

Conductor for Household Assistance

Energy, water, rental, and emergency assistance programs, with one record for each household.

Conductor for Household Assistance is a purpose-built solution on the Kinetechn Conductor platform for state agencies, cities and counties, Community Action Agencies and nonprofits, and utilities that administer assistance programs. Intake, eligibility, document verification, fund administration, vendor payment, compliance reporting, and engagement run in one system that works alongside the systems an agency already has.

Programs covered

LIHEAP · heating, cooling, crisis assistance, and energy burden reduction	Home weatherization (WAP) · with contractor management and inspection workflows	Rental and utility arrears assistance · with Treasury-aligned compliance reporting
Disaster relief household assistance · FEMA, state, and locally funded response programs	State, local, and privately funded programs · philanthropic and employer-funded assistance	Utility restitution and consumer relief · settlement distributions and arrearage forgiveness

Benefit system connectors screen households for SNAP, TANF, and Medicaid from the same application and refer them on; eligibility determination stays in the state system.

What the platform does

- **Intake and eligibility.** An application joins the household's record the moment it arrives; likely non-qualifying applications are flagged with the reason attached and referred on once a reviewer confirms.
- **Rules your team writes and versions.** Eligibility is a rule set the program team maintains. A draft change runs against historical applications before it is published, and every decision keeps the rule version it was made under.
- **Document verification.** Each document is collected once and reused across every program that needs it. IDs, pay stubs, utility bills, and leases are read on arrival; only exceptions reach a caseworker.
- **Fund administration and braiding.** Every dollar is tied to its funding source and the household it served, with categorical eligibility, benefit caps, supplanting, and period limits enforced automatically.
- **Payment issuance.** Vendor payments direct to utilities, landlords, and contractors, with batch generation for ACH or state treasury, reconciled against bank settlement files.
- **Program integrity and reporting.** Duplicate prevention across programs and funding periods. Nothing is refused automatically: the platform shows a person what deserves a look, a reviewer confirms, and the decision is recorded. Federal reports draft from live case data.

Proven in production. At the Michigan State Housing Development Authority, Kinetechn runs statewide rental, homeowner, and energy assistance: roughly 320,000 applications processed and nearly \$1 billion distributed across CERA, MIHAF, and MI-HOPE, with federal performance targets met ahead of schedule.

\$360M

Additional performance-based federal funding earned for Michigan

1M+

People served across Conductor for Household Assistance deployments

\$1.5B+

In household assistance distributed at city, county, and state levels

One record for each household

Programs are siloed. Households are not. Conductor starts with the household: one record for each household, matched across programs automatically. Every program the household has touched sits on the same record, so duplicate assistance is caught before it is paid. A landlord, utility, or inspector sees exactly the case they are part of, without the agency provisioning a staff account.

Delivery options

Configured, not coded. Your team configures alongside ours and owns the configuration at go-live; when guidance changes mid-cycle, staff update rules, forms, and workflows.

Production in three to six months. Two-week sprints, support and a 60-day warranty included. A GovCloud FedRAMP Moderate option is available where a contract requires it.

Procurement ready. Available through TXShare Cooperative MSA #2025-018 (nationwide), Texas DIR Contract DIR-CPO-5958, GSA Multiple Award Schedule (GS-35F-160CA), and the Texas TIPS Cooperative when a fit is established and a full solicitation cycle is not required.