

CASE STUDY

How Leon County saved 75 hours per month processing new applications and updating CAMA data

ABOUT

Leon County's Exemptions team was managing a high-volume homestead application process with reduced staffing, newer employees, and no consistent way to apply eligibility rules across the board. Too much time was spent on initial reviews, and applications were starting to pile up. The office needed a way to automatically verify new application data and connect that information with their CAMA.

By implementing TrueRoll's Application Vetter, the office automated routine eligibility checks with technology that communicated directly with their CAMA system.

WORKFLOW CHALLENGES

- **High volume and team of four:** The newer, understaffed team was unfamiliar with the nuances of the subject matter. Manual review of each line led to backlogs.
- **CAMA integration:** The office needed a system that could pass new application info directly to their CAMA, so they didn't need to manage data in two places.
- **Securing budget approval:** The office had to build a clear storyline to get buy-in from budget decision-makers.

AT A GLANCE

Challenges

- High application volume and a team of four
- Required integration with their current CAMA
- Getting buy-in from budget decision-makers

Results

- Reduced review time by 75 hours per month
- Staff roles shifted from processors to decision reviewers
- A seamless workflow between their CAMA and TrueRoll



**Leon
County, FL**

~ 100K
Homesteads

~296,913
Population

NEW APPLICATION AUTOMATION AND CAMA COMMUNICATION

The County made a pros and cons list and created a vendor comparison. They created a storyline from the old process to the new in order to get budget buy-in for TrueRoll's Application Vetter.

- **Application Vetter:** TrueRoll's Application Vetter was connected to the CAMA to maintain data between the two systems. The tool allowed appraisers to codify their custom business rules—including Florida statute requirements, Department of Revenue guidelines, and internal policies—and apply them automatically to every incoming homestead application.

Staff can now see pre-checked results to review rather than checking each application from scratch. Exceptions are flagged for follow-up, and staff can consistently and confidently make eligibility determinations.

RESULTS

- **Reduced review time by 75 hours per month:** Common compliance triggers that were previously verified one at a time are now checked automatically.
- **Elevated staff roles:** Rather than spending time on routine validation, the team now focuses on complex cases, exceptions, and direct customer service, leading to improved morale.
- **Seamless workflows:** Approved new applications automatically populate in the CAMA system — no duplicate entry, no switching between systems, no manual data transfers.



"Previously, we were checking residency indicators, application completeness, and compliance triggers one application at a time. Now some of those checks happen automatically in the background. We've shifted staff from being homestead application processors to decision reviewers — instead of spending time validating routine information, they're focusing on the hard cases, exceptions, and customer service."

Meghan Poskey

Director of Exemptions
Leon County Property
Appraiser's Office

KEY OUTCOMES



REDUCED REVIEW TIME BY 75
HOURS PER MONTH



ROLES SHIFTED FROM
PROCESSORS TO DECISION
REVIEWERS



A SEAMLESS WORKFLOW

Ready to **save your staff valuable time** on
data entry? **Book a demo**

