

Conductor for Household Assistance

TEN CAPABILITIES, AND WHAT CHANGES BECAUSE OF THEM • KINETECH CLOUD • AUGUST 2026

Agencies running household assistance do not run one program. They run several, sometimes dozens, with overlapping eligibility, overlapping applicants, shared documents and braided funding. Most software handles one program well, and the work falls through the seams between systems.

Conductor runs household assistance programs end to end: intake, eligibility, casework, payments and reporting. Housing, utility, repair and rehousing programs, with one record per household. It does not replace the systems an agency already has. It sits above them, so the same household, address and parcel appear in every program touching them.

What follows is what the platform does, and what changes for an agency because it does it.

What the platform does

01 A seat for everyone the work touches

An applicant gets self-service. A caseworker gets a queue. A program administrator gets configuration and dashboards. A landlord, utility or inspector gets access scoped to exactly the case they are part of, without the agency provisioning and later deactivating a staff account for them. An executive gets an outcomes view. All of it on the same record. Set once, enforced everywhere: no shared logins, no spreadsheets by email.

02 One household record across every program

Everything about a household on a single screen: the people on the application and their verified income, together, rather than spread across folders and inboxes. Every program the household has ever applied to sits on the same record, with the access walls that sensitive programs require preserved. A household that touches two programs in the same year is seen once, not twice. That is how duplicate assistance gets caught before it is paid.

03 One record for each household, matched across programs automatically

The moment an application arrives it joins the household's single record, and matching against the agency's other programs happens automatically at the record level. A household is never invisible to a second program because it is the same record everywhere. The caseworker sees them once rather than five times, and duplicate assistance is caught before it is paid.

04 Configuration the program team owns, with a safe way to test a change

Qualification rules are written by the program team in plain terms and versioned. A draft can be tested against real applications before it goes anywhere near a household, so an administrator sees who a change would affect before it goes live. Income limits load per county, so one rule set runs everywhere the program operates. When federal guidance shifts mid-cycle, the rule changes on the program timeline rather than a vendor ticket queue. Changing a workflow does not disturb the cases already in flight.

05 A compliance foundation that is already in place

FedRAMP-authorized hosting, SOC 2 Type II, ISO 27001, 27017 and 27018, NIST SP 800-53 alignment, WCAG 2.1 Level AA accessibility, and HIPAA business associate agreements where they are needed. Encryption is AES-256 at rest and TLS 1.2 or higher in transit. This is documented and current, not a roadmap item.

06 Braided funding, tracked to the dollar, live

Every funding source, what it has committed, and what is genuinely left. Allocate to a case and the braiding rules decide which dollar pays first. A program director funding a household from three sources at once knows where each stands today, while there is still time to act, instead of finding out at the end of the quarter.

07 Integrity checks across programs, with a person deciding

Shared payment details, overlapping assistance periods and repeated documents surface automatically, each with the evidence that raised it, across every program at once rather than one system at a time. Nothing is refused automatically. The platform shows a person what deserves a look, and records what they decided.

08 Eligibility decisions in seconds, with the reason attached

The household is tested against every rule in turn and the decision arrives in seconds, carrying the reason and the rule version it was made under. The same answer can be reproduced years later, which is what an appeal or an audit actually requires.

09 Extension when configuration is not enough

A genuinely custom need, an integration or a calculation unique to one funding source, moves through AI-assisted development with a person reviewing every release, rather than a multi-month development cycle. Configuration covers most of what a program needs; this covers the rest.

10 It sits above the systems you already have

An agency keeps the tool that already works and still gets a unified household view, without a second migration, a second retraining, or a year of risk. Where the existing tools work, they stay. Where the gaps are, Conductor closes them. Programs move onto Conductor progressively, as the roadmap allows.

What changes because of it

The capabilities above matter because of what they do to the way a program runs. These are the outcomes agencies report, in the order they tend to matter.

- **More federal funding earned, not only distributed.** Braided funding tracked live is what makes performance reporting provable. At the largest deployment that meant \$360 million in additional performance-based federal funding earned, on top of \$1.2 billion already distributed.
- **More households served without adding headcount.** Cross-program matching at the record level means staff stop re-processing households the agency already knows, and caseworkers work one record instead of five.
- **Fewer duplicate payments, caught before the money moves.** No household is invisible to a second program, because it is the same record everywhere.
- **Integrity answers that hold up in a hearing.** When the question comes from a board, an auditor or a reporter, the answer is a documented process with evidence attached, not a promise.
- **Audits and records requests measured in clicks.** Dashboards and exports are drawn from the same live data staff enter every day, so a monitoring visit is a query rather than a reconstruction project.
- **Program changes on the program timeline.** Federal guidance shifts and the system reflects it in a day, instead of after a change order clears.
- **The system that already works keeps working.** No forced migration removes the most common reason agencies delay modernizing at all.
- **Security review clears instead of stalling.** The questionnaire that holds other vendors up for months is a checklist an agency can already tick.
- **Everyone touching the work gets a seat rather than a workaround.** The system that gets adopted is the one built for the people using it.
- **A decision now, and the same answer later.** A household is not waiting weeks to learn whether help is coming, and a caseworker is not guessing why a decision was made when someone asks eighteen months on.

Proven

Conductor for Household Assistance is proven across state agencies, city and county governments, and the large nonprofit aggregators that run assistance programs alongside them. The numbers below come from deployments running today.

DEPLOYMENT	RESULT
Largest single deployment	500,000+ applications processed and \$1.2 billion distributed, with federal performance targets met ahead of schedule and \$360 million in additional performance-based federal funding earned for the state
Across Household Assistance deployments	1 million+ people served and more than \$1.5 billion distributed
State public utility commission	5,000+ utilities regulated and 21,000+ external stakeholders, integrating with legacy systems rather than replacing them

Most agencies go live within three to six months, delivered in two-week increments.

Prepared by Kinetech Cloud. Craig Smith, Partner, Kinetech PSN.