Project Renewal at the Lucerne

The COVID-19 pandemic has created unprecedented challenges for New York City. A critical step the City made to protect vulnerable homeless New Yorkers and limit spread of the disease was reducing the density at shelters by moving many individuals to private hotel rooms.

Project Renewal has been designated by the City of New York and Department of Homeless Services to operate at the Lucerne.

Project Renewal is a non-profit agency that empowers homeless individuals and families to renew their lives through healthcare, housing and employment programs. The staff at the Lucerne include case managers, supervisors and directors; social workers, nurses, entitlement specialists and housing specialists as well as 24/7 security.

We kindly ask that you please treat our staff with respect and dignity. They are here to serve our clients and are not responsible for City policy on homelessness.

If you are unsure who to contact with your question/concern(s), please see reverse.
Project Renewal is not responsible for public policy on homelessness or on siting decisions. If you have a question or comment on these issues, please reach out to the Department of Homeless Services or to your local elected officials listed below.

Department of Homeless Services Main Number - 212-361-8000

Helen Rosenthal, Council Member, 6th District
helen@helenrosenthal.com, (212)-873-0282

Gale Brewer, Manhattan Borough President - 212-531-1609

Linda B. Rosenthal, Assemblymember, Assembly District 67 - 212-873-6368

José M. Serrano, New York State Senator, 29th Senate District
serrano@nysenate.gov, (212)-828-5829

To inform Project Renewal on any incidents involving our clients at the Lucerne, you may email thelucerne@projectrenewal.org. Please note, our staff and security are legally prohibited from any physical intervention and have no criminal justice authority. If you see a crime in progress, please call 911.