

TrueRoll

CASE STUDY

How Starke County, Indiana, Uncovered Tens of Thousands in Homestead Deductions With TrueRoll

ABOUT

The Auditor of Starke County, Indiana, had limited resources to investigate potential homestead violations and uncover valuable property tax dollars to support critical services like schools and public safety. They turned to TrueRoll's Proactive Monitoring solution to uncover tens of thousands of dollars in hidden revenue—without burdening Starke County Auditor staff.

BACKGROUND

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

- **Infrequent auditing:** Traditionally, homestead deductions are evaluated on a five-year basis. That frequency leaves room for ineligible claims to develop. Without consistent audits, governments miss out on vital tax revenue for essential services.
- **Resource gaps:** Starke County, Indiana, didn't have resources to dedicate to homestead auditing. That meant valuable dollars were being left on the table.

AT A GLANCE

Challenges

- Infrequent auditing
- Resource gaps

Results

- 115 homestead deduction violations discovered in three weeks
- Over 90% of findings approved
- $65,000+ recovered revenue



Starke County, IN

~9,000	22,995	XSOFT
Homesteads	Population	CAMA Provider

TAKING HOMESTEAD FRAUD INVESTIGATION OFF STARKE COUNTY'S PLATE

TrueRoll's fraud detection technology transformed the county's tax roll auditing processes through automation and a skilled investigation team.

"Local governments can leverage TrueRoll technology in multiple ways, including utilizing our trained investigators to handle in-depth research, allowing their office to focus on day-to-day operations seamlessly," said Mike Sarver, TrueRoll's Vice President of Services.

To sweeten the deal, the Starke County Auditor's Office entered a pricing agreement so they did not have to pay anything until TrueRoll found bona fide ineligible deductions.

THE TOOLS

TrueRoll's homestead administration products and services offered a reliable, thorough, and cost-effective solution to address Starke County's challenges:

- **Proactive Monitoring:** This powerful tool flagged about 1,000 potentially ineligible deductions on Starke County's outdated tax roll. The tool scans hundreds of sources like national property ownership records, voter records, and rental site listings to flag potential violations in real time.

- **Investigation Services:** TrueRoll's team meticulously verified each flagged property. Once they reached a high level of confidence, the team handed over a summary report for each violation to the Auditor's Office.

The Auditor's Office had the evidence needed to take action based on the exhaustive research TrueRoll provided.

"We've left no stone unturned—short of going and doing a physical inspection and knocking on the door," Sarver said.

"TrueRoll helped us take what was a laborious, cyclical process and establish an ongoing review that better serves both staff and taxpayers. We appreciate working with a partner who has the tools and bandwidth to provide us with all the facts so that our office can always be making decisions with the best data available."

Suzanne Sims

Starke County, IN

METRICS & OUTCOMES

$65,000+ RECOVERED REVENUE

115 DEDUCTION VIOLATIONS IDENTIFIED

OVER 90% APPROVAL OF FINDINGS

Ask us how we can help you!
Book a demo