



FOR IMMEDIATE RELEASE
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LA City Controller Kenneth Mejia Announces Audit of CARE/CARE+

Audit will focus on the City's encampment cleanup operations

LOS ANGELES – LA City Controller Kenneth Mejia announced today that the Controller's Office is starting an audit of LA Sanitation and Environment (LASAN)'s Comprehensive Cleaning and Rapid Engagement (CARE/CARE+) program.

The comprehensive CARE/CARE+ performance audit will examine the **overall efficiency and effectiveness of the CARE/CARE+ program** and measure its **performance against stated program goals** (i.e., removal of solid and hazardous waste from the public right-of-way and delivering of outreach and hygiene services to people experiencing homelessness). **The audit will focus on encampment cleanup operations.**

Controller Mejia stated, "The CARE/CARE+ program has a budget of over \$60 million all funded by taxpayers. My Office determined that an audit would bring transparency to how CARE/CARE+ uses taxpayers' money, how well it's performing, and how it impacts those it affects most directly – our community members who are experiencing homelessness.

"Our CARE/CARE+ audit will include zeroing in on the program's policies around unhoused people, how CARE/CARE+ impacts them, & whether it is effective in addressing the homelessness crisis. We will create a concrete picture of whether CARE/CARE+ is an effective and humane use of over \$60 million of taxpayer dollars each year."

The Controller's Office seeks to answer the following questions:

- What is the **total estimated cost** to operate the CARE/CARE+ program?
- What are LASAN's **key performance indicators and performance goals** for CARE/CARE+?
- Is the department **meeting established performance goals**?
- Do LASAN's key performance indicators and goals accurately reflect the stated CARE/CARE+ goals of **removing solid waste in the public right-of-way and providing services to unhoused people**? What are the **outcomes** of LAHSA services provided during CARE/CARE+ operations?
- How does the City **make determinations about which encampments** require cleanups?
- Do CARE/CARE+ cleanups result in the **long-term resolution of encampments** in the areas where they take place?

- What are the **impacts** of encampment cleanups and the disposal or storage of personal property **on people experiencing homelessness**?
- Are CARE/CARE+ operations **consistent with public health-focused best practices** implemented in other jurisdictions?

The audit will be conducted by the civil service Audit Services Division of the Controller's Office.

Background:

The Comprehensive Cleaning and Rapid Engagement (CARE/CARE+) program is the core of the Livability Services Division (LSD) of LA Sanitation and Environment (LASAN)'s operations. LSD is responsible for maintaining the cleanliness of the public right-of-way. Its responsibilities include:

- removing health hazards, safety hazards, and solid waste from the public right-of-way;
- homeless encampment cleanups;
- illegal dumping cleanups;
- public trash receptacle pickup; and
- management of the CleanStat Program.

Audits and Assessments by City Controller Kenneth Mejia's Office

Completed:

- [Pathways to Permanent Housing](#)
- [LAPD Military Equipment](#)
- [LAPD Helicopters](#)
- [Interim Housing](#)

In progress:

- CARE/CARE+
- TAHO
- Unarmed Response
- Affordable Housing Efforts
- Inside Safe
- LA Animal Services