LEP: Cultural Understanding of the issues

- Receipt of public benefits
- Mental health issues
- Domestic Violence (DV)
- Sex/Gender and relational stereotypes
- Family configuration and protocol

Ask: What am I assuming?
Talk less and notice more

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LEP: Cultural Context of Client's Life Experience

Cultural knowledge vs. experience

How does it help or hinder your understanding of the client?

Hidden barriers
  - Past Trauma
  - Education

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LEP: Differing Understandings of Systems and Bureaucratic Processes

Differing Concepts of:
  - Process
  - Roles
  - Ownership/Entitlement
  - Decision making
  - Terms of art in Legal world