



SOLUTION BRIEF • AUGUST 2026

Conductor for Household Assistance

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

Programs are siloed. Households are not.

1M+

people served

\$1.5B+

distributed

150+

organizations served



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What it is

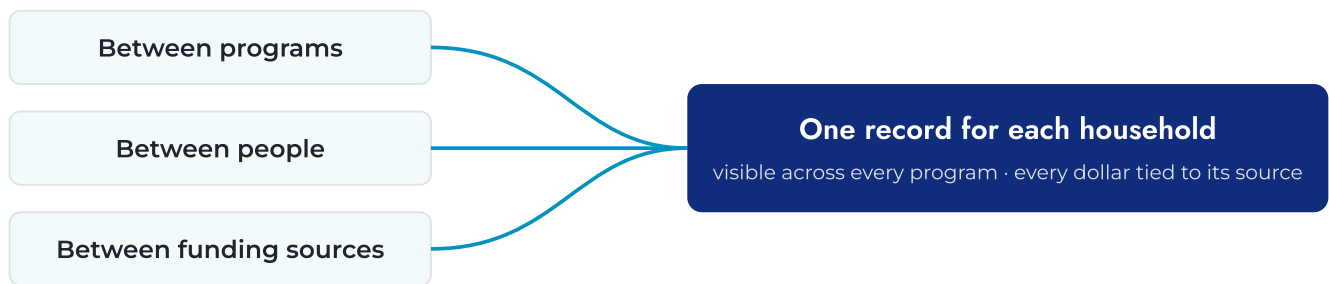
Conductor for Household Assistance is a purpose-built solution for agencies that administer household assistance programs, whether energy, water, rental, and emergency assistance or the state, local, and privately funded programs unique to a given agency. It runs on the Kinetech Conductor platform and handles intake, eligibility, document verification, fund administration, vendor payment, compliance reporting, and engagement in a single system that adapts to federal, state, and local program rules. Programs are configured, not coded, so the ones unique to your agency run the same way the federal ones do. And once a program is live, your team keeps it current. When guidance changes mid-cycle or a new program arrives, your staff update the rules, forms, and workflows themselves, the same day, without a developer or a vendor change request. Conductor works alongside the systems an agency already runs, not as a rip-and-replace.

Programs are siloed. Households are not. Most software handles one program well, and the work falls through the seams between systems. Conductor was built for the seams. It starts with the household, not the program.

Three seams show up in almost every agency:

- **Between programs** A household qualifies for several programs but has to find and apply to each one separately, and staff never see the whole household in one place.
- **Between people** The families, delivery partners, and vendors doing the work, and the agency leaders who need to see outcomes, have no shared way into the system, so coordination happens over phone and paper instead of in one place.
- **Between funding sources** The help a household receives is braided from federal, state, and private streams, each with its own eligibility rules, its own restrictions, and its own report to the funder. Tracked in spreadsheets, that braiding is where the over-payments and the audit findings live.

Conductor closes all three. One record for each household, visible across every program, a role-appropriate way in for everyone the work touches, and every dollar tied to its funding source and the household it served, all in one system that sits above the ones already in place.



The three seams, and the one record that closes them.

Who it is for

The common pattern is an organization administering more than one assistance program for overlapping households, reporting to a funder, and delivering through partner agencies as well as its own staff.

State agencies

State energy offices, human services departments, and housing finance authorities administering LIHEAP, rental assistance, weatherization, and utility relief programs.

Cities and counties

Municipal and county departments running emergency rental, utility, and household assistance, during disasters or as ongoing local programs.

Community Action Agencies and nonprofits

Networks and community-based organizations that administer household assistance funding under pass-through or sub-grantee arrangements.

Utility companies

Investor-owned, municipal, and cooperative utilities running customer assistance, arrearage forgiveness, low-income discount, and restitution-distribution programs for their customers.

Within each, Conductor gives a seat to everyone the work touches: applicants, caseworkers, and program administrators, and also the delivery partners working an assigned caseload, the vendors and landlords being paid, and the leadership and oversight roles that need outcomes without casework detail. A landlord, utility, or inspector sees exactly the case they are part of, without the agency provisioning a staff account for them.

Program coverage

The solution ships pre-configured for the program families below. Each can run independently or alongside others with shared eligibility logic and braided funding.

- **LIHEAP** heating, cooling, crisis assistance, weatherization referrals, and energy burden reduction.
- **WAP** DOE-funded home weatherization with contractor management and inspection workflows.
- **Rental and utility arrears assistance** including programs operating on reallocated emergency rental funds, with Treasury-aligned compliance reporting.
- **Disaster relief household assistance** for FEMA, state, and locally funded response programs, with surge capacity for rapid caseload growth.
- **State, local, and privately funded programs** energy burden reduction, supplemental rental aid, philanthropic crisis funds, and employer-funded assistance.
- **Utility restitution and consumer relief** settlement distributions from regulatory proceedings, arrearage forgiveness, and low-income discount programs, run by investor-owned, municipal, and cooperative utilities.

Benefit system connectors for SNAP, TANF, and Medicaid support categorical eligibility and data sharing where agreements permit. Conductor screens households from the same application and refers them on. Eligibility determination stays in the state system.

Core capabilities

What follows is what a household assistance program needs to run end to end, from the moment a family applies to the moment a federal report is filed. All of it is configured rather than coded, which is what lets an agency absorb a mid-cycle rule change without waiting on a development cycle.

Intake and eligibility

Agencies lose time at intake two ways. Households guess which program fits and start over for each one, and staff spend a large share of their hours on applications that were never going to qualify. With Conductor, an application joins the household's single record the moment it arrives, and it is evaluated against every program the agency runs, so no household is invisible to a second program and a caseworker's time goes to the applications that actually need one.

- **Cross-program household matching** one application, evaluated against every program the agency runs, from one record for each household.
- **Automated screening and notification** likely non-qualifying applications are flagged with the reason attached and referred on once a reviewer confirms them; the platform never denies a case on its own.

- **Duplicate prevention** across programs, funding periods, and participating agencies, with the evidence that raised each signal attached. Nothing is refused automatically: the platform shows a person what deserves a look, and records what they decided.
- **Rules tested before they go live** eligibility is a rule set the program team writes and versions. A draft change runs against historical applications before it is published, so the administrator sees what would have changed before it reaches a household, and every decision keeps the rule version it was made under.

Document verification

Documents are where household assistance cases stall. Chasing paperwork, re-collecting what a household already sent, and re-verifying the same income for each program is where staff time goes. Conductor collects each document once, extracts what it can, and reuses it across every program that needs it. Where a document can be read and checked automatically, it is, so staff spend their time on the exceptions rather than on every file.

- **Automated extraction** IDs, pay stubs, utility bills, and leases; fields pre-populated, not re-keyed.
- **Automated third-party verification** income, identity, and residency against external sources; only exceptions reach a caseworker.
- **Document versioning and approval** reviewer sign-off captured per document.

Fund administration and braiding



Braiding: federal, state, and private streams across one case, attribution kept.

Braiding is the capability most household assistance programs need and most platforms handle poorly. Conductor ties every dollar to its funding source and to the household it served, and enforces the restrictions that come attached to it.

- **Fund braiding across multiple streams** full attribution per dollar, configurable allocation rules.
- **Fund restrictions enforced automatically** categorical eligibility, benefit caps, supplanting, and period limits.
- **Obligation, commitment, and disbursement tracking** at case level and in aggregate.

Payment issuance

Household assistance rarely pays the household. Funds go to a utility, a landlord, or a contractor, which means the payment file, the remittance detail, and the reconciliation all have to match what the receiving party expects.

- **Vendor payment workflows** direct to utilities, landlords, and contractors, not the household.
- **Payment batch generation** for ACH, state treasury, or third-party payment processors.
- **Payment reconciliation** against vendor confirmations and bank settlement files.

Case management

A caseworker carrying a household across several programs needs one place to work, not one login per program. The workspace is organized around the household rather than the program.

- **Caseworker dashboard** assigned cases, tasks, overdue alerts, case-ready indicators.
- **Kanban and pipeline views** caseload distribution across staff and steps.
- **Restricted program isolation** walled off at the data model; the relationship is visible, the case detail is not.

Delivery networks

Many agencies deliver through subgrantees and Community Action Agencies rather than their own staff alone. Each partner organization works in its own walled-off workspace, scoped to its own caseload, while the administering agency sees the whole network from one dashboard. Subrecipient monitoring runs against live case data, not after-the-fact reports.

Engagement

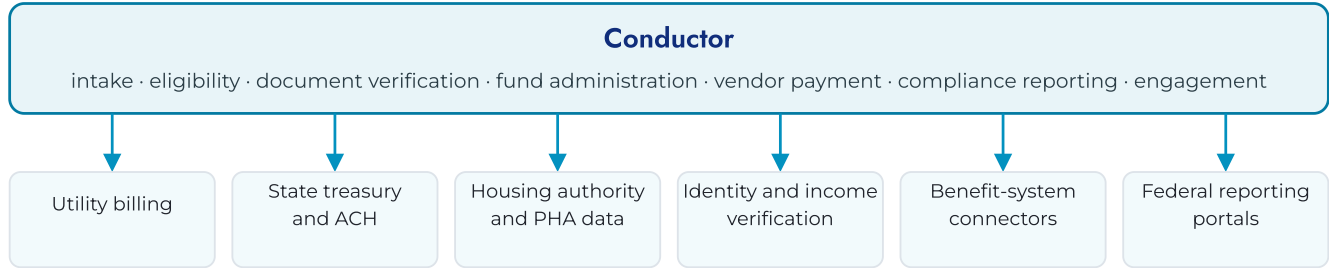
The household experience determines how much work lands back on staff. Every question answered in the portal is a call that does not come in, and every status update sent is an applicant who does not have to wonder.

- **Mobile-friendly, multilingual portal** guided intake, real-time status, self-service upload.
- **SMS and email notifications** configurable templates tied to case events.
- **Outcome communication** award letters, denial notices with appeal rights, payment confirmations.

Integrations

Conductor sits above the systems an agency already runs. Common integrations: utility billing for account and arrearage lookup and payment posting, state treasury and ACH disbursement, housing authority and PHA data, identity and income verification, USPS address validation, benefit-system connectors for SNAP, TANF, and Medicaid where agreements permit, and federal reporting portals including OLDC, Treasury, and DOE WAPTAC.

One record for each household, visible across every program



Conductor sits above the systems an agency already runs, not as a rip-and-replace.

Program reporting

Reporting is a byproduct of the work, not a separate reconciliation project. Federal artifacts (HHS LIHEAP, Treasury rental assistance, DOE WAP) draft from live case data, alongside Uniform Guidance and Single Audit support, configurable equity and demographic dashboards, and an immutable audit trail on every case, eligibility, and payment action.

Security, compliance, and accessibility

The posture below is standard for every deployment. Engagement-specific requirements, such as a federal authorization or a business associate agreement, are handled through the applicable contract.

- **Certifications and frameworks** SOC 2 Type II; ISO 27001, 27017, 27018; NIST SP 800-53; StateRAMP Moderate where required. A FedRAMP Authorized government cloud (AWS GovCloud, Moderate) is available where a contract requires it; commercial cloud is standard.
- **Data protection** TLS 1.2 or 1.3 in transit, AES-256 at rest, an isolated database per environment, and permissions enforced at the data model, so a restricted user cannot reach protected data even through an API.
- **HIPAA** BAAs supported, aligned to the Security and Privacy Rules where an application processes protected health information.
- **Accessibility** WCAG 2.1 AA and Section 508, designed in from the first sprint: automated scanning every sprint, screen-reader testing with NVDA, JAWS, and VoiceOver on critical workflows, and an ACR in VPAT format provided as a delivery artifact.
- **Hosting** cloud agnostic: AWS, Azure, Google Cloud, or agency-controlled.

Data ownership and exit

Agencies retain full ownership and control of their data throughout the engagement and at its conclusion.

- **Ownership** the agency retains exclusive ownership of all data, metadata, documents, configuration data, and audit logs. Kinetechn claims no rights to any of it, and does not use agency data for marketing or product development.
- **Access during the engagement** real-time access to agency data through an OData connector for use in external tools such as Power BI or Tableau, without a separate export process. Kinetechn provides the data dictionary.
- **Secure decommissioning** after the agency confirms receipt and integrity of final exports, application environments are securely decommissioned and data purged from production and backup. A Certificate of Data Destruction is provided on request.



Getting to production

Most agencies reach initial production in three to six months, delivered in two-week sprints with working software you can see at the end of each one. Your team configures alongside ours and owns the configuration at go-live, so the system does not depend on us to keep running.

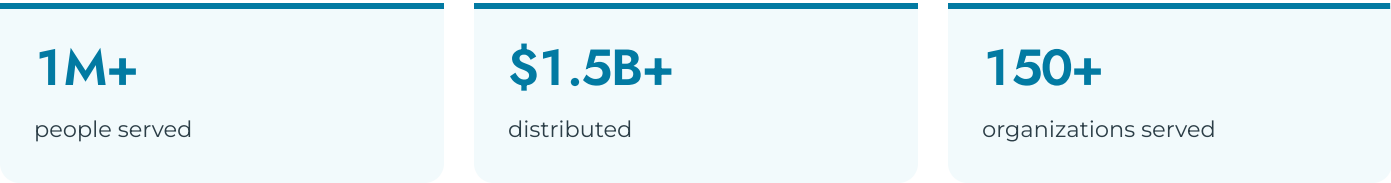
Your data comes with you. We have migrated from spreadsheets, desktop databases, paper files, and legacy vendor systems, staged against a copy of production and reconciled against your source before cutover.

You are supported after launch. Every subscription includes support and a 60-day post-production warranty, with enhanced tiers for programs that need extended hours and tighter targets.

Purchasing vehicles. Conductor is available through the TXShare Cooperative MSA (#2025-018), Texas DIR-CPO-5958 (DBITS Software Services), and the TIPS Contract (#220105).

Proven across the public sector

Kinetech has been building public sector and nonprofit programs since 2014, for more than 150 organizations, from statewide agencies processing hundreds of thousands of applications to community nonprofits serving a single county. The household assistance deployments below sit within a practice that also runs production systems for affordable housing finance, utility regulation, statewide transit, elections, and juvenile justice. The platform and delivery model behind Conductor for Household Assistance are proven across that full range, well beyond any single program.



HOUSEHOLD ASSISTANCE EXAMPLES

- **Michigan State Housing Development Authority** Statewide rental, homeowner, and energy assistance. More than 500,000 applications processed and \$1.2 billion distributed across CERA, MIHAF, MI-HOPE, and related programs, at up to 5,000 concurrent users during peak intake. Federal performance targets met ahead of schedule, supporting the state in securing an additional \$360 million in performance-based federal funding.
- **City of San Antonio, Department of Human Services** Bilingual utility and energy assistance since 2018, extended to emergency household relief during COVID-19 for 70,000+ residents. Recognized by the White House for delivery speed and equity outcomes.
- **City of Dallas, Office of Community Care** Emergency rental and utility assistance for Dallas households, with a resident portal, case management, real-time dashboards, and integrated landlord payment workflows.

More than 1 million people served and over \$1.5 billion in household assistance distributed across all Conductor for Household Assistance deployments at city, county, and state levels.

We never forget why we made this solution

Behind every application is a household waiting on an answer. A shutoff notice. An eviction filing. A cold house in January. An empty pantry. The household did not choose the way programs are funded and organized, and navigating that structure should not be their job. When the work is orchestrated in one place, help arrives sooner and less is asked of the person who needs it.

About Kinetech

Kinetech Cloud is a US-based technology firm founded in 2014 and headquartered in San Antonio, Texas. We build purpose-built applications for government agencies and nonprofits, replacing legacy systems, spreadsheets, and off-the-shelf software that does not fit how an agency works. Public sector and nonprofit programs are our largest practice, our team is entirely US-based, and our mission is to be a catalyst for good through our people and our work.

Conductor is our configurable case management and workflow platform for the public sector, handling intake, eligibility, casework, fund tracking, document processing, audit, and engagement, configured by the agencies that run it rather than coded for them.



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