

TrueRoll

CASE STUDY

How Porter County Used TrueRoll to Remove 791 Ineligible Homestead Deductions in Just One Year

ABOUT

Porter County, Indiana, faced challenges identifying ineligible LLC and rental property deductions after a policy change. Limited staff and technology made improving tax roll accuracy difficult. Partnering with TrueRoll enabled the County Auditor to identify ineligible deductions, manage flagged properties efficiently, and streamline bulk updates.

HOMESTEAD AUDITING HURDLES

Before implementing TrueRoll's solution, the county faced several homestead audit struggles:

- **Large-scale eligibility changes:** The county had to change the eligibility status for a large number of LLCs and rentals and communicate this news to the county's business owners.
- **Insufficient technology:** The county's auditing technology could verify a homesteader's primary residence and living status but nothing else. Staff members had to tediously investigate each homestead individually.
- **Limited time and staff:** The audit office had only two staff members. Investigating each homestead—one at a time—was impractical, if not impossible.

AT A GLANCE

Challenges

- Large-scale eligibility changes
- Insufficient technology
- Limited time and staff

Results

- 791 ineligible homestead deductions removed in one year
- ~$3.9 million in new assessed value
- $77,000 in additional annual tax revenue

> *TrueRoll exemplifies what software should be for local governments—a comprehensive, user-friendly, and accurate solution to a problem that is provided by an excellent onboarding and support staff. Their approach to aggregating a vast array of real-time data in an easy-to-use dashboard has empowered our staff to perform our statutory duties efficiently and effectively. Their support staff has provided unparalleled customer service throughout the entire process.*
>
> **—DAVE WICHLINSKI, DEPUTY CHIEF AUDITOR, PORTER COUNTY, IN**

HOW TRUEROLL MADE HOMESTEAD AUDITING EASY

TrueRoll conducted a comprehensive analysis of Porter County's tax roll, identifying properties no longer eligible for homestead deductions in a single sweep.

Instead of manually reviewing each parcel, TrueRoll's machine learning technology scanned more than 1,000 national and local data sources, such as voter records and rental site listings, to flag potential violations in near real time. Porter County staff could easily identify LLC deductions using a simple filter in the platform, streamlining the process.

Flagged properties, including LLCs and rentals, were made accessible through the user-friendly platform.

From there, the county used TrueRoll's bulk action capabilities to efficiently update deduction statuses with just a few clicks.

The Porter County Auditor's Office continues to use TrueRoll's platform to proactively and continuously monitor its tax roll, uncovering additional ineligible homesteads now and in the future.

RESULTS

- **Efficiently managed eligibility updates:** TrueRoll flagged ineligible deductions in a single sweep and enabled quick updates through bulk actions, saving time and enabling timely communication.
- **Enhanced technology:** TrueRoll provided a modern platform that uses data from over 1,000 national and local sources to continuously flag ineligible properties in near real time, removing the need for manual property-by-property investigations.
- **Optimized staff productivity:** TrueRoll's automation saved hundreds of hours, empowering a small team to efficiently audit the entire tax roll.

METRICS & OUTCOMES



$77,000 IN ADDITIONAL ANNUAL TAX REVENUE



~$3.9 MILLION IN NEW ASSESSED VALUE



791 INELIGIBLE HOMESTEAD DEDUCTIONS REMOVED IN ONE YEAR

Ask us how we can help you!
Book a demo