

Global Visibility Overview

January 15, 2026



Agenda

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What is Visibility in HMIS?

Visibility in HMIS refers to the rules that determine which users and agencies can view and interact with a client's record. In Community Services, visibility is configured at the agency and project (provider) levels and applied across core data such as client profiles, entry/exits, service transactions, and assessment /sub-assessment data. Visibility utilizes the provider tree structure, so information created at the Agency level is available to the project beneath it. Any sharing across agencies occurs only when they are explicitly included in the appropriate visibility groups.



What is Visibility in HMIS?

Visibility rules are applied differently depending on the type of information being stored. In Community Services, there is a difference between (1) whether a provider can access a client related object at all, and (2) whether the detailed answers recorded within an assessment are readable outside the project that entered them. This is implemented through two layers:

- Static Visibility
- Dynamic Visibility



How Visibility Works - Static

Static visibility controls access to client-related objects in HMIS, such as Profiles, Enrollments (Entry/Exit), Notes, and Service transactions. In HMIS, static objects are available to included providers according to configured visibility groups. For the Entry/Exit object specifically, visibility allows other providers to see that an enrollment exists; it does not govern the assessment responses tied to that enrollment.

Object Examples

Entry/Exit

Client

Need

File Attachment

Client
Demographics



How Visibility Works - Dynamic

Dynamic visibility controls whether assessment and sub-assessment answers are readable outside the project that entered them. It operates at the question/row level and is tied to the client's enrollment and effective dates. This allows assessments to pre-fill the most recent visible answer. Updates to assessment answers add a new row rather than overwrite prior values, allowing other included providers to view the history while preserving the previous entries added by other projects.

HUD CoC & ESG Entry All Other Projects (2026)

The following questions in italics (specifically in the Employment, Education, and Pregnancy/Parenthood sections) are recommended. They are highly encouraged to complete for youth.

Relationship to Head of Household *	-Select-	G
Enrollment CoC *	-Select-	G
Date of Birth	/ /	G
Date of Birth Type	-Select-	G

To make multiple selections, hold the Control (Ctrl) key and left-click each value as necessary. It will display as a blue highlight.

Race and Ethnicity	<div>American Indian, Alaska Native, or Indigenous Asian or Asian American Black, African American, or African Hispanic/Latina/o Middle Eastern or North African Native Hawaiian or Pacific Islander White Client doesn't know Client prefers not to answer Data not collected</div>	G
Additional Race and Ethnicity Detail (Optional)		G
If Different Identity, Please Specify		G

Survivor of Domestic Violence	-Select-	G
If Yes for Survivor of Domestic Violence, When experience occurred	-Select-	G
If Yes for Survivor of Domestic Violence, Are you currently fleeing?	-Select-	G



Global Visibility Overview

Global Visibility is an upcoming update to HMIS, approved by the HMIS Committee, as part of the Chicago CoC's ongoing efforts to strengthen collaboration and improve client outcomes. This update addresses long-standing inconsistencies in how data is shared across agencies and projects. By standardizing visibility settings, the update ensures that unlocked client records can be accessed more broadly across the CoC.

- This update applies only to data entered on or after the rollout date.
- **Data entered before the rollout date will retain its existing visibility and will not retroactively change.**



Global Visibility Static Changes

The following static objects will be updated to include Global visibility for unlocked clients:

Object	Purpose & Impact	Object	Purpose & Impact
Call Record	Enables all providers to view call records (e.g., HPCC 211), improving intake coordination.	Client Note	Enables visibility of client notes added post-rollout
Case Manager	Displays assigned case managers across agencies, supporting better cross-provider communication.	Entry/Exit	New enrollments will be visible across CoC; assessment data tied to these follows dynamic visibility rules.
Case Note	Allows visibility of notes added after rollout, helping providers understand client history.	File Attachment	Allows providers to view attachments added after rollout (e.g., documents, ROIs).
Client	New client records will default to global visibility unless manually locked at creation.	Need (Services/Referrals)	Enables visibility of referrals and service transactions; supports CE and PSH coordination.
Client Demographics	Shares basic demographic info for data added after rollout.		



Global Visibility Dynamic Changes

The following assessments will be updated to include Global visibility for unlocked clients:

AME Entry Assessment	HUD CoC & ESG Update
Annual Assessment	HUD VASH Annual Assessment
Contact Information	HUD VASH Entry
COVID-19: High Risk Indicator	HUD VASH Exit
DFSS and IDHS Supplemental Assessment	HUD VASH Update
HHS PATH Annual Assessment	State Homeless Prevention
HHS PATH Entry for Services Only	VA GPD CCSH CRS Annual Assessment
HHS PATH Entry for Street Outreach	VA GPD CCSH CRS Entry
HHS PATH Exit	VA GPD CCSH CRS Exit
HHS PATH Update	VA GPD CCSH CRS Update
HPCC	VA SSVF Annual
HUD CoC & ESG Entry – All Other Projects	VA SSVF Entry for HP and RRH
HUD CoC & ESG Entry – SO, ES, SH	VA SSVF Exit
HUD CoC & ESG Exit	VA SSVF Update
Coordinated Entry HUD	Coordinated Entry HUD Update



Exclusions to Global Visibility

- While most HMIS fields and projects will move to Global Visibility after launch, RHY and HOPWA projects are excluded. These program types will retain their existing HMIS visibility settings and will continue to operate as they do today.
- This exclusion also applies to RHY and HOPWA specific assessments. Data entered into those assessments will not be shared outside of the agency, consistent with current configuration.

HUD HOPWA Entry All Other Projects	HHS RHY Entry for SO and ES
HUD HOPWA Entry for ES	HHS RHY Entry for TH and HP
HUD HOPWA Update	HHS RHY Exit
HUD HOPWA Exit	HHS RHY Post-Exit



Immediate Impacts

On the rollout date, providers will not see major changes unless new data is entered for unlocked clients. Existing data will keep its current visibility settings, so the impact depends on when projects/clients begin entering/providing new information.

- Emergency Shelter (ES) projects are expected to experience the earliest impact because of higher client turnover, meaning new enrollments and assessments will start appearing in shared views sooner.
- Projects with longer stays, such as Permanent Supportive Housing (PSH), will see changes more gradually.
- Reports due within the first 30–60 days will likely show minimal differences since most clients will not have updated data yet.



Long Term Impacts

As global visibility becomes fully integrated, providers will begin to notice significant changes in how data appears and flows across HMIS. They will be able to view project enrollments from agencies and projects they previously had no access to, creating a more complete picture of client interactions. Reports will reflect system-wide data available during the enrollment period rather than data entered exclusively by the provider's own agency. Sub-assessment sections will populate with all values entered across agencies, greatly expanding the list of entries.

- Ability to view enrollments from agencies previously inaccessible
- Reports showing system-wide data for the enrollment period
- Sub-assessments populated with all entries across the CoC
- Significant reduction in duplicate enrollments



Additional Supporting Updates

Alongside the visibility settings configuration change, there will be an updated client consent form / Release of Information. The HMIS User Access training process has also been updated so users understand how to handle client information appropriately in a more shared system. In addition, Helpdesk documentation has been expanded to support the visibility changes with updated guidance, workflows, and data quality/reporting resources.

Updated HMIS Access Training - New training is planned to launch on January 26th, ahead of the visibility changes, and now includes Privacy/PII and Consent, plus an updated proctor and review process.

Updated Client Consent / ROI - The consent form has been updated to reflect the visibility changes, including updated consent options. The consent has also gone from 2 to 1

New/Updated Helpdesk Documentation - 8 existing Helpdesk articles have been updated, and over 10 new Helpdesk articles have been added to support providers



Rollout Next Steps

Global Visibility is planned to go live in HMIS on Tuesday, **February 3rd**

We will be sending out an email on February 2nd, letting providers know that the system will be updated that evening. We will then follow up on February 3rd, letting providers know that everything was updated successfully.



Resources - Webinars

- Consent and Privacy (Tuesday, January 20, 2026, 12:00 pm - 1:00 pm)
- Using a Shared System (Wednesday, January 21, 2026, 12:00 pm - 1:00 pm)
- Data Accuracy and Audit Tools (Tuesday, January 27, 2026, 12:00 pm - 1:00 pm)
- Reporting Impacts (Thursday, January 29, 2026, 12:00 pm - 1:00 pm)



Resources – Helpdesk Links

- Understanding Visibility In HMIS
 - <https://hmis.allchicago.org/hc/en-us/articles/41017666833300-Understanding-Visibility-In-HMIS>
- HMIS Global Visibility Announcement
 - <https://hmis.allchicago.org/hc/en-us/articles/34297099086484-HMIS-Global-Visibility-Announcement>
- Using a Shared Data System: Important Guidelines
 - <https://hmis.allchicago.org/hc/en-us/articles/34306612015380-Using-a-Shared-Data-System-Important-Guidelines>
- HMIS User Access Training
 - <https://hmis.allchicago.org/hc/en-us/articles/43579713324308>



Q & A



Thank you

