



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

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IV-D MEMORANDUM 2025-023

TO: All IV-D Staff*
FROM: Monica S. Bowman, Interim Director
Office of Child Support (OCS)
DATE: December 12, 2025

UPDATE(S):

- Manual
- Form(s)

SUBJECT: MiChildSupport – Termination of Texting Services

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum informs IV-D staff about the termination of texting services through the MiChildSupport Portal. Texting services will end on December 31, 2025. This memorandum provides details about:

- The services affected;
- How OCS will notify MiChildSupport users;
- Impacts to IV-D staff; and
- Future plans for texting services.

OCS will disable the option for MiChildSupport users to opt into or opt out of text notifications on the MiChildSupport website in the Child Support 25.4 Release on December 12, 2025.

The termination of the text messaging service will not cause a loss of service for other MiChildSupport communication channels.

DISCUSSION:

A. Overview

The MiChildSupport web applications include several automatic and manual text messaging functions.¹ These functions are a service provided through AT&T. OCS learned through the Department of Technology, Management, and Budget (DTMB) that the technology AT&T currently uses to facilitate text messaging through MiChildSupport is sunsetting at the end of 2025. This date leaves inadequate time for the child support program to consider and implement a replacement for the service. For this reason and other reasons discussed further below, OCS has decided to end the text messaging service at this time. Consequently, effective December 31, 2025, OCS will stop sending text messages through MiChildSupport.

The option for users to choose text messaging for MiChildSupport notifications will be disabled (grayed-out) on the MiChildSupport **website** on December 12, 2025. Users will not be able to opt into text messaging after that date. Also, the Account Settings page's *Notification Preferences* section will include a message informing MiChildSupport users that the option for text messaging has ended.

The option for users to choose text messaging for MiChildSupport notifications from **the mobile app** will still appear in the mobile app. OCS cannot disable the text opt-in function in the mobile app on December 12 or before December 31. However, the mobile app will include a message informing users about the end of text messaging services.

MiChildSupport users who have already opted to receive text notifications prior to December 12, 2025 will continue to receive texts through December 30, 2025.

The termination of the text messaging service will not cause a loss of service for other MiChildSupport communication channels. MiChildSupport users will still have the option to receive notifications through email. As of October 2025, 289,000 participants were enrolled to receive emails (71% of the approximately 406,500 MiChildSupport users).

On January 12, 2026, OCS will implement mobile "push notifications" for participants who use the MiChildSupport mobile app. Push notifications may be a viable communication option for users who previously opted into text messaging. As of November 28, 2025, approximately 14,000 participants (3.5% of the total MiChildSupport users) use the MiChildSupport mobile app (11,000 iOS and 3,000 Android devices).

For a timeline of events, IV-D staff may review Section F of this memorandum.

¹ Ref: [Michigan IV-D Child Support Manual Section 1.35](#), "MiChildSupport Portal," the [MiChildSupport Website Customer Information Guide](#), and the job aid [MiChildSupport Customer Communication User Guide](#) on mi-support for details.

B. Considerations for Ending Text Messaging

As mentioned above, OCS decided to end text messaging functionality in MiChildSupport and not implement a replacement at this time because of time constraints. OCS also made this decision due to the factors discussed below.

1. Low Number of MiChildSupport Users (Child Support Participants) Affected

The number of MiChildSupport users actually affected by text messaging is relatively low despite the number of users who are opted into text notifications on MiChildSupport.

As of October 2025, MiChildSupport had approximately 30,000 users who were opted into receiving text messages according to their notification preferences. However, AT&T indicated that 11,600 mobile phone numbers were opted in for texting.

Between MiChildSupport **and** AT&T, only 1,470 mobile numbers are linked (in common) to active customers still choosing to receive texts. This is 0.5% of the total active MiChildSupport users. Differences in the number of text subscribers between MiChildSupport and AT&T are the result of:

- Users changing their mobile phone numbers;
- Users changing their notification preferences on MiChildSupport over time; and
- Issues with unsubscribing and opting out of texts.

2. Issues with “Unsubscribing” and “Opting out” of Texts

OCS and technical staff research highlighted the fact that texts initiated automatically by MiChildSupport and/or manually by IV-D staff have not actually been received by many MiChildSupport users.

When some users who had opted into receiving texts in MiChildSupport later decided they wanted to stop receiving texts, they clicked “unsubscribe” or replied “STOP” through the text feature in their mobile device. They did not go through MiChildSupport to opt out of texting. There is no feedback mechanism (“two-way interface”) for AT&T to notify MiChildSupport when text recipients have “unsubscribed” or replied “STOP” through the texting feature in their mobile device. As a result, it appeared that some users were still opted into texting within MiChildSupport. This led the child support program to think that many more participants were receiving and using text messaging services than actually were.

C. Text Messaging Functionality That Will Be Terminated

All text messaging to MiChildSupport users through MiChildSupport and its applications will be terminated, including:

1. Informational and action notifications the user chooses to receive through text messages by selecting the *Text* option in MiChildSupport's notification preferences. These include notifications about account charges, payments, overdue accounts, court dates, court orders, user documents, bench warrants, etc.;
2. All texts initiated by IV-D workers through the Customer Communication Dashboard's Text/Email Messaging function;²
3. All automated texts sent to notify MiChildSupport users that a IV-D worker sent a message through the Customer Communication Dashboard's Secure Two-Way Messaging function;³
4. All automated texts notifying MiChildSupport users of a worker response to a question they submitted through the MiCase *Ask a Question* feature. This also includes text notifications to MiChildSupport users when their question has been reassigned to another office;
5. All texts to MiChildSupport users that include a link to a document(s) that IV-D staff have shared with the user through the *Share County Documents* function;⁴
6. All texts notifying MiChildSupport users that their request to update information through the *Personal Information Update (PIU)* application has been submitted or that the submittal was unsuccessful;⁵ and
7. All texts notifying MiChildSupport users that their application submitted through the online *IV-D Child Support Services Application/Referral (e1201)* has been processed.⁶

² The Text/Email Messaging function is not tied to the MiChildSupport user's notification preferences; however, text/email can be sent only to a MiChildSupport user. An email is sent only if the MiChildSupport user does not have a MiLogin/MiChildSupport mobile number.

³ The Secure Two-Way Messaging and Text/Email Messaging functions are two different ways IV-D workers can manually initiate an "on-demand" text to a MiChildSupport User. The Secure Two-Way Messaging function is not tied to the MiChildSupport user's notification preferences; however, texts can be sent only to the MiLogin/MiChildSupport phone number of a MiChildSupport user.

⁴ The text number entered for the *Share County Documents* function is not tied to the user's notification preferences, MiLogin phone number, or MiCSES phone number. However, the text service through MiChildSupport will also be terminated for the *Share County Documents* function.

⁵ The PIU function is not tied to the MiChildSupport user's notification preferences. PIU emails are sent regardless of the user's notification preferences.

⁶ The *Online Child Support Response Form (e842)* does not include a text messaging component.

D. Communications to MiChildSupport Users

OCS will notify MiChildSupport users about the termination of text messaging on December 17, 2025. OCS will provide this notification through:

- A text message to users who are opted into texts through their MiChildSupport notification preferences;
- An email to users who are opted into emails through their MiChildSupport notification preferences; and
- Messaging within MiChildSupport.

These communications are shown below.

1. Text Message

“Text messaging from MiChildSupport will end on 12/31/25. Please access your account for more information or to opt-into email as your Notification Preference.”

2. Email

Subject: MiChildSupport Phone Notifications and Text Messaging

“Hello,

Effective December 31, 2025, due to technical limitations, you will no longer receive **text messages** from MiChildSupport. These texts notify you of new information in your account or are sent to you by child support workers. MiChildSupport **will** continue to send notifications and messages by email just as you have received this message. If you have opted-in to receive texts, please access your MiChildSupport account for more information on your options. Thank you for your patience as we work to improve your experience.”

3. Messaging Within MiChildSupport

a. Website

1) Banner Message on the Main Page

The following information will be posted on the MiChildSupport website’s main page starting on December 17, 2025.

Headline:

“Important Update: Text Notifications Ending December 31, 2025”

Message:

“Effective December 31, 2025, due to technical limitations, you will no longer receive **text messages** from MiChildSupport. **Emails will continue**. If you have previously opted-in to receive texts to notify you of new information in your account or communications, please navigate to the Notification Preferences (options) in your Account Settings page to subscribe to email messaging. Email will continue to be available after text messaging ends.

Consider downloading the MiChildSupport Mobile App to your phone from the app store. Beginning in January 2026, the mobile app will have an option for you to receive “push notifications” through your phone so that you can be notified of important activity on your child support case. Android users can download the mobile app here: [MiChildSupport - Apps on Google Play](#) Apple users can download the mobile app here: [MiChildSupport App - App Store](#)

Thank you for your patience as we work to improve your experience.”

2) *Notification Preferences* Section of the Account Settings Page

The following message will be added to the *Notification Preferences* section on the website starting on December 12:

“As of December 12, 2025, choosing text messaging for notifications is no longer an option. If you opted-in to texts for notifications prior to December 12, 2025, you will continue to receive texts until December 30, 2025. However, you will no longer receive texts after December 30, 2025. Email continues to be an available option for receiving notifications through MiChildSupport.”

b. Mobile App

The following message will be added to the *Notification Preferences* section on the mobile app starting on December 12:

IMPORTANT TEXT UPDATE: Effective 12/31/25, the MiChildSupport mobile app will no longer send text messages. The text message option will appear available below, but no text messages will be sent. Email continues to be an option for receiving notifications through MiChildSupport.

OCS encourages IV-D staff to tell participants about the MiChildSupport website and mobile app, the services provided, and how to create an account. IV-D staff should also suggest that participants use their email to receive notifications, information, and/or messages from IV-D staff.

E. Impacts to IV-D Staff

The following changes to features in the Customer Communication Dashboard will affect IV-D staff.

1. Text/Email Messaging

The text messaging function will still appear functional; however, if IV-D staff attempt to use it, MiChildSupport users will not receive text messages after December 30, 2025. Therefore, IV-D staff must stop sending text messages to users after that date.

The email messaging function will still be available. However, when a IV-D worker sends a message using the Text/Email Messaging option on the Customer Communication Dashboard, MiChildSupport sends the message via email only if the intended recipient does not have a mobile phone number in MiChildSupport, and nearly all users have one.

This means a IV-D worker would have to ensure the intended recipient does not have a mobile phone number in MiChildSupport in order for MiChildSupport to deliver the message via email. This system determination is true only for messages sent using the Text/Email Messaging functionality.

2. Secure Two-Way Messaging: *Ask a Question* Feature

The *Ask a Question* feature is optional for counties to use. IV-D staff will still be able to respond to questions MiChildSupport users have submitted through this feature, and they will still be able to reassign user-submitted questions to another office. However, MiChildSupport users will not receive automated text messages notifying them of IV-D staff's responses to or reassignment of their questions after December 30, 2025.

3. *Share County Documents* Function

IV-D staff will still be able to use the *Share County Documents* function to upload documents and share a link(s) to the documents with MiChildSupport users. However, MiChildSupport users will not receive the link via text message after December 30, 2025. Therefore, IV-D staff must stop sharing links with users via text message after that date.

IV-D staff will still be able to share links to uploaded documents via email.

F. Timeline: Ending MiChildSupport Texting Functionality

The table below shows the timeline of events for ending MiChildSupport texting functionality.

Date	Event
December 12, 2025	<p>Text notification opt-in disabled for <i>Notification Preferences</i> on the MiChildSupport Account Settings page of the MiChildSupport website (no new text opt-ins)</p> <p>Users who have already opted into text messaging will continue to receive texts through December 30, 2025</p> <p>Informational messages on MiChildSupport and mobile app for Account Settings / <i>Notification Preferences</i></p>
December 17, 2025	<p>Advance notice (emails and texts) to MiChildSupport users regarding the end of the text messaging function</p> <p>Information banner on MiChildSupport main page</p>
December 30, 2025	Last day for text messaging through MiChildSupport
December 31, 2025	Effective date for termination of text messaging through MiChildSupport
January 12, 2026	Push notifications implemented for mobile app
To be determined	Text notification opt-in disabled on the mobile app
To be determined	Disable or remove text messaging from IV-D staff's Communication Dashboard and other areas, depending on timeline for resuming text messaging

G. Future Resumption of Texting Services

The technical, business, and financial resources required to transition or replace the text messaging service prior to its scheduled end date or extend it beyond the end date are currently limited, making short-term implementation impossible. Consequently, full termination of text messaging is necessary. OCS will continue exploring options for resuming or replacing texting services. The program will

prioritize this work with other MiChildSupport priorities to determine a timeline for resuming or replacing the service.

H. Policy Manual and Future Communication Plans

OCS has not revised Section 1.35, “MiChildSupport Portal,” of the *Michigan IV-D Child Support Manual*. References to text messaging through MiChildSupport will remain in Section 1.35. However, IV-D staff should be aware, per this memorandum, that text messaging services will not be functional.

OCS intends to communicate updates about the status of MiChildSupport text messaging services with IV-D partners as more details are known.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

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