

LHC Home Appliance  
Replacement Program  
**Louisiana Housing Corporation**  
Special Achievement

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## Addressing the Critical Needs of Louisiana's Elderly Population: The Home Appliance Replacement Program

In Louisiana, housing affordability is a pressing issue, particularly for our elderly population. According to the U.S. Census Bureau, nearly 24% of Louisiana's population is aged 60 and older, and more than half of these seniors (51.1%) are spending over 30% of their income on housing costs. For many in this group, outdated, inefficient appliances further strain already tight budgets. To address this challenge, the Louisiana Housing Corporation (LHC) created the Home Appliance Replacement Program (HARP) in early 2024. The program aimed at assisting low-income elderly residents in purchasing new, energy-efficient appliances that reduce utility costs.

HARP was developed as a first-of-its-kind program at LHC, designed to provide direct assistance to elderly Louisiana residents by offering vouchers to purchase energy-efficient appliances. The program, approved by the LHC Board of Directors in November 2023, was built from the ground up, drawing on LHC's resources and expertise. It also relied on critical partnerships with Louisiana's eight Aging and Disability Resource Centers (ADRCs) to reach and support the elderly population that most needed assistance.

The appliances, ranging from refrigerators, stoves, washers, and dryers, were selected by the awardees through a customized catalog provided by Lowe's Home Improvement. Offering the widest geographic reach as compared to other possible vendors, Lowe's was selected as the program's vendor due to its extensive statewide presence. Their ability to deliver to even remote parts of the state made them an ideal partner in ensuring timely, accessible service for all awardees. By the program's conclusion, LHC distributed 46 awards, provided 57 appliances to Louisiana seniors and expended \$45,574 in-house funding.

### Our Journey: Implementation and Challenges

Eligibility for HARP was carefully defined to ensure the program reached those most in need. Applicants had to be at least 60 years old, be a Louisiana resident homeowner or renter, hold a current valid Louisiana driver's license or state ID, and have a household income at or below 50% of the state area median income (AMI). This AMI threshold was selected to ensure outreach extended to both urban and rural populations, recognizing that while rural residents may have lower costs of living, they often face limited access to

resources and financial support. The age requirement was aligned with the Louisiana Governor's Office of Elderly Affairs' definition of "elderly" as individuals aged 60 or older, helping the program target seniors in greatest need of support.

The success of HARP was rooted in strong partnerships. The design and execution of HARP required seamless coordination and creativity to overcome challenges unique to the target population. LHC allocated awards proportionally based on each ADRC region's population of residents aged 60 and older, using the region's share of the statewide elderly population to guide distribution. This ensured equitable access across both rural and urban communities, reinforcing HARP's mission as a truly statewide initiative.

Many applicants lacked access to email or online forms, so LHC worked closely with the ARDCs to collect necessary documentation and to pre-screen applicants. Additionally, LHC's Compliance Department performed all the home inspections, ensuring that the appliances could be properly installed in each home without the need for third-party vendors. These inspections included evaluating the home's plumbing and electrical systems in regard to each appliance, and LHC covered the cost of any necessary upgrades to ensure safe and functional installations.

After the homes were inspected and eligible applicants were determined, LHC sent award and denial letters. LHC mailed paper documents to each applicant, ensuring the program remained accessible for the target audience. Mailed award letters included instructions on how to place an order and a customized Lowe's catalog, listing eligible electric appliances (refrigerator, stove/oven, washer and dryer). Awarded applicants were allowed to purchase one of each of the listed awarded electric appliances up to a total cost of \$1,500.

Throughout the program's implementation, LHC faced some logistical challenges, including the need to process a significant volume of applicants. In total, LHC received 89 applications within 29 days and awarded 46 applicants throughout Louisiana, with the average order cost of \$1,012.75. In addition to volume, LHC encountered several unanticipated obstacles during program rollout. Coordinating with elderly residents, many of whom had limited mobility, phone access, or digital literacy, also required significant time and adaptability. Some awardees lacked appropriate infrastructure in their homes, leading to a higher-than-expected need for plumbing and electrical work, which extended timelines and required additional inspections by LHC staff.

## Sustained Impact and Real-Life Testimonials

Beyond the tangible results, HARP's true success lies in its human impact. One such example is Myrtle Tate, an 89-year-old woman from Franklinton, Louisiana, who previously never owned a dryer before receiving her voucher. Myrtle's heartfelt testimony, shared through LHC's "On Your Block" video series, describes how the new appliances

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transformed her daily life. “You know, you get blessings all kinds of ways,” she said. “I said this is one of the blessings I got.”

Myrtle’s story resonated with viewers across Louisiana, generating 741 impressions on LHC’s social media platforms and additional traffic to the LHC website. The video showcased not only the program’s tangible benefits but also its emotional impact on the recipients. These stories were amplified by LHC’s outreach efforts, which included posting the testimonial on YouTube, sharing it via social media, and highlighting it in the 2024 Annual Report.

## Conclusion

HARP’s outcomes reflect both the program’s thoughtful design and its ability to meet the needs of Louisiana’s elderly population. The program successfully helped seniors access much-needed appliances that would reduce their energy costs, with 97.8% of awardees completing appliance orders.

In addition to its direct impact, HARP sparked broader conversations within LHC about expanding affordable housing solutions for seniors. The lessons learned from this pilot program have already prompted informed discussions within other LHC departments, including Energy Assistance, Homelessness Solutions and Multifamily Housing, about how to extend energy-efficient, affordable housing opportunities for seniors across Louisiana.

Through HARP, LHC demonstrated its unwavering commitment to improving the lives of Louisiana’s vulnerable elderly population. The program’s success is a testament to the power of collaboration, innovation, and a deep understanding of the state’s housing needs. By combining targeted support with practical, energy-efficient solutions, LHC was able to make a meaningful impact on those who needed it most, ensuring that seniors across Louisiana can enjoy safe, comfortable, and affordable living conditions.

## Supplemental Attachments

### Attachment 1: Timeline of the Home Appliance Replacement Program (HARP)

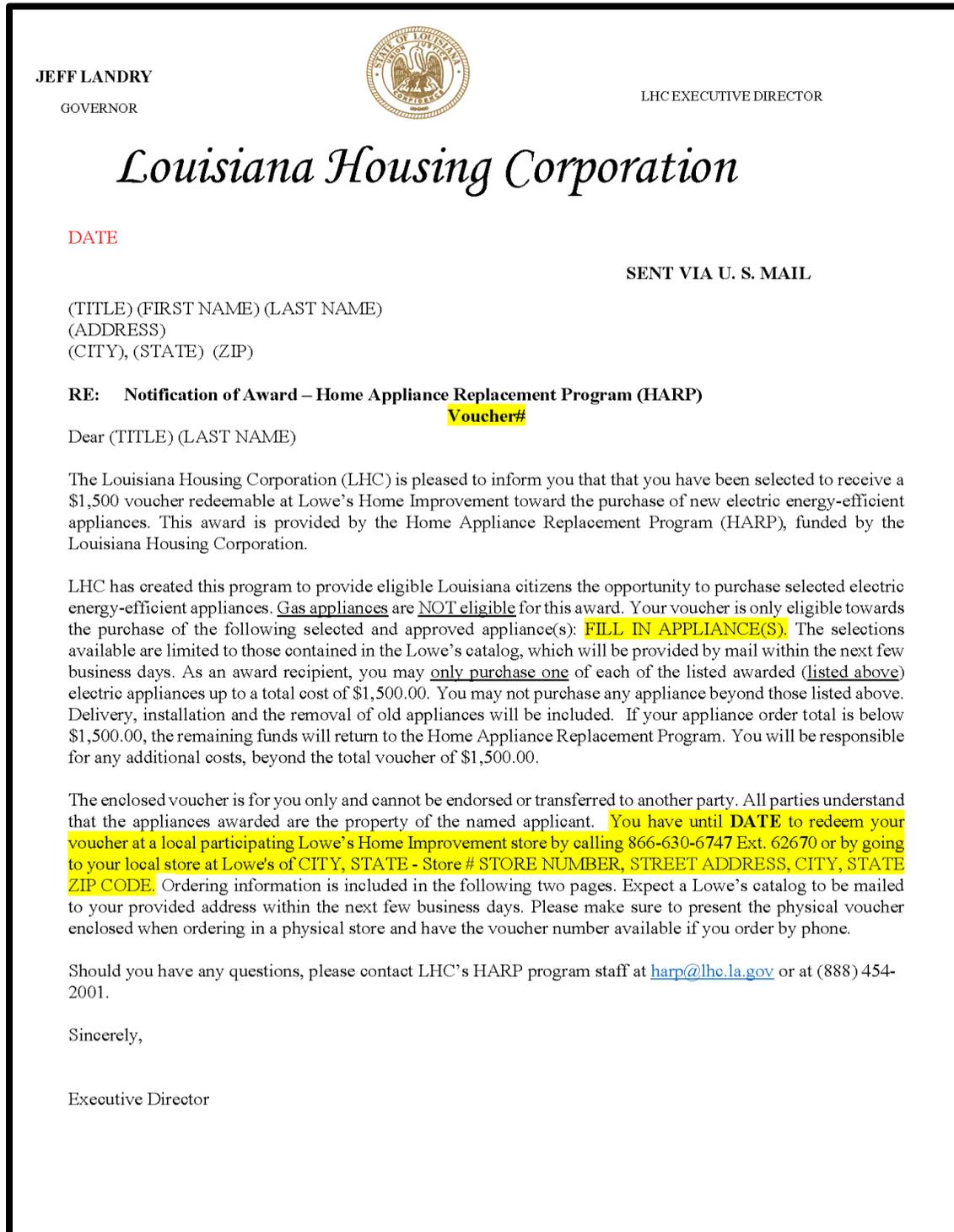


- November 8, 2023: During their monthly meeting, LHC Board of Directors approved of the Louisiana Housing Corporation (LHC) to implement and move forward with HARP.
- February 1, 2024: HARP application period opened.
- February 29, 2024: HARP application period closed.
- April 26, 2024: Internally, LHC finished all inspections for HARP awardees.
- April 29, 2024: LHC sent out denial letters
- May 1, 2024: LHC sent out award letters with the instructional sheet and the Lowe's catalog.
- May 31, 2024: The last Lowe's catalog order placed.
- July 19, 2024: Lowe's final invoice.
- July 24, 2024: Lowe's order processing date
- August 22, 2024: LHC mailed out the final payment.



### Attachment 3: HARP Award Letter

Featured below is a picture of the HARP award letter.



## Attachment 4: Ways to Order Letter

Featured below is a picture of the instructions on how to order eligible electric appliances.

**JEFF LANDRY**  
GOVERNOR



LHC EXECUTIVE DIRECTOR

# *Louisiana Housing Corporation*

Dear Awardee,

To provide more assistance with ordering your appliance(s), we have sent this instruction sheet. For questions or assistance, please call the HARP phone number at 225-763-8826 ext. 1325.

Three ways to order:

1. Go to [lowes.com](http://lowes.com) and look up item #'s listed in catalog that you received in the mail, to see features and descriptions of each item in more detail. Write down which item(s) you would like to purchase and call our Key Accounts Pro Solution Center.  
**Monday – Friday and 8am-5pm CST**  
**Phone: 866-630-6747 Ext 62670 – Key Accounts**  
**Email: [LPSlowesNam@lowesprosupply.com](mailto:LPSlowesNam@lowesprosupply.com)**  
**If you are directed to incorrect department, please ask to be transferred to extension or Key Accounts Team, and one of our associates will be available to assist.**  
**Please have the following information available for verification purposes during phone call as these are to ensure customer and account security:**
  - Account Name – Louisiana Housing Corporation
  - Name of Caller/Contact #/Delivery Information
  - Voucher #
  - Item #'s Selected
2. Review catalog documents and select item(s). Call our Key Accounts Pro Solution Center  
**Monday – Friday and 8am-5pm CST**  
**Phone: 866-630-6747 Ext 62670 – Key Accounts**  
**Email: [LPSlowesNam@lowesprosupply.com](mailto:LPSlowesNam@lowesprosupply.com)**  
**If you are directed to incorrect department, please ask to be transferred to extension or Key Accounts Team, and one of our associates will be available to assist.**  
**Please have the following information available for verification purposes during phone call as these are to ensure customer and account security:**
  - Account Name – Louisiana Housing Corporation
  - Name of Caller/Contact #/Delivery Information
  - Voucher #
  - Item #'s Selected
3. Go into the store provided on the approval letter and select item(s). Either:
  - a. Work with appliance specialist to review appliance options. Once decided, the appliance specialist will call the Key Accounts Pro Solution Center and the awarded homeowner will give the order info via phone or
  - b. Call our Key Accounts Pro Solution Center at their convenience**Monday – Friday and 8am-5pm CST**  
**Phone: 866-630-6747 Ext 62670 – Key Accounts**  
**Email: [LPSlowesNam@lowesprosupply.com](mailto:LPSlowesNam@lowesprosupply.com)**  
**If you are directed to incorrect department, please ask to be transferred to extension or Key Accounts Team, and one of our associates will be available to assist.**  
**Please have the following information available for verification purposes during phone call as these are to ensure customer and account security:**
  - Account Name – Louisiana Housing Corporation
  - Name of Caller/Contact #/Delivery Information
  - Voucher #
  - Item #'s Selected

## Attachment 5: A Snapshot of the Lowe's Catalog

Featured below is just one example page featured in the Lowe's Catalog sent to HARP awardees.

**Frigidaire Gallery 22.3-cu ft Counter-depth Side-by-Side Refrigerator with Ice Maker (Fingerprint Resistant Stainless Steel)**  
**ENERGY STAR**  
 Item #3649465 | Model #GRSC2352AF



Dimensions			
Actual Width (Inches)	36.125	Height to Top of Case (Inches)	68.625
Common Width (Inches)	36	Height to Top of Door (Inches)	68.625
Depth (Excluding Handles) (Inches)	28.5	Height to Top of Door Hinge (Inches)	69.875
Depth (Including Handles) (Inches)	29	Overall Capacity (Cu. Feet)	22.3
Depth (Less Door) (Inches)	23.875	Popular Widths	36-in
Depth Type	Counter-Depth	Refrigerator Capacity (Cu. Feet)	14.3
Depth with Door Open (Inches)	45	Refrigerator Size	Medium (33 - 36-in)
Freezer Capacity (Cu. Feet)	8	Weight (lbs.)	308.75

**Frigidaire 30-in Glass Top 5 Elements 5.3-cu ft Self-Cleaning Convection Oven Slide-in Electric Range (Fingerprint Resistant Stainless Steel)**  
 Item #5301143 | Model #FCFE308LAF



Dimensions			
Adjustable Height	Yes	Element #1 Size	5-in
Capacity (Cu. Feet)	5.3	Element #5 Size	6-in/9-in
Cutout Depth (Inches)	25	Element #6 Size	N/A
Cutout Height (Inches)	35.625	Maximum Assembled Height (Inches)	36.375
Cutout Width (Inches)	30	Minimum Assembled Height (Inches)	35.625
Depth (Inches)	26	Popular Widths	30-in
Element #1 Size	9-in	Range Size (Inches)	30
Element #2 Size	6-in	Usable Oven Interior (H x W x D)	18.125 x 25.1875 x 19.875
Element #3 Size	6-in	Width (Inches)	30

**GE 30-in Glass Top 4 Elements 5.3-cu ft Self-Cleaning Slide-in Electric Range (Stainless Steel)**  
 Item #911308 | Model #JS645SLSS



Dimensions			
Adjustable Height	No	Element #1 Size	6-in/9-in
Capacity (Cu. Feet)	5.3	Element #5 Size	N/A
Cutout Depth (Inches)	24	Element #6 Size	N/A
Cutout Height (Inches)	36	Maximum Assembled Height (Inches)	37.25
Cutout Width (Inches)	30	Minimum Assembled Height (Inches)	37.25
Depth (Inches)	28.25	Popular Widths	30-in
Element #1 Size	6-in/9-in	Range Size (Inches)	30
Element #2 Size	6-in	Usable Oven Interior (H x W x D)	19.25-in x 24.125-in x 19.5-in
Element #3 Size	6-in	Width (Inches)	29.875

## Attachment 6: Template Page of LHC’s Inspection Form

Featured below is a picture of the inspection form, completed and conducted by LHC’s Compliance Department.

 <span style="float: right;">Page 1 of 2</span>		
<b>Home Appliance Replacement Program (HARP) Inspection Form</b>		
Applicant’s Name	Date of Request (mm/dd/yyyy)	
Inspector	Date of Inspection (mm/dd/yyyy)	
<b>A. General Information</b>		
Full Address (including Street, City, County, State, Zip)		
Owner		
Name of Owner or Agent Authorized to Lease Unit Inspected		
Phone Number	Address of Owner or Agent	
Information Regarding Appliance Spaces (“X” if applicable or “NA” if not applicable)		
_____ Dimensions of the Refrigerator Area		
Width (in inches)	Height (in inches)	Depth (in inches)
Does the refrigerator area have a water line hose? _____		
Are there any water supply leaks? _____		
Does the refrigerator area have a water supply line? _____		
Comments		

## **Attachment 7: Publication of HARP**

Due to HARP's impact, LHC created a video testimonial to show the public how HARP was beneficial. <https://www.lhc.la.gov/lhc-on-your-block/lhc-on-your-block-harp>

