



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
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ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2026-002

TO: All IV-D Staff*
FROM: Monica S. Bowman, Interim Director
Office of Child Support (OCS)
DATE: January 7, 2026

UPDATE(S):

- Manual
- Form(s)

SUBJECT: Third Release of the MiChildSupport Mobile App

ACTION DUE: None

POLICY EFFECTIVE DATE: January 12, 2026

PURPOSE:

OCS will release more features and functionality for the MiChildSupport mobile app¹ on January 12, 2026. 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](#). The free app provides access to the same information that is available in MiCase on the MiChildSupport Portal. It was released in the Apple and Android app stores on January 25, 2025. As of December 2025, the mobile app has been downloaded 14,767 times. The first version of the app did not have all of the MiChildSupport functionality and features, so OCS added more features with a second release on May 19, 2025.²

¹ 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.”

² Ref: [IV-D Memorandum 2025-010, Second Release of the MiChildSupport Mobile App](#), for more information.

Since then, OCS has continued partnering with the vendor, Diona (US) Inc., to develop and expand the app's features and functionality. This is OCS's third and final release working with Diona to make significant updates to the app.

The mobile app is designed to complement the MiChildSupport website. While it includes the same 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.³ IV-D staff may refer to Exhibit 2026-002E1 for sample screens in the mobile app. Exhibit 2026-002E1 replaces Exhibit 2025-010E1. Change bars in the right margin of the exhibit indicate updates since its previous publication.

B. Features Added in the Third Release of the Mobile App

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

- Online *IV-D Child Support Services Application/Referral* (e1201);
- *Online Child Support Response* form (e842);
- *Ask a Question* feature;
- Global Announcement feature;⁴ and
- Push notifications.

1. e1201, e842, and *Ask a Question* Feature⁵

Although these features may appear slightly different between the MiChildSupport website and the mobile app, participants' interactions with them will be the same for both platforms.

- IV-D workers' processes for handling e1201s and e842s will remain the same, regardless of which platform a participant uses to complete the forms; and
- IV-D staff and participants will interact with the *Ask a Question* feature the same way for messages received from both the MiChildSupport website and the mobile app. There will also be no change to the ways IV-D staff access and manage the feature as described in Section 1.35 of the *Michigan IV-D Child Support Manual*.

³ 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.

⁴ This feature allows OCS to broadcast a message to all users on the mobile app dashboard.

⁵ Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information about the e1201, the e842, and the *Ask a Question* feature (IV-D staff often refer to this feature as "two-way messaging").

2. Push Notifications

Push notifications are message alerts sent by the mobile app to a user's phone or other smart device, even when the app is not actively in use. Users can manage their notification settings (opt in or out) within their device settings.

MiChildSupport notifies users of various events related to their child support case.⁶ The mobile app displays these messages to users within the app. Additionally, users can choose to receive push notifications and/or email notifications for these messages by setting their notification preferences in the mobile app.⁷

C. Addressing User Questions

As with the last 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.⁸ IV-D staff will search for the user and view the same case information that is available in the app, although the layout may differ. The sample screens in Exhibit 2026-002E1 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.⁹

⁶ Ref: Subsection 4.4.2E, "Notifications," in Section 1.35 of the *Michigan IV-D Child Support Manual*.

⁷ The same notification settings are available on the website. The notification preferences are shared between the website and mobile app and apply to both platforms regardless of which platform is used to set the preferences.

⁸ Ref: the subsection on global user access in Section 1.35 of the *Michigan IV-D Child Support Manual*.

⁹ Ref: Subsection 10.1, "Disclosures to Parties to the Case," in [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#).

D. User Feedback and Future Updates

Although this is OCS's final release working with the vendor on the MiChildSupport mobile app, OCS is open to future changes to the app and welcomes feedback. If IV-D staff want to suggest any features they think would be helpful in the app, they may submit those ideas to the Child Support Help Desk. Child support participants may submit feedback via the "Contact Us" link available in both the mobile app and on the website.

In the future, when there is a proposed update to MiChildSupport, OCS and the development team will determine whether the update will be made to the website only, to the mobile app only, or to both platforms. This discussion will be part of the project analysis.

E. Updates to Section 1.35, "MiChildSupport Portal"

OCS will update Section 1.35 of the *Michigan IV-D Child Support Manual* with information about the mobile app in a future revision.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

Exhibit 2026-002E1 replaces and obsoletes Exhibit 2025-010E1.

REVIEW PARTICIPANTS:

MiChildSupport Workgroup
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ATTACHMENT:

Exhibit 2026-002E1: Sample Screens in the MiChildSupport Mobile App

MSB/KLU

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