ref: [Subsection 8, "Child Support Verification Tool \(CSVT\)," in Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for a complete discussion about the CSVT.

- Plans for OCS and MSHDA to communicate these changes to MSHDA-affiliated housing representatives before, during and after the transition process.

This IV-D Memorandum also includes samples of the following notices:

- *CSVST Transition Notice* (Exhibit 2025-016E1); and
- *Discontinuation Notice* (Exhibit 2025-016E2).

OCS developed these notices for OCS Central Operations staff to inform MSHDA-affiliated housing representatives that they can use the CVST to verify child support payment information, and OCS will stop manually processing paper verification requests.

Finally, this IV-D Memorandum announces minor updates to Section 1.35, “MiChildSupport Portal,” of the *Michigan IV-D Child Support Manual*. Significant changes in content since the last publication of Section 1.35 are indicated by a change bar in the right margin.

## **DISCUSSION:**

### **A. Background**

OCS and MSHDA introduced the CSVST on the MiChildSupport Portal in 2014 to streamline the verification of child support for housing assistance applicants. Access to the CSVST was originally intended for both MSHDA state staff and affiliated housing representatives. However, due to MSHDA’s challenges in authenticating its affiliated housing representatives to securely and safely access the CSVST, only MSHDA state staff were able to access the CSVST. As a result, MSHDA-affiliated housing representatives continued sending paper verification requests to OCS Central Operations.

OCS Central Operations receives over 2,000 verification requests a month, primarily from MSHDA-affiliated housing representatives. It requires more than one full-time staff member to process these requests. OCS and MSHDA sought ways to shorten the response time and reduce the number of paper requests that OCS Central Operations staff currently process. They agreed to expand the use of the CSVST to include MSHDA-affiliated housing representatives because MSHDA is now able to safely and securely authenticate them.

OCS and MSHDA also agreed that Central Operations staff will stop processing paper child support verification requests they currently receive from all MSHDA-affiliated housing representatives. However, OCS Central Operations will continue processing paper verification requests from housing representatives who are not under MSHDA supervision and do not receive funding from MSHDA. They are not eligible to access the CSVST.

## B. Transition to Using the CSVT for Child Support Verifications

OCS Central Operations staff will continue processing child support verification requests they receive from MSHDA-affiliated housing representatives between September 8, 2025, and December 5, 2025.<sup>2</sup> During this time, the housing representatives will transition to using the CSVT.

Effective December 8, 2025, after the transition period ends, OCS Central Operations staff will stop processing verification requests they receive from MSHDA-affiliated housing representatives.

Note: Central Operations staff will not process verification requests received over the weekend of December 6 and 7. These requests will be handled as if they are received on the next business day (Monday, December 8) after the transition period has ended.

Central Operations staff will take the following actions during and after the transition.

### 1. OCS Central Operations Staff Actions During the Transition

If Central Operations staff receive a child support verification request from a MSHDA-affiliated housing representative during the transition period, they will process the request and include the *CSVT Transition Notice* (Exhibit 2025-016E1) in the response to the housing representative. This notice will inform housing representatives that child support payment information is available online in the CSVT, and OCS will stop processing verification requests on December 8, 2025. The notice includes:

- Instructions for gaining access to the CSVT;
- A QR code and link for the MSHDA website to complete the steps for gaining access to the CSVT; and
- The email address and phone number for contacting the MSHDA Compliance Monitoring Unit with questions.

### 2. OCS Central Operations Staff Actions After the Transition

On December 8, 2025, OCS Central Operations staff will stop processing child support verification requests from MSHDA-affiliated housing representatives. Instead, Central Operations staff will send them the *Discontinuation Notice* (Exhibit 2025-016E2). This notice will inform housing representatives that OCS stopped processing child support verification requests on December 8, 2025, and they must use the CSVT to verify child support payments for housing assistance applicants. The notice includes:

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<sup>2</sup> OCS and MSHDA agreed to a 90-day transition period.

- Instructions for gaining access to the CSVT;
- A QR code and link for the MSHDA website to complete the steps for gaining access to the CSVT; and
- The email address and phone number for contacting the MSHDA Compliance Monitoring Unit with questions.

### **C. MSHDA Communication Plan**

In addition to the notices OCS will send to MSHDA-affiliated housing representatives upon receiving a verification request, MSHDA will send a communication to MSHDA-affiliated housing representatives before the transition. It will:

- Announce that the CSVT is available;
- Provide instructions for gaining access to the CSVT; and
- Explain that OCS will stop processing verification requests from MSHDA-affiliated housing representatives on December 8, 2025.

### **D. Section 1.35 Update**

OCS added language to Subsection 8, “Child Support Verification Tool (CSVT),” to clarify that:

- MSHDA agents include MSHDA contractors who are supervised by MSHDA and receive MSHDA funding in whole or in part to provide affordable housing for low-income individuals and families;
- The CSVT allows MSHDA housing representatives to verify the child support payments received by housing assistance applicants and participants;
- On December 8, 2025, OCS will no longer process paper verification requests from contracted MSHDA housing representatives because they are eligible to use the CSVT; and
- OCS will continue to process requests from housing representatives who are not under MSHDA supervision and do not receive funding from MSHDA because they are not eligible to use the CSVT.

### **NECESSARY ACTION:**

Review Section 1.35 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual section and add it to the manual. Discard the previously published version of Section 1.35 (published September 9, 2024).

### **REVIEW PARTICIPANTS:**

Financials Work Improvement Team  
 Program Leadership Group  
 MSHDA Compliance Monitoring Unit

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**CC:**

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**ATTACHMENTS:**

Section 1.35:	MiChildSupport Portal
Exhibit 2025-016E1:	<i>CSV Transition Notice</i>
Exhibit 2025-016E2:	<i>Discontinuation Notice</i>

**EPF/JLA**

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