

Thinking on Things Letter

July, 2013 Installment

The Thinking on Things Letter is published by The Levy Launch: Management/Strategy Consulting, Corporate Training, Forensic Psychology and an Academic Resource Center. We are located in Los Alamitos and our website is: www.thelevylaunch.com The center was founded by Elijah Levy, Ph.D. who can be reached at: thelevylaunch@yahoo.com or at (562) 230-3334

We offer a free consultation to launch your creative ideas. *Yup—free. What a deal—eh?*

This letter is better than an everything bagel loaded with lox, cream cheese, capers, onions and well—anything else your heart desires. Just believe me—that loaded bagel will give you indigestion, heartburn and well.... This letter will fill your mighty mind and soul with indispensable cultural literacy and maybe a little aggravation. That's it.

Hello new readers and friends of the Launch. After you read this installment of the Thinking on Things Letter, you'll be a friend forever and become much more culturally literate like me. Well—not as much as me because I'm the one that knows and writes about this material.

The other day I was introducing Gordon Parks to some of my students, and they naturally wanted to learn more about his photography, poetry and art. So—they appreciated learning about his life and how his writing and photography can enrich their life.

Well—it's July and things will be busy this summer. I went to Juneau, Alaska on June 23rd and returned on the 26th. I was there sharing some of my work with Juneau NAMHI and Polaris House. These mental health programs are doing wonderful work with the mentally ill and I ran some workshops for the staff on creative expression/poetry and its healing qualities. I also talked about how we can instill hope and optimism in folks living with mental illness and schizophrenia. Finally—I spoke at Bartlett Hospital on this topic and my presentation was sponsored by Juneau NAMI which is National Alliance for the Mentally Ill. My good friend Dov Gartenberg is the Executive Director of Juneau, NAMI. I can't thank the clinical staff and residents who attended my workshops enough. They were all so appreciative and wonderful people interested in using some of my material on creative writing to promote optimism and hope for individuals living with Schizophrenia.

The best use of a life is to spend it for something that will outlast it.

--- William James

Anything that has real and lasting value is always a gift from within.

--- Franz Kafka

Dov and I spent a few hours on Monday hiking near Mendenhall Glacier and the sights were spectacular. So—I loved the little time I was there and hope to return and continue collaborating with the great team of mental health professionals doing great work for our mental health folks.

My partner Chaz and I are running our monthly trainings on how law enforcement can more effectively interact with the mentally ill -- for the Orange County Sheriff Department. Later this month, the Anaheim Police Department is sponsoring us and we hope to offer our work to other departments besides the Orange County Sheriff Dept.



Other than these bits of information—things are great at Founders House of Hope. We had our annual BBQ on July 6th at El Dorado Park and a few of my good friends helped run this event. The residents look forward to this event every summer and I couldn't run it without the wonderful support of my good friends. We served shrimp, chicken, grilled veggies, appetizers, drinks and desserts.

Thinking on Work by Elie Levy

Do you live to work or work to live? Should our work be more to us than just a paycheck? And what's wrong if work is just a paycheck to us? Work is an indispensable activity for defining our sense of self. However, work alone does not pull for or engage our total self. It represents one dimension of our multiple selves/identities from which we can feel worthwhile and draw self-esteem. Interestingly, influences how others think of you. It is more than just an instrument enabling us to live a utilitarian life? The view of work as instrumental is a traditional American view, a consumerist perspective of work which may or may not fulfill our yearning for meaning and purpose in life. One can define work as an activity performed for economic security and sustenance. In this way, work is conceived of as instrumental and a means to an end. In contrast, honoring one's inner, passionate voice or calling also represents work—but is an activity carrying deeper, inherent value for the individual. In this condition of employment, the individual sees clearly how performing his dignified work contributes to enhancing the lives of others or connecting to the larger community. Americans want to work and we have a peculiar curiosity about what each of us does for work. We want to work and believe we should work, even if we don't need the money. Our belief that work, in part defines who we are has its origins in Protestantism, and is defined as the Protestant Ethic which asserts that work is virtuous. We have a duty to work and for some, it may represent a manifestation of an internal drive. The individual who works benefits by accomplishing goals and gaining self-worth.

Instrumental Work Instrumental work is dignified work—it is goal oriented and practical in nature. Meaning can be drawn from instrumental work. Instrumental work provides opportunities for the individual to express his fulfillment and to structure his daily life. American industrialization emerged from instrumental work—where employees produced fabricated goods like steel and textile. In pre-industrial America work was limited to farming, trapping and fishing. As our economy transformed into industrialization farmworkers were replaced by the mechanical reaper and cotton gin. Machines were being invented to replace the farmhand and workers migrated to the city to work in offices and factories. Satisfied workers in instrumental jobs are paid for their work and they receive fringe benefits such as medical care, pension and paid vacations. With regard to exercising control, workers are generally more satisfied when their jobs allow them to control their work schedule. The opportunity to maximize learning new duties on the job also adds to job satisfaction.

The Service Revolution In the 1970's the service revolution emerged, with employment growing in the service and retail industry. Approximately 30 million new jobs in banking, retail, fast food restaurants and skilled nursing homes were created. In addition, opportunities in the computer industry surfaced. Post-industrial America is now witnessing a growth in service occupations in health care, education, and retail trade which is altering our experience of what constitutes meaningful work. The transformation from manufacturing goods to providing services resulted in the decline of industrialization. Concomitant shifts occurred as workers who operated machinery during industrialization now interacted with customers while becoming a service oriented, post-industrial economy. Workers, on average are interacting with people rather than machines—and as a result are reporting increased job satisfaction.

Connectedness For some, work needs to provide deeper meaning so that one understands how their job connects to the big picture; how what they do makes a difference in the lives of others. It can express our deepest yearnings for dignity, for we want to express our validation that the individual receiving your service is a valued human being deserving to be treated in a dignified way. Ideally—what should drive work? Perhaps it needs to be charged by spirit; by something that ultimately deepens and enriches our lives; that allows us to connect the work we do to the larger picture. Our needs for validation and feeling worthwhile can derive from the work we do when others acknowledge that our work has made a difference in their lives. William James said “I will act as if what I do makes a difference.” Remember, you want to make meaningful contributions to the world—and by clarifying the values that drive your life the more you'll see a connection to how your work contributes to the satisfaction and pleasure of others. I think sacred work is something you truly value—it's work that pulls for the best in you; something that is intrinsically motivating for you and it's work that is valued for itself. If one feels that his/her work truly pulls for their knowledge, talents and assets; and they are passionate about their work— then he/she can assert that it's real, true work. Passion comes from deep inside of us—it's charged by spirit and it intrinsically drives us to perform at our highest levels.

Since childhood, our socialization process taught us we needed to be something; to become something as life unfolded—to become a nurse, plumber, lawyer, teacher, bus driver, firefighter, pilot, mechanic. Also, do you think that we're socialized to “have” rather than “be”? If being informs our actions, and defines our self-concept as a great mother, father, plumber, recruiter, lawyer, student—then we're likely to become self-assured and feel the connection to what we've become and what we represent to others; we are a great sibling, plumber, mother to my kids because I operate in my role as a mother exceptionally well—I draw self-esteem from my functioning as a mother in this role. On the flip side, to “have” suggests we concern ourselves with materialistic consumption where we're likely to define who we are by objects to accessorize our lives. Again—in moderation this isn't so bad, but if you're primarily driven by attaining objects of status to show others your success then you'll be working long hours for more money, spend time looking for others to compare yourself to, discover they've got more than you, and you'll likely become what I call the “hungry and dying for attention” individual. It's chasing conspicuous consumption. Accumulating material status/objects does not lead one to be passionate about their work. What's the problem? In our culture money can be used symbolically to define the success and for some, it is life-enhancing; in other words, it buys one life—because without money you are likely to experience social death (those in poverty).

I got a new part time teaching job at a small, nonprofit college in Whittier called Southern California University of Health Sciences. The school awards a doctor of chiropractic degree in addition to Oriental Medicine. I'll be teaching Introductory Psychology and Lifespan Psychology the next few months. I like the folks I'll be working with and looking forward to working with new students. I start teaching on June 29th

I know some of you enjoy reading the poetry I've introduced you to over the years. So—here's a list of some of my favorite poets you can find on the internet to read:

Czeslaw Milosz	Philip Levine
Pablo Neruda	Octavio Paz
Carl Sandburg	Rainer Maria Rilke



A banker is a fellow who lends you his umbrella when the sun is shining, but wants it back the minute it begins to rain.

Be careful about reading health books. You may die of a misprint.

Don't go around saying the world owes you a living. The world owes you nothing. It was here first.

--- All three quotes by Mark Twain

Occupational Prep. Class

I want everyone to know that I'm volunteering to teach a class called Occupational Preparation at a one-stop career center called SELACO Workforce Investment Board in Cerritos. The class meets on Tuesday from 2:00-4:00 and topics we cover include how to interview, write an outstanding resume and cover letter and how to network effectively to find work. The great groups of students find the class supportive and meaningful. The other services the center provides that are free include labor market information, unemployment insurance information, access to social service programs, career and vocational counseling, employment skills assessment and analysis, job development and placement assistance, computer classes and veterans services.

The location of the center:

Cerritos Career Center
10900 east 183rd Street Suite 392
Cerritos, CA 90703
Phone number: (800) 481-6555

Website: www.selaco.com

If anyone is interested in reading the booklet I wrote for my presentation on using creative expression and poetry to instill hope and optimism in the mentally ill – just let me know and I can email it to you or give you a hard copy of it. It's very good of course—and well—you know why it's excellent. It's a 17 page booklet filled with great stuff.

By believing passionately in something that still does not exist, we create it. The nonexistent is whatever we have not sufficiently desired.

You can hold yourself back from the sufferings of the world, that is something you are free to do and it accords with your nature, but perhaps this very holding back is the one suffering you could avoid.

--- Franz Kafka

A Malaise of Sorts

by Elijah Levy

If we surveyed Americans, estimates would indicate that about 80% of us would admit we're under stress in our lives. The lifestyles we lead, including long commutes to work, dissatisfying jobs, anxiety and uncertainty about whether we'll be laid off, and concerns over our children's welfare can overload our system. At many turns, we're needing to manage a concern before it becomes a crisis, and some turn to over the counter drugs to cope and relieve anxiety and worries, and the tranquilizer Valium remains one of the most frequently prescribed medication. These are all ephemeral, temporary fixes to serious complicated problems that will only re-emerge unless we make genuine, enduring lifestyle modifications.

In addition, estimates indicate that 13 million Americans are problem drinkers. The American Medical Association estimates that half of the revenue for medical services spent annually is due to unhealthy lifestyles. Let's call this condition the malaise of contemporary times. The furious pace we're maintaining just to keep pace with societal changes can lead to exhaustion. Invariably, we experience life as complicated, impersonal and ever-changing; not allowing us to appreciate our commitments to family and friends. The existential vacuum we feel trapped in produces feelings of alienation and despair in a seemingly impersonal world. The pervasive feeling of helplessness can leave us powerless and wishing to be rescued. Remember—despite all of us experiencing stress in our daily lives, stress only becomes unbearable and a burden if you feel you have lost control—that you cannot impact healthy, adaptive change to find meaning, fulfillment and purpose in life.

The confusion we experience may result from our conflicts around what we really want out of life. If what you're after is guided by society's prescribed values—the big house, a European luxury car and magnificent vacations every year; and you've had an epiphany; a breakthrough experience that awakens you, illuminates your misguided direction in life, then get back in the saddle with your compass and head in a different direction. You must realize that society often prescribes values and achievements for us—and that unless you stop, regroup, clarify-- and ask yourself if pursuing these societal values adds meaning and purpose in your life, you'll be achieving for others and not necessarily you. You need to achieve and live for you—not society or your employer. The important principles of your life need to guide the major decisions you're making in your mighty life. That's easy to do—right?



There's a new documentary about my Veterans Legacy Project Group available on my website.

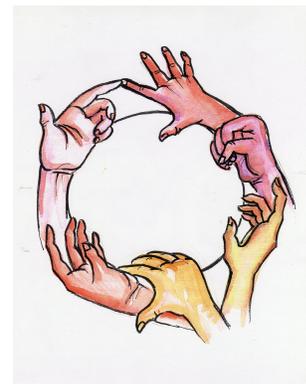
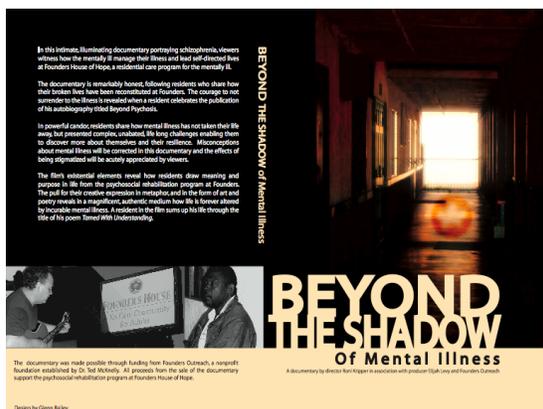
You can read about it on: www.thelevylaunch.com

Creative Writing by Residents of Founders

Founders

By Andy Knight

Founder's is the place I live where we all participate and give. Giving and sharing for one another like a band of brothers. Money draw Tuesday's gives excitement and cheer. Spending our money wisely saving the rest for the year. The food comes in many varieties from Chinese to Mexican. It helps to know a little Spanish when getting in line for seconds again. In back we smoke taking time to reflect on a joke. From characters we once knew to the childhoods from which we grew. From Bipolar to Schizophrenia we are all dealing with a dilemma. Medications our cure knowing what to take is up to the doctor for sure. From Irma to Judy we are all put in check when unruly. And in time we begin not to listen to those who are untruly. Group time is always played out in a serious way when Dr. Levy comes each and every day. Making our troubles disappear he steadily keeps our minds in gear. Founder's is a haven for me now but in the future I hope to move out somehow. For it won't be long for my illness to be gone keeping my head up right and strong.



In this intimate, illuminating documentary portraying individuals with schizophrenia, one sees how the mentally ill are managing their illness and leading self-directed lives at Founders House of Hope, a residential care program for the mentally ill. The documentary is remarkably honest, with residents sharing how their broken lives have been reconstituted at Founders. The courage and defiance to not surrender to their illness is revealed when a resident celebrates the publication of his autobiography titled Beyond Psychosis. In powerful candor, residents share how mental illness has not taken their life away, but presented complex, unabated, life long challenges enabling them to discover more about themselves, underlying capabilities, masked talents and their resilience. Misconceptions about mental illness will be corrected in this documentary and the effects of being marginalized and socially stigmatized will be appreciated in an acute way by viewers. The film's existential elements reveal how residents draw meaning and purpose in life from the psychosocial rehabilitation activities at Founders. The pull for their creative expression in metaphor, and in the form of art, poetry and songwriting reveals in a magnificent, authentic medium how life is forever altered by incurable mental illness. A resident in the film sums up his life through the title of his poem

In August—I will be starting a Friday night movie program at Founders House of Hope. We purchased a nice new, flat screen tv with a dvd player and it's wall mounted in the activity room. We're all happy about this new program—especially the refreshments served during the movie.

The Meaning of Life

I've collected what some of the greatest thinkers have to say about this complicated subject—the meaning of life. Enjoy.

Abraham Maslow – Meaning is experienced by the self-actualized, growth motivated person who delights in using his creative powers for their own sake, and who can affirm himself and simultaneously transcend himself through peak experiences.

Paul Tillich – Man can choose to make his life meaningful by surrendering in faith and love to Jesus. By opening to Jesus and experiencing His acceptance and forgiveness, one experiences the joy and freedom of new being and the courage to be oneself.

Abraham Joshua Heschel – Man experiences his life as meaningful when he lives in G-d's presence—not simply by encountering G-d in the world, but primarily by serving G-d in everyday life, infusing every moment with the spirit of G-d and by dedicating himself to ends outside himself.

Rollo May – Meaning is experienced by a person centered in himself, who is able to live by his highest values, who knows his own intentionality, feels the power of his will to choose, and is able to love.

Here are some photos from the Founders BBQ on July 6th. The top pic is Cecile singing Don McLean's American Pie with Jon playing nicely on guitar. Jon provided the musical enjoyment by taking requests and he knew which Neil Young song to play for me: Harvest Moon which Albert, Brenda and I sang.

Thanks so much Jon.

The pic to the right, below is Zeferino, Irma and Arbie looking over things.



We had a great time at the BBQ thanks to the following folks who helped out:

Mike Sanders
Chaz Celano
Paul Garavan
Jon Gossard
Niki Gossard
Lauren Celano and her friend Cale
Rocco and Carol Tenerelli
Pat and Betty Gomez
Dr. Mallya
Nora Levy



A Short Piece on Ernest Hemingway

By Elie Levy

Ernest Hemingway, who was born in 1899 and died in 1961 is considered one of America's greatest writers. Hemingway represented a sort of mythological hero because of his larger than life image, and his penchant for being a big game hunter and sport fisherman. He was born in Oak Park, Illinois on July 21, 1899 and was the product of parents with conservative, midwestern religious values, the need to be principled, work hard and be self-determined. His outdoorsman skills of fishing and hunting were learned from his father. After graduating from high school Hemingway enlisted during WW I but was rejected because of his poor vision. So, young Hemingway became a Red Cross ambulance driver. After spending two years in Italy he returned home in 1919. By 1920 he was in Paris where a migration of writers landed, making it a literary hangout. With time, Hemingway began writing articles and short stories. He traveled to Spain in July of 1936 to report on the Spanish Civil War.

In 1942, he traveled with American troops fighting the Germans. In his adult years Hemingway lived fully, enjoying celebrity status, indulging in alcohol, women, and serious adventure. In all Hemingway was married four times and had three children. For Hemingway living on the edge was preferred to ordinary living. One can liken his life to a balancing act at the tipping point to a life consumed by self-gratification. Hemingway needed to be at the center of the event—either in war, the bullfight or enjoying big game hunting. It was not until the 1950's that Hemingway's acclaim began to diminish. Refusing to surrender to his critics, he wrote *The Old Man and the Sea* in 1952, which earned him the Pulitzer Prize followed by the Nobel Prize for Literature in 1954. At the reception he offered the following for his acceptance speech in 1954:

"Writing, at its best, is a lonely life...He grows in public stature as he shed his loneliness and often his work deteriorates. For he does his work alone and if he is a good enough writer he must face eternity, or the lack of it, each day."

By 1960 however, Hemingway's health was seriously declining. He developed diabetes, vision impairment and kidney problems. After a psychiatric hospitalization and electroshock treatments he was discharged. On July 2, 1961 Hemingway committed suicide by a self-inflicted wound to the head. For Hemingway, courage was the hero's main attribute. His hero would not engage in self-deception and he accurately interpreted his reality. Honesty and integrity were his core values and his hero was concerned with maintaining manhood while honoring the Hemingway code "grace under pressure."

In *The Old Man and the Sea*, the protagonist Santiago is an old fisherman who has not caught a fish for 84 days. Challenged by feeling defeated, inadequate and old, Santiago has faith that he can land a prize catch. Santiago's will, pride and faith enables him to overcome forces of nature in the form of a fish he battles with for three days. After reeling in the large marlin Santiago attaches it to his boat. As Santiago rows to the village sharks chew off chunks of the fish, leaving only a skeleton for the other fishermen to see. In this novel, Santiago emerges as the hero because of his unwavering faith in himself and his indomitable or indefatigable spirit. Santiago understands that the sea can be kind, unforgiving and unfair. Although he knows that he could be regarded as a guest to the sea, and that it is part of nature, Santiago perceives himself as part of nature. By doing so he avoids becoming the antagonist doing battle against an external, natural force. For Santiago conquering the elements of the sea, in the form of fiercely capturing a fish is the driving force of his heroism. His monumental triumph occurs after three days of battling and reeling in his marlin. Santiago now is victorious and Hemingway (1952) has Santiago declaring "Man is not made for defeat.... A man can be destroyed but not defeated" (p. 103)

Santiago as the heroic figure has dignity and grace, never surrendering to defeat. The other driving force in Santiago is pride. As a fisherman, Santiago compromised his safety by venturing further out to sea to land his big catch. In the end, Santiago emerges as a hero by killing the marlin and experiencing a sort of spiritual grandeur—the outcome of his undying will to overcome external forces and elements pitted against him: "I'll kill him though in all his greatness and his glory. Although it is unjust... But I will show him what a man can do and what a man endures. Now is when I must prove it. (p.66) In the end, this novella is a parable about life—that life is an endless struggle for perpetuation and meaning.

In the story. Hemingway shows that there is honor in struggle and defeat. Hemingway's characters in his short stories and novels were given to violence, living hard, rugged lives and using alcohol, being sexually promiscuous and these characters were at times, in despair and taking risks. These male characters lived in an unforgiving, brutal world and their bruised bodies reflected their rugged life. Hemingway's heroes faced death squarely in the face and weren't afraid to let their lips touch death. Philip Young, a Hemingway biographer created the phrase "Hemingway code hero" (Young, 1966) to describe characters in Hemingway's novels who possess honor, courage and endurance in confronting pain in suffering in life. The code hero shows no emotions because it represents a sign of weakness and vulnerability.

The existentialist themes in Hemingway's work is expressed in characters being strong and persevering—enduring life's painful challenges and seeking to create their unique, individual meaning in a seemingly meaningless world. Hemingway's characters realize it is their responsibility to make something of their lives, to define and explicate their own moral codes.

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The Levy Launch is a center providing organizations with management and strategy consultation to improve organizational performance through systematic analysis of existing organizational problems and developing specific plans for improvement. Our consultants will initiate and guide change processes, design systems and structures to support and manage change and implement technology. We offer corporate training, coaching and corporate education. The center's corporate development workshops include team building, leadership training and increasing managerial effectiveness. In addition, we offer self-improvement workshops. Organizations investing and making a commitment to offer their employee's personal development workshops attract more qualified workers, improve morale, enhance job satisfaction, develop competencies, and create inclusive work environments. In addition, corporations maximizing on opportunities to provide their employees with self-improvement workshops convey a sincere commitment to develop and empower their employees to achieve their fullest potential in relation to their personal and career pursuits. The center also provides curriculum to educators interested in increasing their teaching effectiveness by incorporating curriculum written by Dr. Levy to more meaningfully engage students in learning.

Elijah Levy, Ph.D. Dr. Levy has been teaching in the undergraduate and graduate School of Business at University of Redlands since 1990. He teaches in the MBA and Masters of Arts in Management programs in addition to functioning as the graduate liaison for University of Redlands, Orange County Regional Center. Dr. Levy has received the excellence in teaching award on several occasions, in addition to distinguished service awards for volunteering. Dr. Levy's degree is in clinical psychology and he has over 25 years of experience working in inpatient and outpatient mental health settings. As a director of inpatient programs he designed psychosocial rehabilitation programs for the mentally ill. Dr. Levy lectures on the subject of intercultural awareness, tolerance, how to raise nonbiased children and cultural competence. He is available to conduct workshops on improving management skills, teambuilding, leadership and how to improve organizational communication. He is the author of a book on intercultural awareness and tolerance titled *You, Me and Them* in addition to a book of poetry titled *Crisis in Meaning*. In 2007, Dr. Levy and a colleague filmed a documentary on mental illness titled *Beyond the Shadow of Mental Illness*.

Charles Celano, M.A. Charlie is an executive level police manager with over 20 years experience in the law enforcement profession. He currently holds the rank of Captain for the Tustin Police Department in Orange County CA, where he oversees the Community Policing Bureau, comprised of over 100+ personnel. He is responsible for implementing the overall vision of the Chief of Police and maintaining a 24 million dollar budget. Charlie received his Bachelor's degree in Occupational Studies from the California State University, Long Beach and his Master's in Business Management from the University of Redlands. He has extensive experience in Strategic Planning, Teambuilding, and teaching as an adjunct faculty member in Brandman University's online program where he has taught various Criminal Justice and Sociology classes, in addition to developing new courses for the Criminal Justice program. Charlie particularly enjoys teaching classes for law enforcement personnel on dealing with the mentally ill and with Dr. Levy has developed curriculum for law enforcement officers enrolled in these workshops. This is truly the "tip of the spear" when it comes to practical police-related instruction on how to recognize mental illness, utilize effective communication tools, and reach a successful disposition of cases involving mentally ill persons.

Becky Foreman, B.S. Becky is a professional consultant with over 16 years of executive experience in nonprofit management. She is skilled in strategic planning and group facilitation, and offers individualized trainings and workshops tailored to address an agency's most pressing needs. Becky is also an accomplished grant writer, whose winning proposals have helped local organizations support and expand their critically needed services. Her awards and recognitions include: "Outstanding Executive Director" by the Agency Executives Association, "Community Champion" by Molina Healthcare, "Woman of Distinction" by California 63rd District Assemblyman Bill Emmerson, and "Everyday Hero" by the YWCA of Riverside County.

Services offered include: Strategic Planning: Developed by the Institute of Cultural Affairs, this highly interactive process engages all stakeholders in creating long and short-term goals with specific timelines, activities, expected outcomes and success measurements. This process is normally conducted over two days and is customized to meet an organization's specific needs.

Group facilitation: Becky is adept at leading group discussions focused around addressing immediate issues and concerns, resulting in a mutually agreed upon course of action that is reasonable and fair to all parties.

Grant writing: Becky is an accomplished grant writer with a winning track record. She offers an initial consultation at no cost. Grant writing is billed on a per project basis.

Jon Gossard, M.A. Jon has nearly 20 years of experience in the information technology (IT) space. During that span he has worked in a variety of fields including the health care industry, as a consultant to small- and mid-sized businesses, and in municipal government. His skill set ranges from the hard technical skills required to administer complex computer networks to the soft skills required to communicate effectively with executive management. Jon particularly enjoys working in a team environment to design solutions that leverage IT to bring true value to an organization.

Services offered include: Infrastructure Assessment: A complete assessment of an organization's existing IT infrastructure, including recommendations to the infrastructure which would result in increases in efficiency or decreases in operational expenses.

Workflow Analysis: An in-depth process including documentation of an organization's existing workflow and recommendations to streamline processes.

Process Documentation: Many times, organizational knowledge is lost as employees come and go. Jon specializes in this often overlooked area, documenting existing processes to capture this knowledge and minimize the disruption inherent in training new employees.

Project Consultation: A full array of project consultation services, from requirements analysis and determination of scope to executive summary and final recommendation report writing.