

9 WAYS CASE MANAGER SUPPORTS BLIND AND VISUALLY IMPAIRED USERS

Vertex Case Manager has been designed and certified to support blind and visually impaired users with the tools they need to work independently, confidently, and efficiently. In this infographic, dive into the 9 benefits of Case Manager for this group.

1

Screen Reader Compatibility

- Fully compatible with popular screen readers (e.g. JAWS®).
- Content is read aloud, so blind users can hear form fields, menu items, content, etc.

2

Keyboard-Only Navigation / Tabbing Support

- Navigate the system entirely without a mouse, using keyboard tabbing.
- Move from field to field, menu to function, forms to workflows via keyboard.

3

Field-level Narration & Accessible Labels

- Each field is clearly labeled and guided so users know what input is expected.
- Narration helps guide through forms and workflows.

4

Inclusive Design

- Layouts, labels, workflows designed with accessibility in mind.
- Partnership with VisAbility ensures more practical usability for the blind community.

5

Official Certification (VPAT / WCAG)

- VPAT-certified using WCAG standards—audited for accessibility.
- Helps organizations meet legal / regulatory requirements.

6

Seamless Case Management + Billing

- Automatically integrates service hours into billing workflows.
- Reduces manual entry errors and increases efficiency.

7

Centralized Dashboard

- Provides a single view of tasks, document uploads, service tracking.
- Simplifies navigation for visually impaired users.

8

Reporting & Analytics

- Monitor progress, outcomes, and compliance through accessible reports.
- Gives leadership better insights with less manual effort.

9

Empowered Independence & Efficiency

- Blind or visually impaired staff can manage case work independently.
- Reduces delays, increases confidence, and saves time.

By combining accessible design, certified compliance, and powerful case management tools, Vertex Case Manager ensures that blind and visually impaired staff can fully participate in every stage of service delivery. The result: more independence, stronger compliance, and better outcomes for organizations and the people they serve. Talk to our team to learn more.