

2025

# Sandusky County Child Support Enforcement Agency Annual Report

SANDUSKY COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

CHILD SUPPORT ENFORCEMENT AGENCY

2511 COUNTRYSIDE DR, SUITE A FREMONT, OH 43420

---

PHONE: 419-334-2909

FAX: 419-355-5344

WEB: [WWW.SANDUSKYCOUNTYDJFS.ORG](http://WWW.SANDUSKYCOUNTYDJFS.ORG)

EMAIL: SANDUSKY-COUNTY-CHILD-SUPPORT@JFS.OHIO.GOV

➤ Mission:

The Sandusky County Child Support Enforcement Agency is committed to providing quality services to families through establishing parentage, establishing child support and medical support, enforcing support orders and collecting and disbursing payments. Our goal is to improve the economic well-being of children who do not live with both parents.



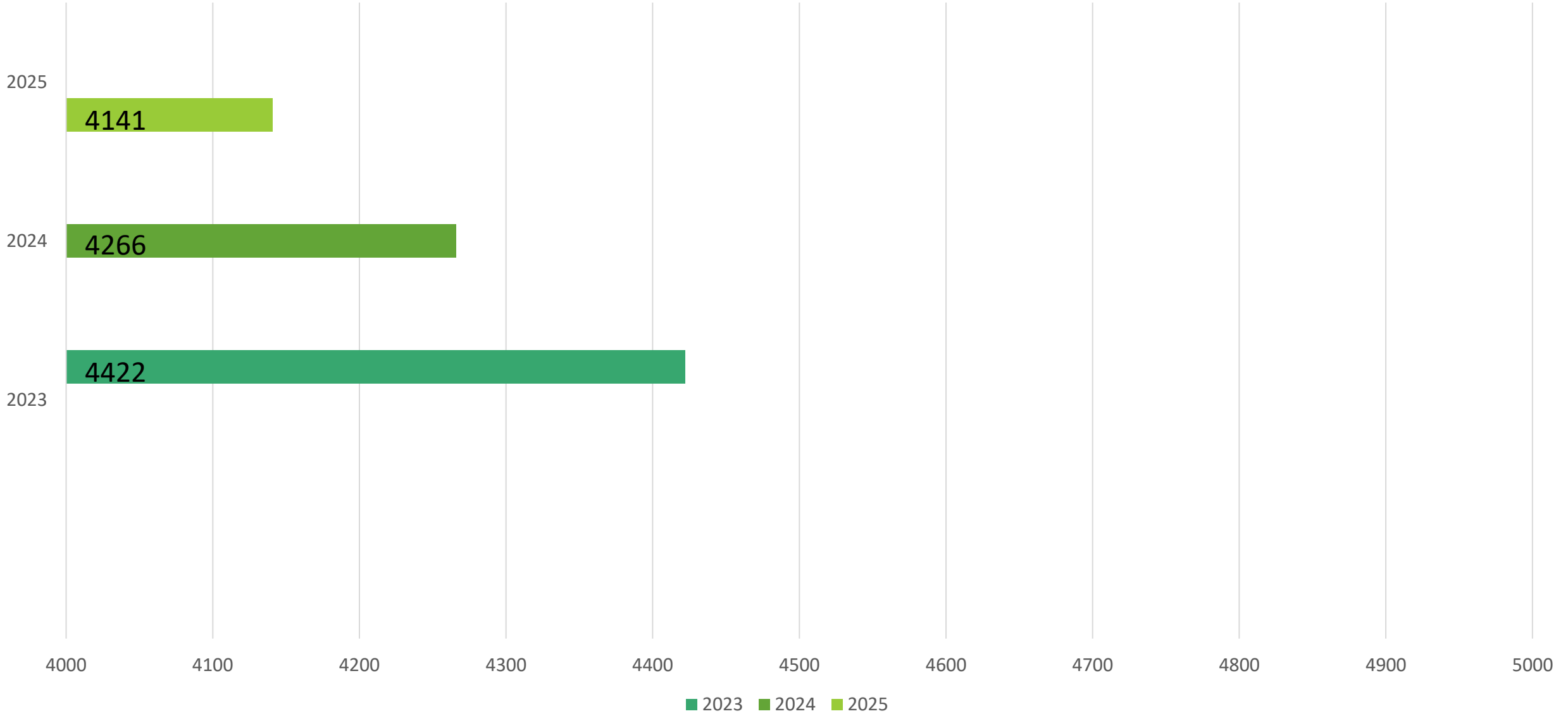
➤ Overview:

The Sandusky County CSEA provides services to help ensure that children receive the financial and medical support they are legally entitled to and deserve. By working with both parents, the agency seeks to establish support orders and maintain consistent support payments. Research has shown that when support payments are ongoing, noncustodial parents are more involved on the lives of their children, which results in better outcomes for the children.

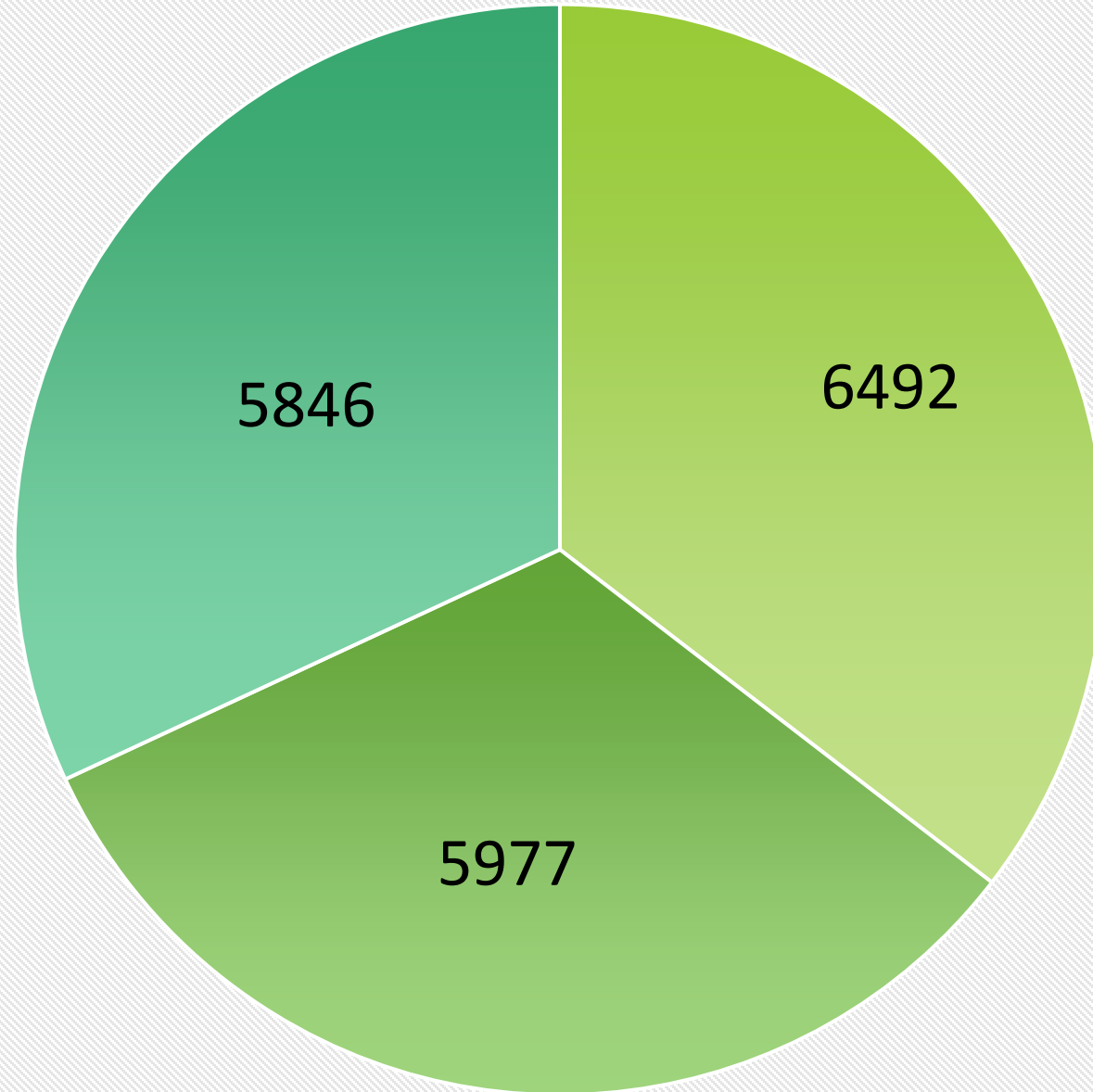


# CSEA 2025 STATISTICS

# Caseload Count



# Phone Calls

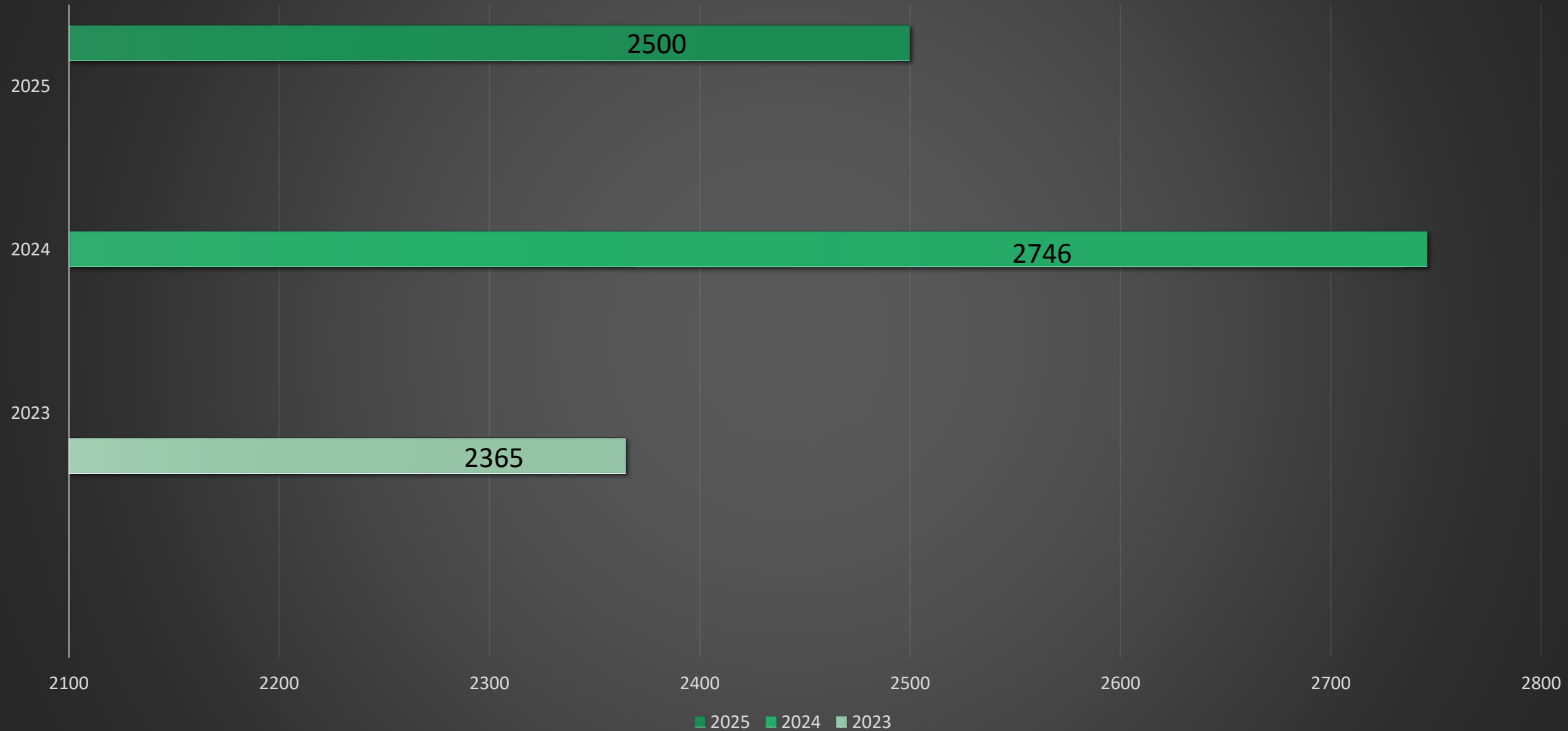


2023

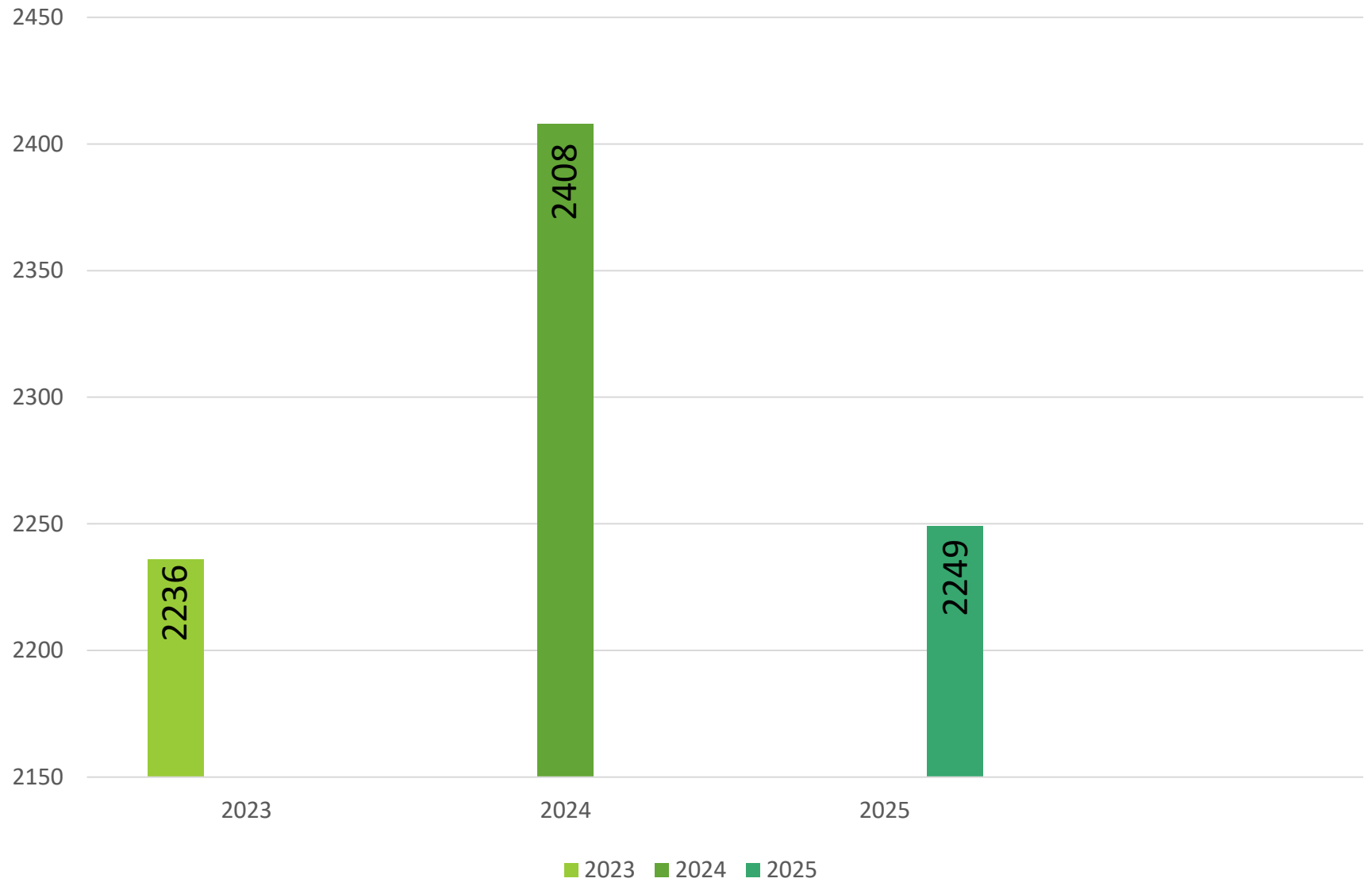
2024

2025

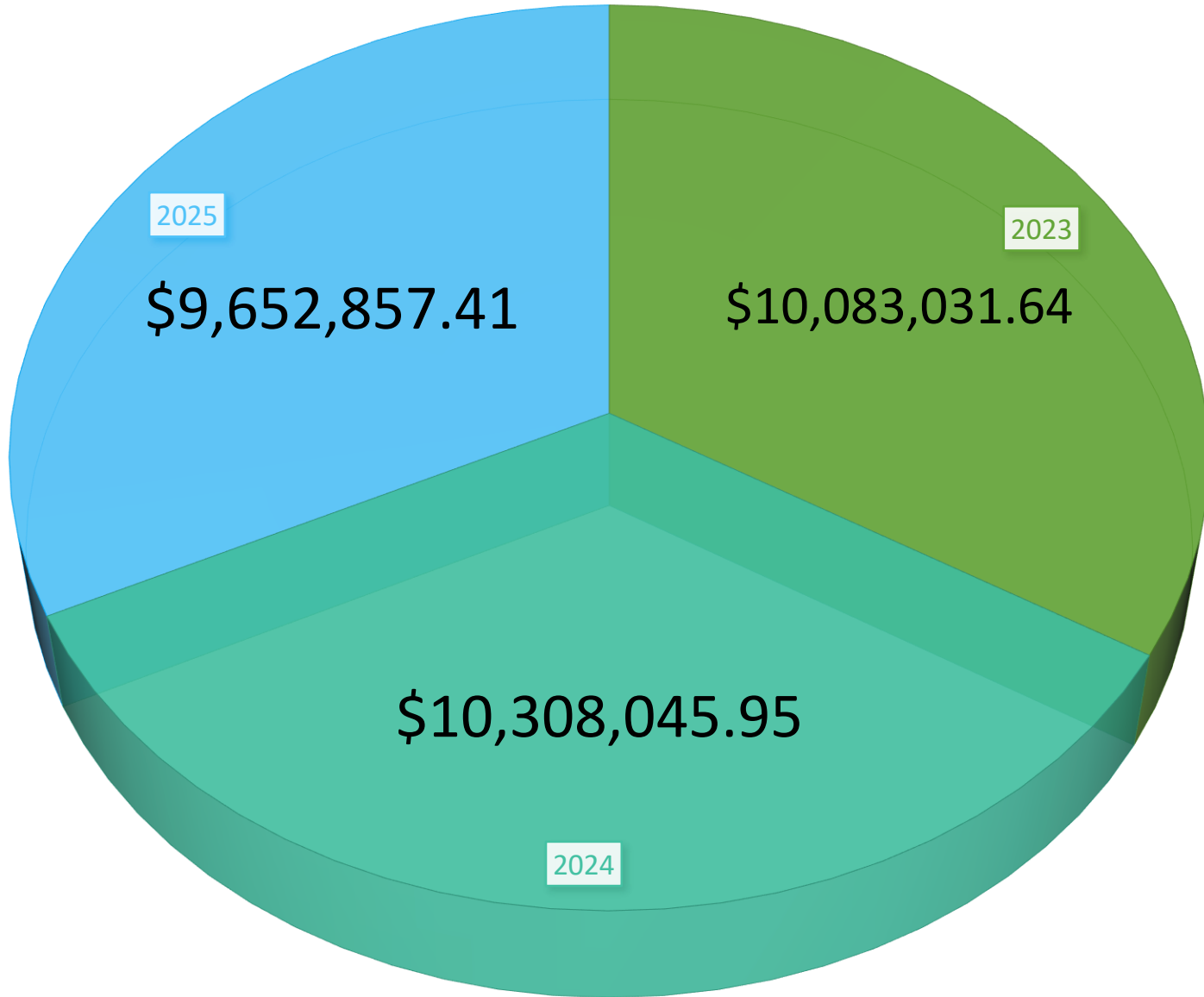
# Agency visitors



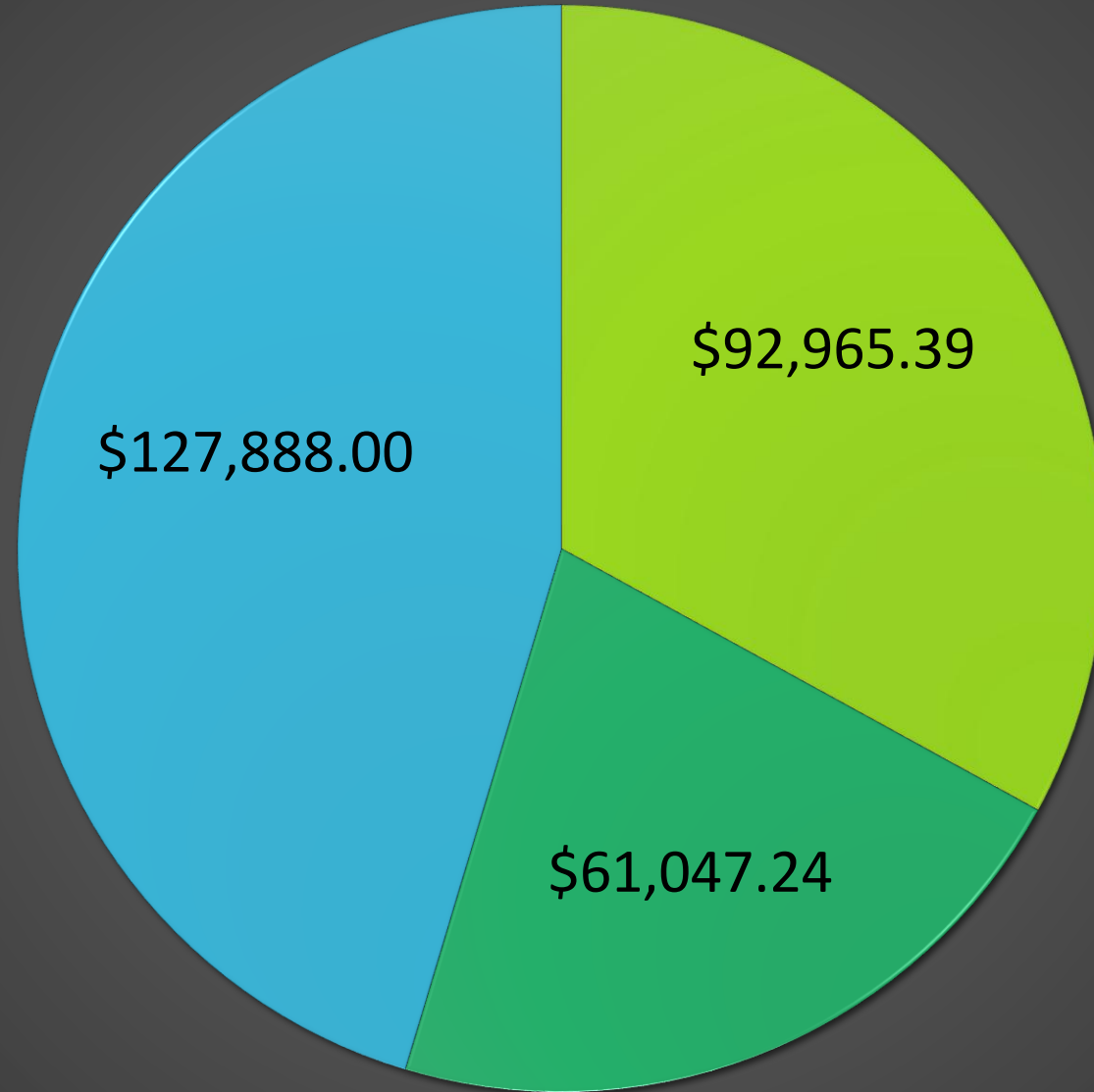
WEB  
PORTAL  
MESSAGES



# TOTAL COLLECTIONS

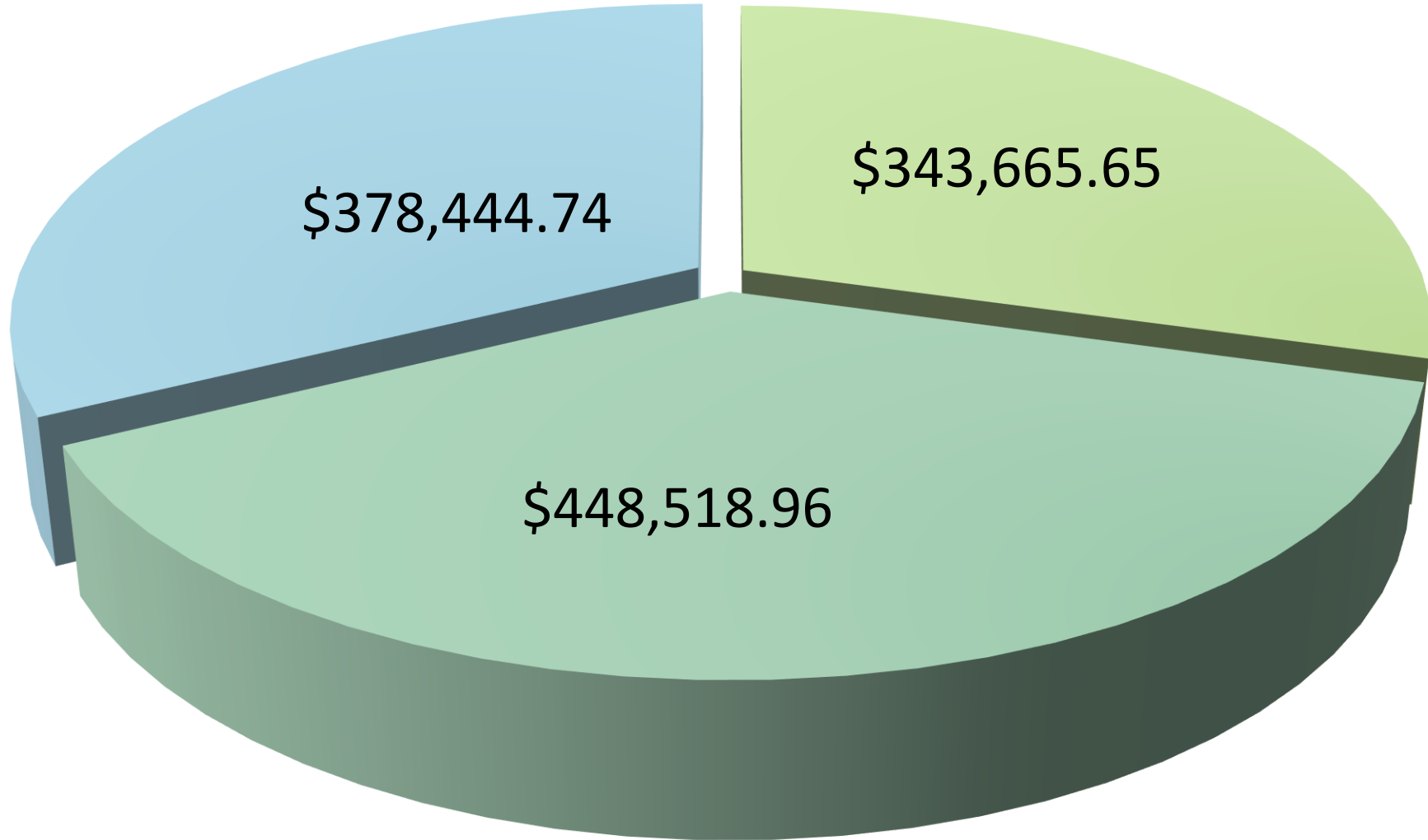


# BANK ACCOUNT SEIZURES



■ 2023 ■ 2024 ■ 2025

# On Site Collections

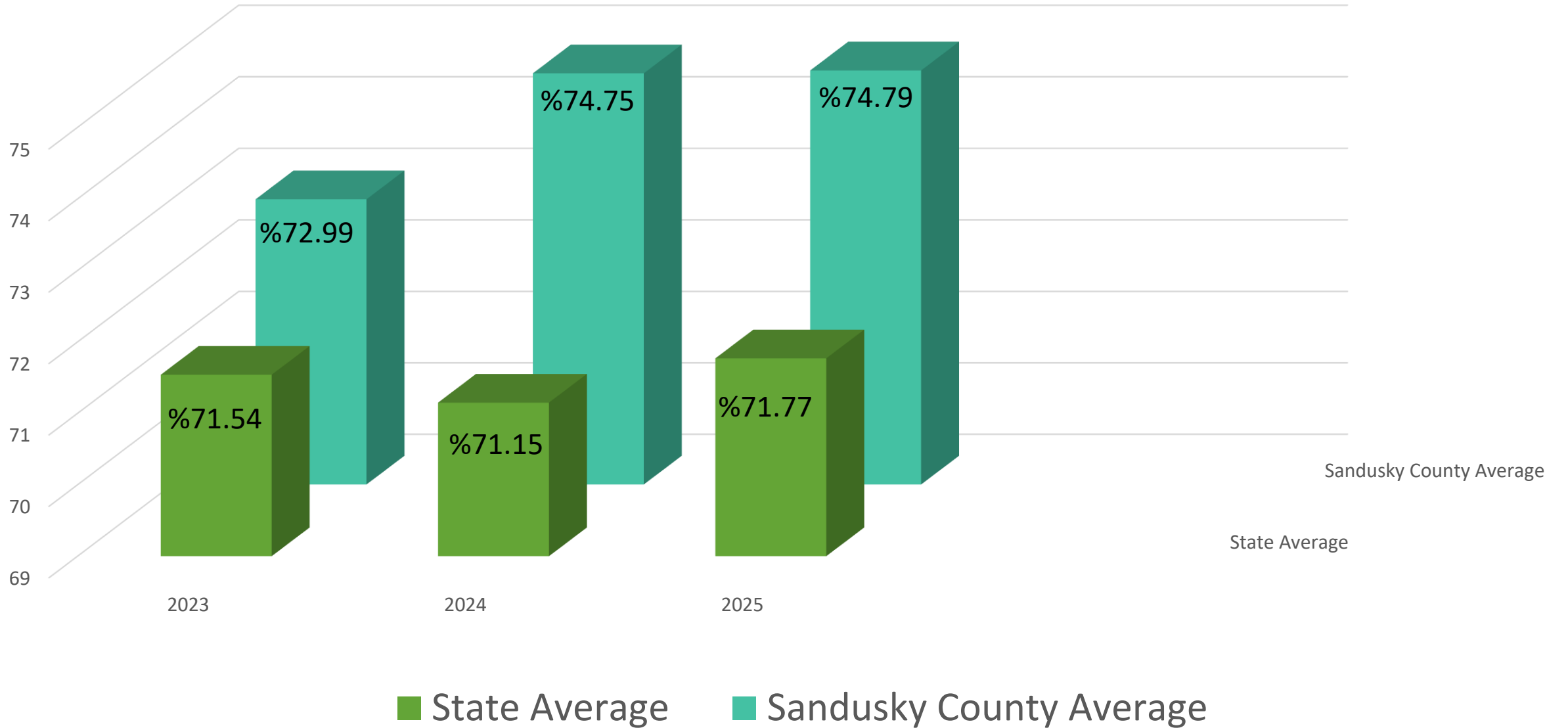


2023

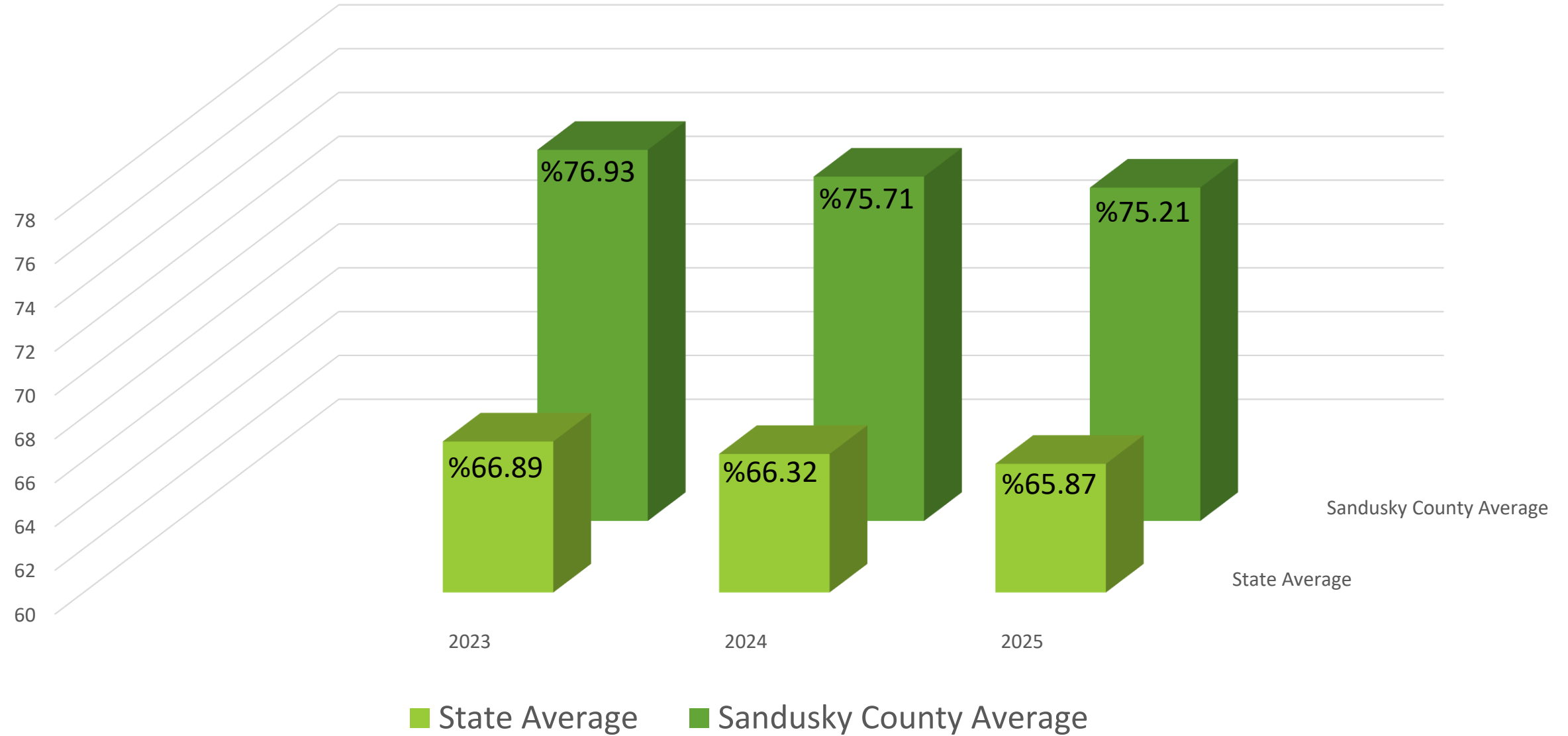
2024

2025

# COLLECTIONS ON CURRENT SUPPORT DUE



# COLLECTIONS ON PAST DUE SUPPORT



# PATERNITY ESTABLISHMENT PERFORMANCE

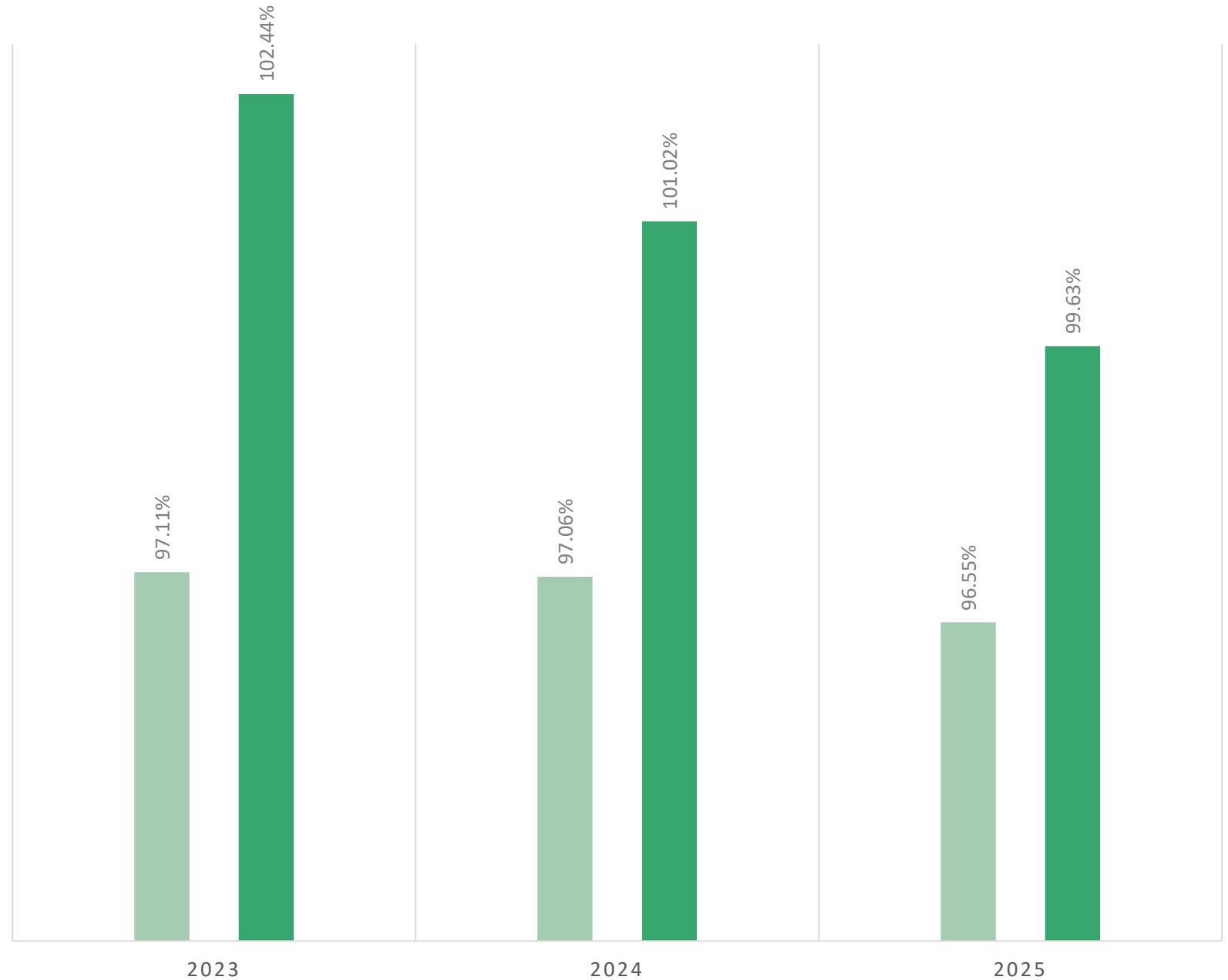
The Sandusky County CSEA facilitated the testing on 55 children and 71 adults in 2025. This resulted in the successful paternity establishment for 45 children.

The averages are obtained by the state or individual county obtaining the number of children born out of wedlock during the noted time and then comparing it to the amount of successful paternity establishments.

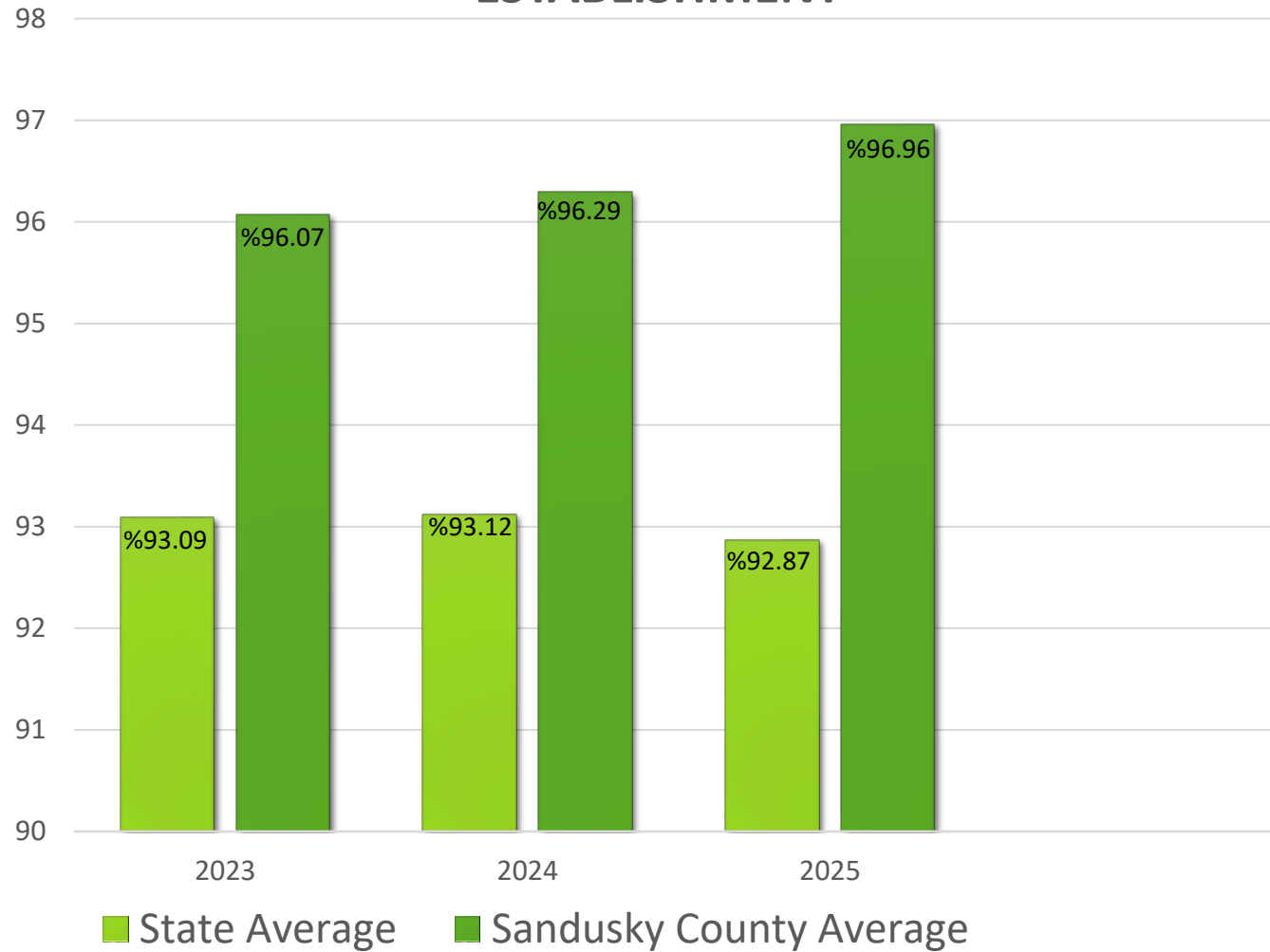


## PATERNITY

■ State Average   ■ Sandusky County Average



## ESTABLISHMENT



## SUPPORT ESTABLISHMENT PERFORMANCE

Administrative Hearings conducted by Sandusky County CSEA resulted in support orders being established for 61 families in 2025.

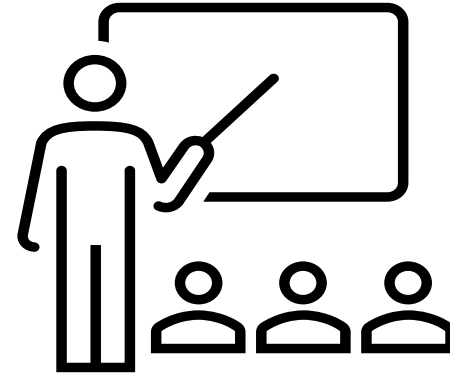


# 2025 Sandusky County CSEA



## Highlights & Happenings

# Child Support Awareness Month



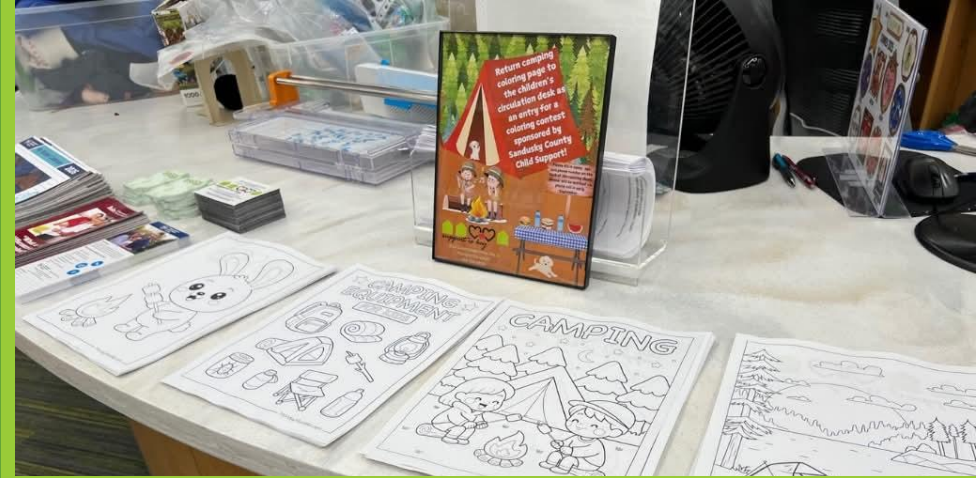
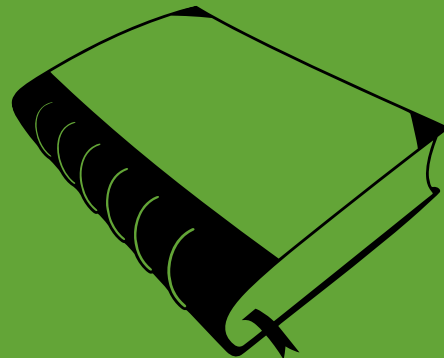
## CSEA Employer Education Event

Based on the success of last year's event, we held the 2nd Annual Employer Education Event in August. Representatives from area employers were invited to learn how to complete child support paperwork, why it's important and how to withhold payments. The multi-order calculator was also demonstrated for employers to see this important tool. A light breakfast, along with door prizes, was offered.



# Child Support Awareness Month Continued... The CSEA and the library!

Something new for 2025 was CSEA's sponsorship of the interactive play area at the Birchard Public Library in Fremont. The theme was camping and CSEA provided several games and toys to fit this theme. This was the first time the library had a sponsor for the play area, and they were incredibly grateful. Children (including some of our own!) loved the items! In addition to the toys, CSEA supplied coloring sheets for a contest. The entries were split into three age levels, and we invited all of DJFS to vote for their favorites. Prizes were awarded to the children with winning entries.

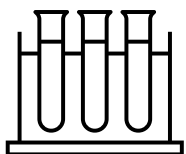




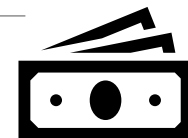
# Child Support Happenings

## GENETIC TESTING

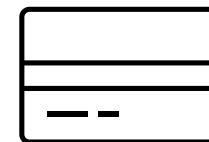
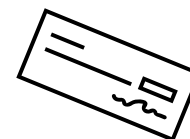
The State of Ohio changed genetic testing laboratories in July 2025. As part of this change, Sandusky County no longer has an outside sample taker for genetic testing, so we are now doing self-swabbing. This means a CSEA worker completes the necessary paperwork and monitors clients as they swab their own mouths. Those samples are then sealed in the provided envelopes, and packaged for Fed Ex pick up to go to a lab in southern Ohio. This new method gives us more freedom in scheduling genetic testing as we no longer have to wait for a sample taker to be available. A few CSEA workers have been trained in this new process, so we are able to perform testing on short notice.



## CREDIT CARD PAYMENTS



During a session at Fall Conference in October, we learned the State no longer wants CSEA to take credit card payments by phone. This is to provide further protection for clients against credit card fraud. It was also suggested we only accept a credit card payment in the drive thru if the card holder is present in the vehicle and has a photo ID. While this has decreased the amount of payments CSEA takes in-office, we were able to add an option to the phone system that takes clients to Child Support Payment Central and allows them to make their own payments by phone. They also still have the option to pay by credit card on the web portal or through the app.



# Child Support Happenings Part 2- Abeyance & Closing Cases

Over the years, a child support case can become stagnant or unenforceable for a number of reasons. A client may be in locate for a lengthy period of time or disabled without any attachable income. Or a custodial parent/caretaker may be deceased with no estate, and the adult children don't file to redirect payments, so payments are going nowhere. It used to be that those cases just sat open and potentially counted against our collection rates. However, the State has now given us options to get those cases closed. County-initiated ROPAA (reduction of permanently assigned arrears) allows us to review stagnant cases and potentially waive assigned arrears locally (if under \$5,000.00). Those cases can then be closed. For cases with deceased custodians, we can explore abeyance. In those situations, we continue to collect any assigned arrears and get a court order to set aside any arrears due to the deceased party. This allows us to potentially close these cases faster without money just sitting in unclaimed funds. Closing such cases means we can spend more time on enforcement for cases that need it, thereby keeping us in compliance with required timeframes and increasing our collection percentages.





**Thank you for viewing Sandusky  
County CSEA 2025 Year In Review!**