



STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



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GOVERNOR

**MICHIGAN IV-D ACTION TRANSMITTAL 2009-020**

**TO:** All Prosecuting Attorney (PA) Staff  
All Friend of the Court (FOC) Staff  
All Office of Child Support (OCS) Staff

**FROM:** Marilyn F. Stephen, Director  
Office of Child Support

**DATE:** April 15, 2009

**SUBJECT:** Introduction of the MiCase Web Site

**PURPOSE:**

The purpose of this Action Transmittal (AT) is to introduce MiCase, a secure Web site that custodial parties (CPs) and non-custodial parents (NCPs) can access to view their payment and enforcement information.

The MiCase Web site is scheduled to launch on April 22, 2009. Although the site will be active for all users on April 20, 2009, live testing of the site will occur for two days prior to launch.

This AT explains access to the MiCase Web site for users (CPs and NCPs) as well as global users (IV-D staff).

**BACKGROUND:**

CPs and NCPs have had access to payment and enforcement information through:

- Their county Interactive Voice Response (IVR) system;
- Their FOC caseworker; and
- Michigan State Disbursement Unit (MiSDU) customer service representatives.

The MiCase Web application will provide CPs and NCPs an efficient way to access selected information about payments and enforcement activity on their case/docket. It will be less costly to the IV-D program because it will require no toll charges, and caseworkers or customer service representatives will rarely be involved with retrieving the user's information. Unless the site experiences technical difficulties, MiCase will be available to users 24 hours a day, seven days a week.

## **DEFINITIONS:**

**Admin Support** – The Michigan Child Support Enforcement System (MiCSES) role IV-D workers need in order to access MiCase as a global user.

**Global Users** – IV-D child support professionals with the MiCSES role of Admin Support who have permissions to access the same case information as the user on the MiCase Web site.

**MiCase Administrator** – A Michigan Department of Information Technology (MDIT) employee responsible for responding to user technical issues with the MiCase Web site and updating information on the site.

**MiCase ID** – A MiCSES-generated user identifier consisting of eight letters and possibly numbers. The MiCase ID includes the first five letters of the user's last name and the first three letters of the user's first name. Numbers will be used if needed to make the ID unique.

**User Personal Password** – During the MiCase Initial Login process, users must change the MiCSES-generated temporary password received via the United States Postal Service (USPS) to a personal password. The personal password is the password the user will use when accessing his/her payment and enforcement information.

**User Temporary Password** – The password generated by MiCSES and sent to the user via the USPS upon the user's successful completion of the Sign Up process. When the user changes the temporary password to a personal password, the temporary password will no longer be active.

**Users** – These are the CPs and NCPs who are a party to an established child support case in MiCSES and who will access payment and enforcement information on the MiCase Web site.

**Security Questions** – Three questions the user answers during the Sign Up process. Answering these questions is a security measure to verify the identity of the user.

**Standard Web Protocol** – Data that can be retrieved when someone accesses a Web site (e.g., a computer's address or system usage information).

## **PROGRAM ACTIONS AND POLICY INFORMATION:**

### **I. Sign Up Process**

The first time users access the MiCase Web site ([www.michigan.gov/micase](http://www.michigan.gov/micase)) through their Internet browser, they will be directed to follow the Sign Up process

to gain access to their payment and enforcement information. After a user successfully completes the Sign Up process, a MiCase ID and temporary password will be sent to his/her address on file in MiCSES via the USPS within 10 calendar days. (Ref: Section I.B. in this AT for the address hierarchy used in MiCSES.)

A. In the Sign Up process, the user will:

1. Click the Sign Up button on the MiCase home page.

When users click the Sign Up button at the bottom of the screen, they will be directed to a page that provides them with basic information about accessing their case information by going through the Sign Up process. This page also contains links to frequently asked questions (FAQs), a detailed description of the Sign Up process, and a list of all county contact information. At the bottom of this page is a button users can click to begin the Sign Up process.

2. Enter personal identifying information.

Users must provide their last name, date of birth, and Social Security number in the boxes provided. These three pieces of information will be matched in the MiCSES database tables to identify the user. The user will receive error messages if the data is not matched in the database.

If the information entered in the required fields produces a match, but no current good address exists in MiCSES, the user will receive an error message indicating that MiCSES does not have a current address on file. The error message will direct the user to update his/her address through the FOC.

If the three pieces of information do not match in MiCSES, the user cannot complete the Sign Up process. If users cannot proceed with the Sign Up process due to error messages, they will be directed to contact their FOC office to correct any errors in the Social Security number, date of birth, last name or address that may exist in their case record.

3. Enter the CAPTCHA image that appears on the screen.

CAPTCHA is security software that asks the user to enter the letters and numbers that they see in a wavy image. If the letters and numbers are not entered correctly, the user will receive an error message. Users with vision impairments may click an icon to the right of the image to hear the letters and/or numbers in the image read aloud.

When all the necessary information is entered correctly and the user clicks the Submit button, a new screen will appear with three sets of five security questions.

4. Provide answers to three security questions.

Users will be asked to select and answer three security questions, one question from each of three drop-down lists containing five questions. The answers to the questions will only be known by the user who answered the questions. For example, one of the questions asks, "What street did you live on in third grade?" The answers will only be used to verify the user's identity, and they cannot be retrieved by any MDIT or MiCSES staff.

5. Click the Submit button to send this information to the MiCSES database.

a. Upon successfully sending all the information, users will get a message that describes the letter they will receive through the USPS in approximately 10 calendar days of their submission. The letter will include the MiCase ID and temporary password the user will use during the Initial Login process described below.

b. If users do not receive their MiCase ID and temporary password within the 10-day timeframe, they will be directed to:

1. Check with the FOC to determine whether the address verified in MiCSES is the user's current address;
2. Go through the Sign Up process again; or
3. Send an email to the MiCase administrator at: [MiCaseAdmin@michigan.gov](mailto:MiCaseAdmin@michigan.gov). Users may also send an email to the MiCase administrator through the "Contact Us" link on the MiCase Web site.

B. MiCSES, through central print, will send users their MiCase ID/temporary password letter to good addresses in the following address hierarchy:

1. Alternative;
2. Mailing;
3. Residential; and
4. Legal.

FOC staff will be able to view the address where the user MiCase ID/temporary password letter was sent on the *Historical Reprints* (FHST) screen in MiCSES. Only the mailer page will appear in forms history. For security purposes, the letter that contains the user's MiCase ID and temporary password will not be in forms history.

Returned letters will be sent to OCS. The user letter contains secure information; therefore, all returned letters will be shredded. (Ref: Attachment 1 for the user MiCase ID/temporary password letter.)

## II. Initial Login Process

When users receive the letter from MiCSES with their MiCase ID and temporary password, they can proceed to the Initial Login process that will allow them to access their payment and enforcement information.

A. The user will access the MiCase Web application at: [www.michigan.gov/micase](http://www.michigan.gov/micase) through an Internet browser and:

1. Click the Login button.
2. On the screen that appears, enter the MiCase ID and temporary password received in the mail and click the Login button.

If the information the user enters matches the information stored in the MiCSES database, a new screen will appear, asking the user to answer the security questions (s)he answered during the Sign Up process.

3. Answer the security questions and click the Submit button.

After the Submit button is clicked, a screen will appear that asks the user to change his/her temporary password. The user must change his/her password using the following password rules. Passwords must:

- Be 8 to 15 characters long;
- Contain at least two numbers and one letter;
- Begin with a letter (not a number);
- Not have any spaces between characters;
- Not include the user's first name or last name or MiCase ID;
- Not include the word "password"; and
- Not be changed to the last password used.

B. Upon successfully changing their password, users will be directed back to the login page. They must then enter their MiCase ID and newly created personal password and click the Submit button. Upon successfully entering this information, users will be directed to a page that lists all their docket. Users can begin accessing their payment and enforcement information after selecting the case they wish to view.

Subsequent user logins only require users to enter their MiCase ID and personal password.

### **III. Security**

The process outlined in this AT for users to access and use the MiCase Web site is intended to provide them with a level of security that will safeguard their information. Users will be advised to change their personal passwords every six months as a standard security practice, but it is not a requirement. If users do not use their MiCase ID and password, they will expire after 180 days. Users will need to go through the Sign Up process again.

As an added security measure, MiCase IDs, both temporary and personal passwords, and answers to security questions will not be stored in MiCSES in a way that is readily retrievable by any staff. For this reason, neither the MiCase administrator nor any MiCSES staff will be able to assist the user with lost or forgotten MiCase IDs or passwords or answers to security questions. If users forget or lose their MiCase ID, their temporary or personal password, or the answers to security questions, they must complete the Sign Up process again.

### **IV. Payment and Enforcement Information**

Upon successful login, users will see a list of all their open dockets with the associated IV-D case number(s), docket county name, their role on the case, and the other party's name.

When the user selects a case, a menu of options will appear on the left side of the screen. These options are described below.

#### **A. Payment Information**

##### **1. Payment summary for the CP**

After the CP selects the case/docket (s)he wishes to view and clicks the "Payment Summary" link, a screen will appear asking the CP to enter the date range of the payment information (s)he wishes to view. (The date range can be up to 18 months.) When the date range is entered, the CP will see the following information:

- a. Selected case information (docket ID, case number, role on the case, current date and time);
- b. Disbursement date;
- c. Disbursement type (electronic or check)
- d. Amount applied to current support;
- e. Amount applied to arrears; and
- f. Total amount received.

##### **2. Payment summary for the NCP**

After the NCP selects the case/docket (s)he wishes to view and clicks the “Payment Summary” link, a screen will appear asking the NCP to enter the date range of the payment information (s)he wishes to view. (The date range can be up to 18 months.) When the date range is entered, the NCP will see the following information:

- a. Selected case information (docket ID, case number, role on the case, current date and time);
- b. Distribution date;
- c. Payment type (cash, check, electronic);
- d. Receipt type; and
- e. Amount of the payment.

NCPs and CPs will also have the option to print out their payment summary by clicking the print icon on the screen. (This functionality is planned but will not be available at the initial launch of the Web site.)

### 3. Current amount owed (same for CP and NCP)

CPs and NCPs can view their child support debt by clicking the link for “Current amount owed.” MiCase will return the following information:

- a. Selected case information (docket ID, case number, role on the case, current date and time);
- b. Debt type; and
- c. Arrears amount by debt type.

## B. Enforcement Information

CPs and NCPs can view income withholding (IWN) information, hearing information or bench warrant information. They will see the following information related to the case/docket they have selected:

### 1. IWN information (as shown on the issued IWN)

- a. Selected case information (docket ID, case number, role on the case, current date and time);
- b. Date IWN was sent;
- c. Current child support;
- d. Past-due child support;
- e. Current medical support;
- f. Past-due medical support;
- g. Current spousal support;
- h. Past-due spousal support;
- i. Other amount; and
- j. Total amount.

2. Hearing information
  - a. Selected case information (docket ID, case number, role on the case, current date and time);
  - b. Show cause hearing description; and
  - c. Hearing date and time.
3. Bench warrant information
  - a. Selected case information (docket ID, case number, role on the case, current date and time); and
  - b. Current bench warrant status.

## **V. MiCase Technical Support, Assistance and Communication**

### **A. MiCase “Contact Us” Link and MiCase Administrator**

Users will be able to send questions and comments to the Web administrator through a “Contact Us” link in the top menu bar of the Web site. The MiCase administrator will not have a direct phone number published on the MiCase Web site.

1. When the user clicks the “Contact Us” link, a screen will appear asking the user to enter his/her contact information and email address along with a description of the problem or a comment in designated fields. The email will go to the MiCase administrator at: [MiCaseAdmin@michigan.gov](mailto:MiCaseAdmin@michigan.gov).
2. The MiCase administrator will manage the requests for assistance using an established internal procedure. (S)he will communicate with users via email at the address provided by the user in the request for information. (S)he will help to resolve users’ application or site-related issues or direct them to the appropriate FOC office if they have case-specific questions.
  - a. If users request technical assistance related to Web browsers and Internet access, they will be sent a standard email reply with the requirements needed to view information on the MiCase Web site. If users request further assistance in accessing the MiCase site, they will be directed to contact their Internet provider.
  - b. If users have case-specific questions or they want to change their address, they will be sent a standard email reply directing them to contact their FOC office. A link to a list of all FOC offices will be available from the “Contact Us” page.

- c. The MiCase administrator will address user problems or issues that relate to the operation and functioning of the MiCase Web site. The MiCase administrator will only assist users with MiCase application issues they may encounter when trying to access and use MiCase, such as issues with MiCase IDs or passwords, or other non-case-related MiCase questions or issues.
- d. The MiCase administrator will have access to standard Web protocol that will include MiCase activity logs related to the entry of data on specific days and times. The MiCase administrator will **not** have access to:
  - User MiCase IDs or passwords; or
  - Any user case-specific information in MiCase or MiCSES.
- e. The MiCase administrator will add, change or delete any statewide or county-specific alerts or error messages appearing on the MiCase Web site as directed by county management or OCS. (Ref: Section E below.)

#### B. Role of the FOC Caseworker

The CP and NCP will be directed to contact their FOC caseworker if they have a need for case-specific information or to change their address. The FOC caseworker will not be expected to respond to users about any MiCase Web site mechanics or functioning. IV-D staff should direct users who have MiCase technical problems to email their questions through the MiCase “Contact Us” link.

IV-D staff may contact the MiCSES Helpdesk for assistance on questions related to the functioning of the MiCase Web site. **However, IV-D staff must not direct MiCase users to contact the MiCSES Helpdesk directly.**

#### C. FAQs on the MiCase Web Site

MiCase will have a link to MiCase FAQs. The FAQs will be available to users who have not yet logged into MiCase as well as those who are logged into the Web site. Additional FAQs will be added as necessary. (Ref: Attachment 2 for a list of the FAQs.)

#### D. County Contact Information

One of the options in the MiCase left menu is a link to county contact information. The county information that is displayed will coincide with the case the user has selected to view.

In addition, a link to a page that lists all counties' contact information will be available via the "Contact Us" link on the Web site. The county information that appears on the Web site is drawn from the MiCSES *County Profile Information Editor* (FCPE) screen. County FOCs or Local Options Administrators (LOAs) wanting different or additional information on their MiCase county contact page may contact the MiCSES Helpdesk and log a Hotline call to request changes. Changing the county information that displays on MiCase will not affect the county information stored in MiCSES.

#### E. Statewide and County Messages

Special statewide and county announcements and messages will be displayed on the Web site. The MiCase administrator can add, change or delete messages that counties want to display. County information will display only for the county where the case resides. For example, if a user selects his/her case that resides in county X, only county X messages will display. Statewide messages will appear on the MiCase home page and Login page.

County FOCs or LOAs wishing to display an announcement or message on the MiCase Web site may contact the MiCSES Helpdesk and enter a Hotline call.

### VI. Incongruities With Information on County IVR systems, the MiSDU and MiCase

The information available to users on the MiCase Web site is similar to the information available to CPs and NCPs on the county IVR systems. Due to differences in the batch schedules for payment and enforcement updates with these information sources, users may experience a temporary discrepancy when accessing information. The information available to CP/NCPs on the county IVR system, MiSDU and MiCase should be congruent within a timeframe of about one day.

The MiCase display is derived from MiCSES source data (screens, fields, and codes) that are described in the *MiCase Customer Information Guide* (CIG).<sup>1</sup> This CIG also identifies the differences between the case information users hear on the IVR and the information users will see in MiCase.

The MiCase Web site will **not** describe the reasons for any observed discrepancies in payment or enforcement information. The MiCase Web site will direct users to contact the FOC with questions about their payment or enforcement information.

### VII. Global Users

#### A. Access to MiCase

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<sup>1</sup> Ref: The MiCase CIG at: <http://mi-support.cses.state.mi.us/systems/micses/document.aspx?id=1314>.

IV-D workers with the MiCSES role of Admin Support will have access to the case information users are seeing on MiCase. This role was selected because the majority of IV-D workers already have the Admin Support role. IV-D workers will contact their LOA if they do not currently have the role and want to access MiCase as a global user. The *MiCase Access* (MCSE) screen in MiCSES will serve as a secure IV-D access to MiCase so IV-D workers can look up users' case information. Clicking the Access MiCase button on the MCSE screen will direct the global user to the MiCase Web site. The global user will not need a MiCase ID or password to access user information. Security has already been established for the global user within MiCSES.

When global users conduct a user search on MiCase, only users who have completed the Sign Up process on MiCase will appear in the search results. Each user listed will have a MiCase ID Status of "Active" or "Locked." The "Active" status means the user has access to MiCase. When a user's status is "Locked," it means the user has tried to access MiCase but has had five unsuccessful login attempts – access is temporarily locked for 24 hours. A user's status may also be "Locked" when his/her MiCase ID and password have not been used for 180 days. Users in this "Locked" status will not appear in the search results. They will need to sign up again to access MiCase.

## B. Searching in MiCase

The global user can search the MiCase Web site for a specific user to assist him/her with payment and enforcement information. At a minimum, the global user must enter the last name and county number to search for a user. With these search criteria entered, MiCase will display only the first 50 user names that meet those criteria. The global user will also have the option to narrow the search by entering the first name, date of birth, or docket ID of the user.

In MiCase, the global user **can** do the following:

- View the selected user's payment and enforcement information;
- View contact information for the county when a case is selected; and
- View the MiCase FAQs.

In MiCase, the global user **cannot** do the following:

- View the user's MiCase ID or password;
- View the user's answers to the security questions;
- Change the user's password; or
- Make any changes to the Web site.

Note: When exiting MiCase, global users should click the "Logoff (Global User viewing MiCase ID: xxxx)" link located in the top menu bar.

### C. Entering a MiCSES Helpdesk Ticket

If a global user has a question or comment about MiCase or wants to report an issue with the Web site or data that is being displayed, (s)he should enter a MiCSES Helpdesk ticket. The MiCSES Helpdesk will route the ticket to the appropriate team for a response or resolution of the issue.

## VIII. Publicity and Public Outreach about the MiCase Web site

A few weeks after the launch of the MiCase Web site, the Michigan OCS will issue a press release and post information about the site on the Department of Human Services (DHS) public Web site, on mi-support, and on the MiSDU Web site. Additional publicity will occur when the MiCase functionality is fully established.

The MiCase Web site uses databases and delivery channels that have not been used before. Testing the Web site functionality prior to launch was done in a simulated environment that is limited. Only when the site “goes live” and is used by CPs and NCPs throughout the state will the need for additional updates and adjustments be known. This “quiet launch” approach will give all MiCSES and MDIT staff who support the new functionality and the FOC staff a measured start to adjust to the new system.

OCS expects to implement additional avenues for publicity in May or June 2009. The following is a list of possible communication options for announcing the MiCase Web site:

- Posters and flyers to be placed in county offices;
- Links on the MiSDU and DHS public Web sites;
- Media announcements;
- Inserts to standard customer letters;
- NCP coupons;
- IVR system;
- Temporary Assistance for Needy Families (TANF) and former TANF *Assigned Support Statements* sent to customers; and
- Customer end-of-year statements.

<b>LEGAL REFERENCES:</b>	None
<b>POLICY REFERENCES:</b>	None
<b>AT MAINTENANCE:</b>	Retain AT until further notice.
<b>EFFECTIVE DATE:</b>	Upon receipt.
<b>REVIEW PARTICIPANTS:</b>	Program Leadership Group

Communications Workgroup  
Enforcement Work Improvement Team (WIT)  
Case Management WIT

**CONTACT PERSON:**

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Communications Coordinator  
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**CC:**

None

**ATTACHMENTS:**

Attachment 1 – User MiCase ID/Temporary  
Password Letter  
Attachment 2 – MiCase Frequently Asked  
Questions (FAQs)

**MFS/JP**