



# The LA Organizer

NAPO-LA's newsletter

Volume 10, Issue 2

November 2002

*The President's Message*

*Note on the Next Meeting*

## THE YEAR AT A GLANCE

Tanya Whitford, *Organizing Wonders*

The end of 2002 is almost here—and what a great year it was for NAPO-LA! This is a good time to recall what was accomplished this year and to thank those who made it happen.

On January 7th, our new completely redesigned website was unveiled. Toni Scharff and Shawna Smith worked tirelessly with me to get the site up and to keep it running smoothly. The new site offers us amazing benefits and averages over 10,000 hits per month. Our Winter Workshop on January 26th was put together by its fabulous director, Sandra Ateca, and was attended by many non-members who found it on our website. In March, we held elections and welcomed Marilyn Crouch, Justine Miceli, Kathleen Klein, Robin Davi, and Jessica Duquette to the Board.

In April, more than twenty Chapter members ventured to Atlanta to attend National Conference. Five of our members were speakers, and our Past President, Dorothy Breinger, was elected to serve on the National Board. We also won the contest for Best Table Display in the Hospitality Suite with our Hollywood Award Show theme.

In May, our newsletter got a facelift when Lynne Gilberg became our new and wonderful editor. We started our inkjet recycling program which not only

helps the environment, but serves as a fundraiser for our Chapter. June marked the official beginning of the new Board term. At the Board retreat on June 29th, Board members brainstormed and discussed their vision for the upcoming term. We initiated the Volunteer-of-the-Month Award program with Jean Furuya as the first honoree. The Board implemented this program as a way to recognize the many people who play a crucial part in the success of our Chapter. Other recipients thus far are Shawna Smith, Toni Scharff, and Lynne Gilberg.

July saw the beginning of our Web Sponsor program as we welcomed our new Platinum Sponsors Tupperware through Chris McKenry, and Esselte. This month we welcome Organized Living as our newest Platinum Sponsor.

In September, we brought back some things that had not been done in a few years. Marilyn Crouch handled our 2002 Membership Survey to which thirty-nine members responded. We had a Membership Meeting to discuss some of the concerns that were expressed in the survey, and allowed our members to discuss anything they wanted with a panel of Board members. Our first-ever online renewals enabled members to pay by credit card and choose from several new

*continued on page 4*

## HARMONY & BALANCE

Justine Miceli, *Organizing by Miceli*

Join us at our November 25 meeting, for "Introduction to Feng Shui" and learn some new techniques.

Katherine Anne Lewis is a certified Feng Shui Master and founder of *Harmony and Balance*. It's not just about how you arrange your furniture, it's also about creating a spiritual flow that allows you to be more productive and even increase prosperity. Katherine will help you to incorporate Feng Shui as you organize homes and offices and to apply this knowledge in other areas as well, including finances, career, health, fame or recognition!

Special thanks to Michele Lando, principal of *Skilset Communications*, for her program last month, "Creating Demand with Your Brand." Her enthusiasm and insights were inspiring and fun! You can reach Michele at (626) 792-0032 x130.

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# Who's Who in NAPO-LA

## 2002-2003 OFFICERS

President	Tanya Whitford
<i>TanyaWhitford@napola.org</i>	(323) 377-1312
VP Membership	Marilyn Crouch
<i>MarilynCrouch@napola.org</i>	(310) 375-9927
Program Director	Justine Miceli
<i>JustineMiceli@napola.org</i>	(310) 576-6043
Communications Director	Kathleen Klein
<i>KathleenKlein@napola.org</i>	(213) 481-1810
Secretary	Robin Davi
<i>RobinDavi@napola.org</i>	(805) 522-9687
Treasurer	Jessica Duquette
<i>JessicaDuquette@napola.org</i>	(818) 438-7364
Past President	Dorothy Breininger
<i>DorothyBreininger@napola.org</i>	(818) 710-8923

## COORDINATORS & COMMITTEE CHAIRS

Associate Member Coordinator	Barb Schmit
Chapter Historian	Marci Alpert
Client Referrals Coordinator	Diane Ridley
Database/Yellow Pages	Shawna Smith
Ethics Committee	Sheila McCurdy
Golden Circle Advisor	Ann Gambrell
Greeting Coordinator	Toni Scharff
Meeting Assistant	Debra Frank
New Member Coordinator	Sherry Kelly
New Member Orientation	Jean Furuya, Ann Gambrell
Prospective Member Coordinator	Claire Quinlan
Public Relations	Heather Thompson
Special Projects Coordinator	Jean Furuya
Webmasters	Chris Janetsky, Shawna Smith, Tanya Whitford
Website Coordinator	Toni Scharff
Web Sponsor Coordinator	Heather Thompson
Workshop Co-Chairs	Mishele Viera, Heather Thompson

## LA ORGANIZER STAFF

Editor/Publisher	Lynne Gilberg
<i>LynneGilberg@napola.org</i>	(310) 839-9969
Copy Editors	Sheila McCurdy, Karen Simon
Staff Writers	Talia Eisen, Jean Furuya, Glorya Schklair, Esther Simon, Tanya Whitford

### The LA Organizer

**SUBMISSION GUIDELINES** Published ten times per year. All articles are copyrighted, all rights reserved. Submit text as a Microsoft Word® (.doc) attachment or type into email. Attach visuals as .jpg or .gif. Send to [LynneGilberg@napola.org](mailto:LynneGilberg@napola.org)

**DEADLINE** The first of the month for any submission.

#### ADVERTISEMENTS

Size	Members	Nonmembers
3-line classified	\$5.00	\$10.00
Business card size	\$10.00	\$20.00
Quarter page	\$25.00	\$50.00
Half page	\$35.00	\$70.00
Full page	\$50.00	\$100.00
Full page insert	\$85.00	\$150.00



*The mission of the National Association of Professional Organizers is to encourage the development of Professional Organizers, to promote recognition of and to advance the professional organizing industry.*

**NAPO Headquarters**  
**35 Technology Parkway**  
**Norcross, GA 30092**  
**Phone: (770) 325-3440**  
**Fax: (770) 263-8825**  
**Website: [www.napo.net](http://www.napo.net)**

**Email: [hq@napo.net](mailto:hq@napo.net) or (Becca McFadden) [becca@napo.net](mailto:becca@napo.net)**

#### NATIONAL MEMBERSHIP ANNUAL DUES

Individual (renews on member's anniversary)	\$200
Associate-Corporate	\$550
Associate-Branch	\$150
Associate-Local	\$250
New Member (one-time processing fee)	\$20
National NAPO Name Badge	\$10

#### MISSION STATEMENT—NAPO-LA

*NAPO-LA is an organization dedicated to bringing Southern California Area Organizers together through networking, education, professional growth, industry updates, support, and public awareness.*

**NAPO-Los Angeles**  
**PMB 134, 10573 W. Pico Blvd.**  
**Los Angeles, CA 90064**  
**HOTLINE (213) 486-4477**  
**[www.napola.org](http://www.napola.org)**

#### CHAPTER MEMBERSHIP

National Membership required  
 Includes electronic newsletter

#### ANNUAL DUES

Basic Membership (Oct. 1st-Sept. 30th)	\$75
Out-of-State Individual (Oct. 1st-Sept. 30th)	\$50
Associate Member (Oct. 1st-Sept. 30th)	\$150
New/Lapsed Member Processing Fee	\$10
Meeting Fee	\$7

#### NONMEMBERS

Newsletter Subscription (annual)	\$25
Meeting Visitor Fee	\$15



## CLICK HERE

Jessica Duquette, *In Perfect Order*

Greetings all, and a happy holiday season to you! Here are some practical tips for you to use as client and business resources.

The Records Management Association (ARMA) is an excellent place to visit and to obtain guidelines for establishing a record retention schedule for a business.

**Click Here:** <http://www.arma.org/membership/isg/GRIP/index.cfm>

The Population Reference Bureau provides Labor & Employment statistics, which are often excellent data to include in talks, comparisons, or brochures. If you want to peruse them, go to the site below, then click on "Labor/Employment."

**Click Here:** <http://www.Ameristat.org>

Did you know that you can use a Direct Cable Connection using the printer ports to move data from one computer to another? It's a great tool when you're moving data from an old computer to a new one. For instructions on how to set it up,

**Click Here:** <http://home.epix.net/~bwatt/directcc.htm>

Ever wondered how to back up your Outlook Express Settings? Here's the scoop, plus a free backup utility just for that purpose!

**Click Here:** <http://www.oehelp.com/backup.aspx>

Good luck over the next few weeks. Remember: always live life on purpose!

## Abbreviated Minutes October Board Meeting

Robin L. Davi, Secretary, *Simply Arranged*

1. The GO WEEK outreach program at Break the Cycle was a huge success. Participating chapter members donated a total of \$13,000 worth of professional organizing time. Congratulations!
2. The Chapter will establish its own email listserv through the NAPO-LA website called [members@napola.org](mailto:members@napola.org) to allow members to contact each other in a group email format.
3. The Chapter will continue to meet at the Olympic Collection on a month-to-month basis while the New Location Committee researches and visits other possible venues.
4. The Donate-A-Phone fundraising/recycling program is well on its way with a total of fifty donated phones. Our goal is to have 100 phones donated by January 31, 2003.
5. The Call for Speakers and Call for Vendors for the 2003 Winter Workshop has been submitted to the membership and published on our website.

## Agenda

**Monday, November 25, 2002**

- 5:50 Registration: Please wear badge  
6:15 Meeting begins promptly  
• President's Remarks  
• Member Spotlights  
• Announcements \*  
7:00 Break  
7:15 Katherine Anne Lewis: Introduction to Feng Shui  
8:40 Meeting adjourned

Fourth Monday except as announced  
Olympic Collection Conference Center  
11301 Olympic Blvd. at Sawtelle

Parking: \$5 Look for signs to meeting.  
Meeting: \$7 NAPO-LA members  
\$15 Visitors/prospective members

We welcome all Professional Organizers and those interested in entering the field (no clients please). Business attire is appreciated. Networking table is available to display brochures and flyers.

\* To make an announcement, please email [JustineMiceli@napola.org](mailto:JustineMiceli@napola.org) by the fifteenth of the month or call her at (310) 576-6043.

## Website Hits October 2002

Chris Janetsky, Webmaster, *All Organized*

Home page	4626
Find an organizer	2433
Clicks on specific members after search	1311
Becoming a member	76
Cumulative hits (up 14% from September)	15055

*President's Message continued*

membership levels to meet the different needs of our members. And Robin Davi started our cell phone recycling program.

On October 10th, during GO Week, twenty-two members volunteered \$13,000 of their professional time to organize the offices of Break the Cycle. It was a hugely successful event organized by Marilyn Crouch and Jessica Duquette. October also saw our preparations for our 2003 Workshop kick into full gear. Workshop Directors Heather Thompson and Mishele Vieira have been working hard to ensure that this is our best workshop yet.

Here it is November already! It's time for our Holiday Meeting, when we enjoy we enjoy a social gathering and some holiday treats. We will also have our first look at the Winter Workshop flyer and an opportunity to sign up for the early bird special rate.

Thank you to the many, many people who actively support this Chapter and have helped to make this a hugely successful year for NAPO-LA. Now, we can enjoy our time with friends and family as the Holidays begin. May you each look back on the year with a sense of satisfaction and accomplishment, and may your holidays be full of love, health and happiness.

## **ANNOUNCEMENTS**

### **Assistant's List**

The Assistant's list is ready to go! If you are interested in working as an assistant for another organizer, please email your name, company name, phone number, and email address to [ChrisMcKenry@napola.org](mailto:ChrisMcKenry@napola.org) by the first of each month. This list will be updated monthly and placed on the Membership Directory page of [www.napola.org](http://www.napola.org) which is restricted from the public. It will also be posted at monthly meetings. Any organizers who have large projects and need to know who is available to work each month will be able to easily print the most current list from the website. A great benefit to everyone!

### **Chapter E-mail Group**

We are starting a Chapter email listserve group. Members interested in asking or answering questions and sharing thoughts and ideas are welcome to sign up. Simply email [admin@napola.org](mailto:admin@napola.org) with "Add me to Member Group" in the subject line. Include your name and desired email address in the message. You will be given further directions later this month. When you post a message to this group, everyone can answer it. It can be a great networking and learning tool if used properly!

## **Sponsors/Resources**

We wish to extend a great big  
**Thank you**  
to our Platinum Website Sponsors

**Esselte**  
**Organized**  
**Living**

*LA Grand Opening December 2002*

**Tupperware**

*Chris McKenry, Representative*

Go to [www.napola.org](http://www.napola.org) and click on Sponsors/Resources for more information on what our sponsors have to offer.

Complete details on becoming a NAPO-LA Website Sponsor are available online or by contacting Heather Thompson, our Web Sponsor Coordinator, at [advertising@napola.org](mailto:advertising@napola.org)

## **READY! SET! ORGANIZE!**

### **2003 SOUTHERN CALIFORNIA NAPO WINTER WORKSHOP**

**February 1, 2003 • 8:30 AM to 5:00 PM**

**Radisson Hotel • 6161 W Centinela Avenue, Culver City, CA 90230 • (310) 649-1176**

- **Three Breakout Sessions, Nine Workshops • Fabulous Motivating Keynote Speaker**
- **Vendor Expo • Continental Breakfast • Buffet Lunch • Refreshments**
- **Door Prizes • Networking Opportunities All Day**

**Registration Information at November Chapter Meeting.**

**Flyers will be emailed to all members in late November. Check <http://www.napola.org/displayconvention.cfm> for complete details as they become available. Register online and pay by credit card through PayPal.**

## LYNNE GILBERG

Talia Eisen, Staff Writer

*The Volunteer of the Month is selected by the Board of Directors and is awarded to a member in recognition of his or her outstanding contributions to our Chapter. The Winner is announced at the Chapter meeting and is profiled in this column the following month.*

Lynne Gilberg makes her mark on NAPO every month by bringing us the *LA Organizer*, our monthly newsletter. She puts her strong organizational skills to use, making every paragraph, every column, each ad and every box come out just so. Volunteering to be the Editor of the *LA Organizer* was a natural for Lynne who had worked for years at Sunset Publishing® as a developmental editor of home decorating, building, garden and cook books as well as custom-published books for corporate clients such as Trader Joe®, Weber® Grills and Procter & Gamble®. She loved the work then, so when she joined NAPO and the opportunity to edit presented itself, she jumped at it. She has been doing an outstanding job ever since. And it is no small task. She must collect materials from contributors on time, go over all the copy and graphics and make everything fit just so. This is time-consuming work but is a labor of love.

Lynne Gilberg Organizing is a multi-faceted company with a wide range of specialties. Lynne handles Attention Deficit Disorder and the

chronically disorganized, closets, filing systems, home and small offices, project management, record management, packing and relocations and garage/storage management and design to name just a few. Lynne’s creativity and straightforward approach to problem solving enable her to get the job done. She has a great sense of humor and a ready smile.

Lynne’s background in publishing, her work with the Deans at Stanford University School of Medicine streamlining the faculty promotion process and her years collecting and curating for a show at the Skirball Museum all contribute to why Lynne is a great organizer.

Most recently, her creativity and drive took her on a great adventure. She hiked, on her own, 500 miles across Spain to Santiago de Compostela. She carried with her only a twenty-pound backpack, the bare minimum in clothes and amenities and stayed in hostels with other “pilgrims.” She has wonderful stories and insights to share about her trip, as well as some interesting writing she penned about her experience.

Lynne has two children—and three grandchildren—of whom she’s very proud. Her son is VP of a financial corporation in Santa Monica, and her daughter is an obstetrician-gynecologist in Beverly Hills. They have reason to be proud of their mother as well.

## OPEN VOLUNTEER POSITIONS

Looking for a way to get involved? Want to see what other people are talking about when they tell you how beneficial it is to volunteer? We have several low stress, low commitment ways for you to become an active part of this Chapter.

**Store Coordinator.** Decide on products to sell and run our NAPO-LA store at meetings (six to eight hours to begin, then one hour per meeting.)

**Registration Table Assistant.** Arrive at meetings by 5:15PM, check names as members pay at the door, give receipts to visitors and for other payments received and perform any other duties as requested by the Treasurer or VP/Membership (one hour per meeting.)

**Workshop Committee.** As the workshop approaches, we will need people to do things like design the program and host speakers. Contact HeatherThompson@napola.org to help.

**Web Sponsor Committee.** Are you a smooth talker? Can you convince people to do just about anything? Even if you can't, we need a little help here. Our Web Sponsor program is one of the most important parts of our website. We need people to call potential sponsors, answer their questions and follow up. Coordinator Heather Thompson will handle all the details. You just need to bring them in! This program benefits both local businesses and our Chapter.

**Welcoming Committee.** Come early to Chapter meetings and help us welcome members, guests, and new members. (one half hour per meeting.)

None of these positions require previous experience. Learn and grow with fellow Chapter members. We need your help to take NAPO-LA into new and amazing directions! Interested? Do you have questions? Please contact TanyaWhitford@napola.org

*Tip*

### **CHAOTIC KITCHEN MAKING YOU CRAZY?**

Do large holiday sitdown dinners mean chaos in your kitchen? Is everyone jumping up from the table between courses? Well, yes, if your family is like just about everyone else’s. Here’s a tip that will cut-down on the number of guests cramming into your kitchen all at once to “help.”

Write tasks such as “serve the soup,” “clear the dinner plates” or “cut the cake” on strips of paper. Include all the functions with which you really want some assistance. When guests arrive, pass a hat with the assignments. Instead of being under foot, your guests will really be helpful.—LG

## Happy Birthday to You!

### November

- 2 Jessica Duquette
- 5 Susan Johnston
- 6 Lynn Hall
- 9 Janet Aird
- 14 Robin Davi
- 16 Sally Hulem
- 30 Steve Skidmore

### December

- 4 Glorya Schklair
- 6 Janice Kemmer
- 6 Ruth Kennison
- 13 Shawna Smith
- 23 Rachel Sparks
- 25 Nancy Miller
- 27 Christine Cohen

### January

- 6 Sheila McCurdy
- 7 Marianna Long
- 19 Kevin Hall
- 20 Karen Solomon
- 30 Bette Martin

## Membership Report

Marilyn Crouch, VP Membership  
*Avenues to Organization*

October Meeting Attendance	35
Members	27
Guests	07
New Members	01
Total Membership NAPO-LA	74



## WELCOME TO OUR NEW MEMBER

Sherry Kelly, New Member Coordinator  
*Kelly Organizing*

**Robin Dorsh**

*Organized Environments*  
(949) 678-1950

After twenty years as a mortgage broker, Robin decided to follow her passion—creating living and working environments that perfectly support a family's way of life, utilizing organizational techniques and the art and science of Feng Shui. She studied Feng Shui in Malaysia under Lillian Too. Robin also enjoys estate organizing. Her prior mortgage background gives her an ability to organize financial documents as well as personal property for both residential and business clients.

## Calendar

### November

*Home & Family Month*

- 8 National Paperworks & Photoworks Day
- 11-17 National Random Acts of Kindness Week
- 15 America Recycles Day
- 25 Board Meeting 2:30pm  
Chapter Meeting 6:15pm
- 30 Computer Security Day

### NO MEETINGS. HAPPY HOLIDAYS!

### December

*National Stress-free Family Holidays Month*

- 14-20 Tell Someone They're Doing A Good Job Week
- 25-31 It's About Time Week
- 31 Make Up Your Mind Day
- 31 Early Bird deadline for 2003 Winter Workshop

### January

*International Quality of Life Month*  
*National Clean Up Your Computer Month*

- 6 Organize Your Home Day
- 6-10 National Thank Your Customers Week
- 12-18 Home Office Safety & Security Week
- 13 National Clean Off Your Desk Day
- 27 Board Meeting 2:30pm
- 27 Chapter Meeting 6:15pm

### February

*International Expect Success Month*

- 1 2003 Winter Workshop
- 1-7 Publicity for Profit Week
- 2-8 International Personal & Business Coaching Week
- 24 Board Meeting 2:30pm
- 24 Chapter Meeting 6:15pm

## Advertisement

### Feng Shui Solutions

The Blueprint for Balanced Living

Help your clients improve their health, relationships, and prosperity.

Kartar Diamond, Certified Consultant  
(310) 842-8870

## NAPO-LA: TWENTY-TWO ORGANIZERS, A \$13,000 DONATION & 100% SUCCESS

How One NAPO Chapter Made a Difference in Thousands of Domestically-Abused Children's Lives

Dorothy Breininger, Immediate Past President, *Center for Organization and Goal Planning*

Imagine teenagers suffering with the secret pain of being raped or physically-abused within the confines of what's supposed to be a safe-haven—their homes. So many young people feel they have nowhere to turn, no one to whom they can confide, no rights at all.

No rights, until Meredith Blake, Founder and Executive Director of Break the Cycle, came along. This Santa Monica nonprofit, which is experiencing national expansion, has been featured on *Oprah* and on CNN.

Two years ago, I met Meredith Blake and Jessica Aronoff, Associate Director, and promised that NAPO-LA would help raise productivity in their offices, thus reaching more kids and teens in need of legal representation. Break the Cycle empowers youth to protect themselves from domestic violence through education and free legal representation.

Twenty-two organizers from NAPO-LA committed to a full day of transformation at Break the Cycle to the tune of \$13,000 in combined organizing services. This event, led by Vice President Marilyn Crouch and Treasurer Jessica Duquette, with me as their mentor, developed a successful plan to overhaul this nonprofit. It required over six months and dozens of meetings, flowcharts and training to prepare.

On October 10, 2002, the NAPO-LA crew arrived on the scene.

**8:00AM.** Signs were posted throughout the office suite with team names and duties, supplies and volunteers arrived with upbeat attitudes and energy despite the heavy traffic and the early hour.

**9:00 A.M.** Break the Cycle staff and organizers met to finalize the strategy, learn preferences, set guidelines, gain trust and quickly moved into high gear.

**10:00 A.M.** Space was measured, large pieces of furniture moved, volunteer workstations magically replaced an underused, formal conference room.

**12:30 P.M.** At one end of the office, instruction to Break-the-Cycle staff took place with flip charts and intense discussion; at the other end, a central file database and policy and procedures manual were being created.

**1:30 P.M.** Cameras flashed as organizers, label makers and file folders blanketed the floors. Squeals of delight came from some offices, while moans of frustration came from others. What seemed like chaos to the nonorganizer became the very catalyst and synergy for NAPO-LA organizers to spiral into an even more intense level of productivity.

**3:30 P.M.** General clean up was announced: halls were cleared and trash began moving like magic to just one area of the office suite. Files were re-introduced to their new homes, pillows fluffed, shelves dusted as whispers passed from one staff member to another, "How in the world did they make that desk fit in there?" and "Holy cow, it looks like there's more space in here, and they actually added two more desk stations. You've just got to see it!"

**4:00 P.M.** Organizers and staff toured each office and explained the new configuration and why the changes in each office would increase productivity. Every office sparkled as if to say, "We are ready to bring more safety to the

youth who are victims of domestic violence. Send them in!"

**4:30 P.M.** NAPO-LA President Tanya Whitford proudly presented a certificate to Meredith and Jessica, our organizing gift representing \$13,000 of combined services.

**5:00 P.M.** Organizers carried their tools and empty lunch bags out, leaving Break the Cycle in better shape than they found it. Many commented that this was not about the space or the files, but rather about fine-tuning an already successful nonprofit that protects and empowers children of domestic violence. NAPO-LA positively changed the potential outcome for so many youth in our country.

The following volunteers should be acknowledged:

Dorothy Breininger Mentor

Marilyn Crouch	Event Leader
Jessica Duquette	Event Leader
Robin Davi	Team Leader
Evelyn Gray	Team Leader
Justine Miceli	Team Leader
Shawna Smith	Team Leader
Heather Thompson	Team Leader

Marci Alpert	Amazing Volunteer
Sandra Ateca	Amazing Volunteer
Heather Chapman	Amazing Volunteer
Robin Dorsch	Amazing Volunteer
Jean Furuya	Amazing Volunteer
Chris Janetsky	Amazing Volunteer
Nicole Juarez	Amazing Volunteer
Donna McMillan	Amazing Volunteer
Claire Quinlan	Amazing Volunteer
Barbara Ricketts	Amazing Volunteer
Toni Scharff	Amazing Volunteer
Diana Ryan	Amazing Volunteer
Tanya Whitford	Amazing Volunteer
Tamara Zook	Amazing Volunteer

Web Sponsor

# Organized Living®

Simplifying Your Life & the Lives of Your Customers

Scott Kilburn, Los Angeles Store Manager, *Organized Living*

The countdown has begun. Soon, you and your clients will be able to enjoy locally the ultimate resource for quality, affordable storage and organization products for all areas of the home. *Organized Living* will open its first Los Angeles store in the original Farmers Market in early December—just in time for the Holidays!

From modular home office furniture to component shelving and custom closets to ingenious, space- and time-saving products for the kitchen, bath, laundry room, garage and more, *Organized Living* offers more than 7,500 organization tools and storage products all in one place. Our 21,000-square-foot store in Farmers Market features roomy, easily-accessible product displays arranged by different areas within the home (e.g. kitchen or home office) as well as different household activities (e.g. garment care or cleaning).

Throughout *Organized Living*, we feature helpful display vignettes to give you ideas and showcase products in “real-world” scenarios, including several types of closets. Making it easy and affordable to create beautiful custom closets, we offer the revolutionary freedomRail™ system manufactured by Schulte Distinctive Storage. The quality of the freedomRail™ system is unparalleled, and installation is a breeze, even for a novice. Our Closet Experts will help customers assess their needs, create a custom closet design and, ultimately, cut the shelving—all for free! Special care is given to demonstrating installation so the customer’s entire experience is as simple and stress free as possible.

The kitchen department offers organizing solutions for cooks at every

level of expertise. Novices will find a broad selection of plastic food storage and basic drawer and cabinet organization tools. More advanced gourmets will delight in our pantry solutions: protective storage for their expensive cutlery, specialized prep appliances and serving tools.

But, as you know so well, organization extends beyond the closet and kitchen to every area of the home. Come peruse our organizing solutions for the laundry room and workshop, kid’s bedroom and craft room. You are limited only by your own imagination! We are here to help you help your clients, and *Organized Living* maintains one of the highest Sales Associate-to-customer ratios in the industry. We are renowned for our customer service. Our Associates undergo continuous training and are focused upon “solutions selling.” Our company is committed to new product innovation, and we welcome your ideas and your expertise in creating a cus-

tomercentric response to home organizing challenges.

We are looking forward to working with you, and to add to the excitement of this Grand Opening, NAPO members are eligible to participate in *Organized Living*’s Designer Discount program. By completing a simple registration form, NAPO members can enjoy a twenty-percent discount. More information about *Organized Living* and the Designer Discount program will be presented at the November NAPO-LA chapter meeting.

*Founded in 1985, Organized Living is headquartered in a suburb of Kansas City. With the opening of the Farmers Market store in December, there will be twenty-one Organized Living stores across the U.S. Visit us at Farmers Market, 110 South Fairfax Avenue, Los Angeles, from 9:30AM–9:00PM. Monday–Saturday and 11 AM–6 PM Sunday.*



*Our Closet Experts will help customers assess their needs, create a custom closet design and, ultimately, cut the shelving—all for free! Special care is given to demonstrating installation so the customer’s entire experience is as simple and stress free as possible.*

## BUILDING A BETTER PROFESSION

In this season of thanksgiving, the New Member Orientation Committee would like to thank the veteran members who have been so very gracious in mentoring our new members. They have given of their time, expertise and guidance to assist our newer members in becoming better business owners, professional organizers and NAPO members. We are truly grateful for their generosity.

Our appreciation goes to: Dorothy Breininger, Beverly Clower, Debbie Gilster, Barbara Glass, Dolores Kaytes, Janice Kemmer, Mikki Lesowitz-Soliday, Sheila McCurdy, Donna McMillan, Christine Palen, Lisa Sarasohn, Toni Scharff, Gloria Schlair, Esther Simon, Shawna Smith, and Tanya Whitford.

Thank you, Mentors, for helping us to make our New Member Orientation program a huge success.

Gratefully,

Jean Furuya, Co-Director  
*The Office Jeanie*

Ann Gambrell, Co-Director  
*Creative Time Plus*

## GOLDEN CIRCLE

Ann Gambrell, Golden Circle Advisor, *Creative Time Plus*

There is no great mystique in the NAPO Golden Circle membership. However, it is special to its members and something many aspire to as NAPO veterans.

The Golden Circle originated in 1990 with the NAPO Founding members: Beverly Clower, Stephanie Culp, Ann Gambrell, Jeanne Shorr and Maxine Ordesky. The idea was to recognize our veteran members with a special designation for their dedication to the organizing profession and to NAPO.

The membership requirements are simple: national NAPO membership in good standing for one year (chapter membership is not required) and proof of having been a professional organizer for a minimum of five years. There are no fees or dues. Members receive a membership certificate and a gold membership pin. Attachments are added to the pin to designate the number of years of membership in the Golden Circle and are awarded in ten-year increments. The attachments are presented at the NAPO national conference each year and mailed to those not attending. Also available to members is the Golden Circle

logo, which may be used in correspondence, brochures, business cards and other professional materials. Contact NAPO national office for a copy.

Members also receive the (GC) designation in the National NAPO directory at the site of his or her personal information. The Golden Circle has a meeting and luncheon at the National Conference annually with special awards and recognition to members. Several years ago a subcommittee/task force of the Golden Circle was formed to bring vital organizing information to the welfare-to-work population. These community service classes are now taught around the country. This very successful program is known as Quantum Leap.

Our national Golden Circle Chairperson is Donna McMillan and the Los Angeles Chair is Ann Gambrell. Each chapter's members choose the type of activities in which their circle will participate and the schedule of meetings. Some chapters have speakers, discussion forums or formal programs. Our chapter has chosen to get together as friends in a casual atmosphere. The Los Angeles Chapter meets quarterly in homes for a luncheon co-hosted by two members. We also have an annual retreat weekend and an occasional field trip.

The national Golden Circle Committee published a very successful booklet, *Golden Tips for Getting Organized*, a compilation of tips provided by GC members. Copies may be purchased as business promotional products or for sale at workshops. See the NAPO website for special pricing and additional information.

If you have any questions regarding the Golden Circle please do not hesitate to contact Donna McMillan or me. We look forward to having all members join the NAPO Golden Circle.

### GOLDEN CIRCLE MEMBERS SAVE THIS DATE!!

**The next Golden Circle Luncheon will be  
January 11, 2003  
11:00 A.M.**

**Co-hosts Steve Skidmore & Barbara Ricketts**

**Details will be following soon,  
or you may contact Barbara  
At (661) 253-2447  
lmassociates@sr.sticare.com**

# TOWN HALL MEETING MINUTES

## September 23, 2002

The Members-Only Town Hall Meeting of the Los Angeles Chapter of NAPO commenced at 7:55 PM.

Chapter President Tanya Whitford opened the meeting. Chapter members were asked to review the results of the 2002 Member Survey. The next portion of the program addressed the question:

### What would you like to see included at Chapter Meetings?

**Resource Spotlight.** The majority of members said they would like to have a Resource Spotlight featured at each meeting. As an example, "Where can clients/members donate and/or re-sell high-end clothing." A member mentioned that a Resource List had been put together at one time and perhaps this list could be updated and then put on the website and updated when necessary. Members agreed that they would like to feature Resources face-to-face at chapter meetings. It was also suggested that we use a Yahoo Group to send questions via email or use the website forum to communicate with other chapter members to obtain resource information.

**Quality Circles.** A few of the members would like to have Quality Circles and asked to have more of these at future meetings. In addition, other members would like members to role-play as Client/Organizer as well as "Ask the Organizer" so members can share their experiences.

**Mentor Program.** A Board Member brought up having experienced organizers work with new members. One

of the chapter's newest members said that she likes the Mentor Program. One of the chapter's veteran organizers spoke about sharing experiences with both new and veteran organizers.

Some veteran members agreed to volunteer to assist other members if they are able to work on an organized and scheduled event, such as the program for chapter meetings. Perhaps we can come up with a more definitive program.

Discussion was raised, "Are we an organization to teach Organizing 101 or a group of organizers here to network?"

The Board was asked if we could offer quarterly workshops on subjects such as organizing or training. The Board wants a formal written proposal from those interested in planning the classes.

**Meeting Venue.** The Chapter President opened up the discussion on changing the Chapter's meeting venue. Facts were submitted to the members as to the total costs associated with monthly meetings. To date, the chapter averages \$200.00 in meeting fees. Cost of the room is \$385.00. This does not include any extras such as extra tables, pitchers for water rather than the large plastic water cooler, glasses vs. plastic cups, Internet hook-up and other miscellaneous charges. We are therefore losing money as well as having to pay for items that are included in other meeting venues.

Many agreed that we should move, both in an effort to save money

and to get better accommodations and services. Other considerations are parking and security.

With a show of hands, the majority of the members want a change of venue. We will also be looking into possible office space/conference rooms to hold meetings. A chapter member said that often these types of facilities have security/parking and insurance issues and to be sure that these areas are considered when looking at other locations.

**Assistants List.** Discussion was raised about putting an assistants list on the website for a small listing fee. The members agreed that this could be helpful. It was suggested that we also list organizers who offer coaching.

**Chapter Marketing and Public Relations.** Members suggested outsourcing the PR/Marketing effort to benefit the chapter and to promote our services, events and meetings. The Chapter's Past President responded by saying that press releases were sent out to all of the local papers regarding GO Week and the Break The Cycle outreach project. Break The Cycle is using their P/R people to spread the word, too, and there is a possibility that the project will be included in *Real Simple Magazine*.

It was suggested that we send P/R information every month to the local papers giving information on our monthly meetings and to get the word out about NAPO, our chapter and our profession.

The Town Hall Meeting adjourned at 8:45 p.m.

*Happy Holidays Everyone*  
*No Newsletter or Meetings during the Month of December*