

CASE STUDY

# How Hendricks County, Indiana, Put an End to Multi-Year Backtaxes With TrueRoll

## ABOUT

The Hendricks County Auditor's Office sought a more effective way to maintain an accurate tax roll. By partnering with TrueRoll, the County used both monitoring software and professional services to identify and correct ineligible deductions.

This combined approach improved oversight, ensured ongoing accuracy, and reduced the risk of unexpected tax adjustments for property owners going forward.

## HENDRICKS COUNTY'S DATA AND WORKFLOW CHALLENGES

- **Infrequent Audits:** With limited capacity for frequent audits, some parcels retained deductions they were no longer eligible for, creating downstream issues for taxpayers.
- **Lack of Reliable Eligibility Data:** County databases, state databases, and rental sites did not always present the most current, accurate information.

## AT A GLANCE

### Challenges

- Infrequent audits resulted in out-of-date tax rolls
- Lack of reliable eligibility data
- No workflow solution to manage the process from start to finish

### Results

- 2,500 staff hours saved
- 200+ investigation reports delivered
- \$500k+ in recovered revenue



Hendricks  
County, IN

~55,000  
Homesteads

~190,629  
Population

XSOFT  
CAMA Provider

## CHALLENGES CONT.

- **Workflow Challenges:** The County's multi-step processes were managed across teams, creating delays.

## SAVING TIME AND STOPPING BACK TAXES WITH TRUEROLL

- **Proactive Monitoring:** TrueRoll's Proactive monitoring scans all 55,000 parcels in the County's tax roll by cross-referencing data across trusted databases. The system catches eligibility-related changes, such as new addresses and rental listings, quickly after they happen for real people to review and remove if necessary. This kept the County's roll current.
- **Investigation Services:** Hendricks County needed extra support in looking into tougher cases to determine eligibility. They hired TrueRoll's investigation team, who worked closely with the office's compliance staff to understand the homestead processes and delivered helpful, well-researched reports on complicated eligibility cases.

## RESULTS

- **2500 Staff Hours Saved:** TrueRoll's investigation team saved the Hendricks office valuable work hours they would have spent conducting research in-house.
- **Over 200 Reports Delivered:** TrueRoll's Investigation services team reviewed over 5,000 flagged parcels, resulting in 200+ reports to the County, including 155 unqualified homestead reports.
- **\$586k in Recovered Revenue:** Hendricks County protected tax equity by identifying over \$600,000 in tax revenue.

Ready to **put an end** unnecessary back taxes? **Book a demo**



*"The TrueRoll system has changed the way we operate in Hendricks County. Their online system is user-friendly and easy to navigate. It streamlined our investigation process, reducing our manual effort by several months. We have confidence when we collect back taxes because we know TrueRoll has done extensive research and provides all the necessary proof to back it up."*

**Michelle Compton**  
Property Deduction Clerk  
Hendrick's County  
Auditor's Office

## METRICS & OUTCOMES



2,500 STAFF HOURS SAVED



200+ INVESTIGATION  
REPORTS DELIVERED



\$586K IN RECOVERED  
REVENUE: