

## The Year of Professional Excellence

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### NAPO Los Angeles

**Mission Statement:** 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  
Phone (213) 486-4477

NAPO Los Angeles  
Who's Who

#### President:

Chris McKenry  
[ChrisMcKenry@napola.org](mailto:ChrisMcKenry@napola.org)  
323-525-0678

#### Vice-President:

Tiffany Schwartz  
[TiffanySchwartz@napola.org](mailto:TiffanySchwartz@napola.org)  
310-453-6878

#### Secretary:

Dee Saar

#### Reminder

The *L.A. Organizer* is now published bimonthly. Look for "Announcements from the Board" in between issues. Deadline for submissions for the November/December newsletter is October 25.

### CALENDAR

#### September

*September is Self-Improvement Month!*  
20 September/October Newsletter emailed to members  
26 NAPO-LA Board Meeting - 1:30 pm  
26 NAPO-LA Chapter Meeting - 6:15 pm

#### October

*October is Clean Out Your Files Month*  
3 Q&A Night (register by September 27)  
8-14 *Home-based Business Week*  
10 CD Support Group  
15 Golden Circle meeting  
19 *Evaluate Your Life Day*  
24 *Make a Difference Day*  
24 The Professional Resources & Networking Expo - 5:30 pm-8:30 pm (in lieu of regular chapter meeting). See related article.  
25 Deadline for submissions to Nov./Dec. newsletter

#### November

*November is Get Organized for the Holidays Month*  
5 NAPO's San Francisco Bay Area Chapter's Regional Conference  
9 CD Meeting - 5:45-8 pm  
12 *America Recycles Day*  
20 November/October Newsletter emailed to members  
28 NAPO-LA Board Meeting - 2:30 pm  
28 NAPO-LA Chapter Meeting - 6:15 pm

### President's Message



**Our  
Chapter's  
Response**

By Chris McKenry

[DeeSaar@napola.org](mailto:DeeSaar@napola.org)

818-686-6823

**Treasurer:**

Cindy Kamm

[CindyKamm@napola.org](mailto:CindyKamm@napola.org)

310-836-6471

**Director of Marketing:**

Laurie Clarke

[LaurieClarke@napola.org](mailto:LaurieClarke@napola.org)

310-210-0761

**Director of Membership:**

Jennifer McDowell

[JenniferMcDowell@napola.org](mailto:JenniferMcDowell@napola.org)

818-605-1186

**Director of Professional**

**Development:**

John Trosko

[JohnTrosko@napola.org](mailto:JohnTrosko@napola.org)

323-512-7039

**Director of Administration:**

Kristine Oller

[pdxbadger@earthlink.net](mailto:pdxbadger@earthlink.net)

818-872-0619

**Director of Communications &**

**Technology:**

Jodi McDaniel

[JodiMcDaniel@napola.org](mailto:JodiMcDaniel@napola.org)

310-503-3877

**Director of Finance:**

**Immediate Past President:**

Robin L. Davi

[RobinDavi@napola.org](mailto:RobinDavi@napola.org)

805-522-9687

**Coordinators &**

**Committee Chairs**

**Associate Member Coordinator:**

Barb Schmit

**Database/Directory:**

Jodi McDaniel

**Golden Circle Advisor:**

Ann Gambrell

**Greeting Coordinator:**

Toni Scharff

**Greeters:**

Sttevvon Bennett, Randy Sandiforth

**Historian:**

**Librarian:** Anne Bauman

**Meeting Assistant:**

**MET Program Coordinators:**

Jean Furuya, Ann Gambrell,

Barbara Ricketts, Tanya Whitford

**New Member Orientation:**

Jean Furuya, Ann Gambrell

**Prospective New Member**

**Coordinator:**

*Get It Together LA!*

*NAPO-LA President*

It is hard to imagine just what people from the Southeast are going through. The needs of those affected by this disaster will be here for a long time. Dolores Kaytes has volunteered to be chairperson of our chapter's Disaster Response Task Force on behalf of Golden Circle.

It seems only natural for organizers to want to gather the items cleared from clients and turn clutter into needed goods. Many in NAPO-LA have made countless inquiries on ways to help. At this time, every agency's main need is monetary donations. For this reason the Task Force is looking for volunteers, ideas, and information on the needs that will develop. If you are interested in helping or know of specific needs please contact [Dolores](#).

[The Dream Center](#) at 2301 Bellevue Avenue in Los Angeles has taken in up to 300 displaced people. They, too, are seeking assistance.

[The National Council of Jewish Women](#), Los Angeles, is accepting donations of items in good condition to be distributed to Katrina evacuees. These items are being collected at Council Headquarters, 543 N. Fairfax. *Only items delivered to the Council Headquarters will be given to the evacuees.*

There is no better time to encourage clients to be prepared for the disasters that could occur in southern California. Many of us have been fortunate not to have experienced an earthquake, but now it is all too clear that we can never be too prepared.

[Click here](#) for other ways you can help.

**Up-coming NAPO-LA Programs**

Claire Quinlan

**Public Relations:**

Laurie Clarke

**Registration Assistant:**

Tiffany Schwartz

**Volunteer Coordinator:**

Mishele Vieira

**Webmasters:**

Jodi McDaniel, Cindy Kamm,

Gayle Westrate, Tanya Whitford

**Web Listing Coordinator:**

Toni Scharff

The Los Angeles Organizer  
Newsletter Staff

**Editor:**

Claire Flannery

[ClaireFlannery@napola.org](mailto:ClaireFlannery@napola.org)

310-822-1820

**Proofreaders:**

Sheila McCurdy, Cheryl Perkins,

Toni Scharff

**Submission Guidelines:** Published 6 times per year in January, March, May, July, September and November. All articles are copyrighted, all rights reserved. Submit text in MicroSoft Word attachment or type directly into e-mail message. Attach visuals as .jpg or .tif. Send to

[ClaireFlannery@napola.org](mailto:ClaireFlannery@napola.org).

**Deadline:** All articles must be received by the 25th of the month prior to publication.

**Advertisements:** Ads appear as icons on an html page and include a hyperlink to your website. Send art in .jpg format at 72 dpi to [ClaireFlannery@napola.org](mailto:ClaireFlannery@napola.org). All art and payments must be received by the 25th of the month prior to publication. All payments to be arranged with Cindy Kamm. Contact Cindy at [CindyKamm@napola.org](mailto:CindyKamm@napola.org).

**Ad Size:** 125x100 pixels

**Ad Price:** \$25 Members,  
\$35 Non-NAPO Members

**Coupon:** This feature allows advertiser to provide a text of 50-75 words for a more detailed description than the sponsor link

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\$45 Non-NAPO Members



By John Trosko,  
OrganizingLA  
NAPO-LA Director of  
Professional Development

## Program for Monday, September 26:

### Idea Exchange

Professional organizers attend monthly chapter meetings for information and networking among their peers. That is why we are bringing back the Idea Exchange, a round-robin-style discussion group where members sit in circles while a veteran moderates a topic. Topics will be announced at the meeting, and may include marketing, client situations, chronic disorganization, networking, etc. Members will have time to share information and tips with their particular group or they can simply sit back and listen. Several timely topics of interest to new members, professionals with a few years under their belts, as well as seasoned veterans will be discussed. This is surely a lively meeting not to miss. Gather new insights, share information and gain valuable knowledge regarding the challenging world of professional organizing at the Idea Exchange, our chapter meeting program on September 26.

## Program for Monday, October 24:

### The



### Professional Resources & Networking Expo

Professional Development is planning a unique event for all NAPO-LA members at the chapter meeting on October 24:

## Chapter Membership

National NAPO membership required.  
Price includes electronic newsletter.

### Annual Dues (Oct. to Sept.)

\$85 - Basic Member w/ website referral listing

\$135 - Basic Member w/ website referral listing and paid meeting fees  
(Available only with annual renewal in September.)

\$50 - Out-of-State Individual

\$250 - Associate Member/Local

\$150 - Associate Member/Branch

\$10 - New/Lapsed Member Processing

\$10 - Meeting Fee

### Non-Members

\$25 - Newsletter Subscription  
(Annually)

\$15 - Visitor Meeting Fee

## National Membership

### Annual Dues:

\$200 - Individual

\$150 - Associate-Branch

\$250 - Associate-Local

\$550 - Associate-Corporate

\$20 - New Member One-Time Processing Fee

## ABBREVIATED MINUTES

### June Board Meeting

1. Meeting fees for visitors to increase to \$25 in new fiscal year.

2. Program for year to include Expo in October, awards dinner with comedian master of ceremonies in January.

3. Press release, media contacts and 60 second spot to air on KABC in July prior to L.A.'s Largest Mixer - NAPO-LA will have booth.

4. Incorporation process completed.

### July Board Meeting

1. Budget planning to take place at August meeting.

2. Website undergoing major upgrade.

3. Board members to have professional photos added to website.

### August Board Meeting

1. Director of Finance position vacant;

Cindy Kamm will do Silent Auctions;  
Dee Saar will help with fundraising.

2. Awards dinner venue chosen.

## The Professional Resources & Networking Expo.

Don't miss this opportunity to see the latest products and local Los Angeles-area services available to professional organizers. Vendors and colleagues will exhibit their home and office organizing products, books and services at tables in our regular meeting room during extended hours (5:30pm - 8:30pm) for your enjoyment. When you visit NAPO-LA's Professional Resources & Networking Expo, you will build relationships with influential new vendors as well as network with other organizers in a fun and relaxed atmosphere.

- The Professional Resources & Networking Expo is set for Monday, October 24.
- This event will take place in lieu of our regular chapter meeting.
- Special extended hours: 5:30 pm to 8:30 pm.
- Light hors d'oeuvres and refreshments will be served.
- Member fee that evening will be unchanged.
- Guest fee will be just \$15.

We are gladly accepting applications for this event. Tables are \$75 (non-members) and \$45 (NAPO members, non-profit organizations, associate members) and include admission for two. Please [click here](#) for an application. For more information, contact John Trosko at [johntrosko@napola.org](mailto:johntrosko@napola.org).

### **Thank You**

NAPO- LA would like to thank **Dorothy Breininger and her staff** at the Center for Organization for their participation in our June chapter meeting. Dorothy will be presenting slide-show highlights of her "Millionaire Program" at our upcoming November 28 meeting.

Much appreciation goes to **Bruce L. Gillman** for his participation at July's chapter meeting "Communication Styles for Organizers." Bruce recommends the following communication books: *Personal Styles & Effective Performance* by David W. Merrill and Roger H. Reid and *Personal Styles and Effective Performance: Make Your Style Work for You* by David W. Merrill. For outstanding "coaching" at reasonable rates, Gillman highly recommends a one-year long series of workshops and one-on-one coaching entitled, "Structures for Success" by Lorenda Phillips of Phillips Coaching and Consulting in Los Angeles. Contact her at (310) 398-0398 or [www.phillipscoachingandconsulting.com](http://www.phillipscoachingandconsulting.com).

3. New contract with Olympic Collection approved.
4. Jennifer McDowell is new Director of Membership.
5. GO Week type of venue decided.  
~By Dee Saar, Space Diviner  
NAPO-LA Secretary~

#### **MEMBERSHIP REPORT**

##### **June:**

37 Members  
7 Visitors  
44 Total Attendees  
Total chapter membership: 116

##### **July:**

39 Members  
14 Visitors  
53 Total Attendees  
Total Chapter Membership: 118

##### **August:**

38 Members  
10 Visitors  
48 Total Attendees  
Total Membership: 115

#### **NEW MEMBERS**

##### **June**

Jennifer Carter, Pomona  
Lighten Up!

Susan Dunn Morua, Long Beach

##### **July**

Naomi Altman, Los Angeles  
The Space Case

Karen Stark, Los Angeles  
Your Organized Life

##### **August**

Lani Gallegos, Los Angeles  
Innovations Professional Organizing

#### **Participate in NAPO-LA**

The Assistant's List is available as a resource connecting those available to serve as assistants for projects of organizers. Submit your request each month you wish to be listed. Include your name and phone number. The list is only for members of NAPO-LA and does not guarantee work. The Assistants List is found here in the Newsletter and

#### **Membership Renewals Due Sept. 30**

## **Membership Renewals in Progress**

NAPO-LA is NOW processing membership renewals for the 2005-2006 year. Renewals are available on-line through our website.

NAPO-LA Chapter membership dues are payable by September 30. A processing fee of \$10 will be applied to renewals received after that date. If your regular dues are received after September 30, your membership will not be activated pending receipt of the additional \$10 fee.

*Due to logistics, you will not be able to pay membership renewals at the September meeting. All renewals must be processed on the website and paid via PayPal (credit card) or by check. The process is quick and easy.*

For complete information on membership options and to renew your membership, [click here](#). Thanks for continuing to support your chapter.

#### **June Volunteer of the Month**

also in the "Members Only" section of the website on the membership directory page. To add your name to the list, send an email to [Assistant@NAPOLA.org](mailto:Assistant@NAPOLA.org).

#### SEPTEMBER ASSISTANT'S LIST

Susan Dunn Morua  
(562) 480-3352

Lani Gallegos  
(323) 854-5761 cell or  
(310) 455-2791

Karen Stark  
(310) 820-0304

Justine Miceli  
(310) 717-5780

Josef Csongei  
(213) 422-0765

~~~~~  
Organizing events of members may be listed on the NAPO-LA calendar for only \$30 per month. Include event, date, time, location and your contact information, along with a 50-word description to [Calendar@NAPOLA.org](mailto:Calendar@NAPOLA.org), and your event will be listed.

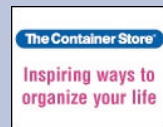
[For more information on becoming a NAPO member, click here.](#)

#### Quick Links...

- [NAPO-LA Website](#)
- [NAPO Website](#)

#### Visit Our Sponsors

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WE'LL TAKE IT AWAY FROM YOU

**ESSELTE**

## Toni Scharff, Greeter with Style

*By Dee Saar, Space Diviner  
NAPO-LA Secretary*

Toni Scharff loves to put a face to a name, so she's really in her element as the Greeting Coordinator at the monthly NAPO-LA meetings. She received the "Volunteer of the Month" award for June 2005 for her consistent and energetic effort in the reception area.

Her other volunteer efforts include being Secretary of the chapter for half a term, serving as GO week co-chair in 2003, and providing website support. Toni claims that volunteering is her contribution to NAPO, and that's important to her. Early on, when she moved here from a small town in Montana, she wanted to find a sense of belonging in this metropolis. She likes the feeling of community the L.A. chapter of NAPO gives her.

Toni's been living in L.A. for the last sixteen years and before 1999 was still thinking that she would be permanently entrenched in the administrative profession. When she discovered the field of organizing and NAPO, she had finally found work she loved. She believes the NAPO chapters are essential in providing credibility to the profession as well as providing important education and referrals. Volunteers like Toni help to make our chapter a vital one.

Great job, Toni!

#### New Yahoo Group



## A New Way to Connect, Learn and Share... YAHOO!!!

*By Jodi McDaniel, Organizing & More  
NAPO-LA Director of Communications  
and Technology*

In case you haven't heard, NAPO-LA has started a Yahoo Group to replace



the old Members Group (members@napola.org). Like the old group, the new Yahoo Group allows members to ask questions, share resources, and refer out work. Members can determine how involved to be with the group by receiving all emails, only digests or just viewing messages at their convenience by visiting the website. This group is only for current members of NAPO-LA.

The link to join can be found on the [Member Portal](#) page of the website. Please note that members@napola.org was discontinued on September 1, 2005. If you were on that list and would like to be part of the new and improved version, you need to sign up for the Yahoo Group as the membership was not transferred.

A big thank you to Tanya Whitford for volunteering to be the moderator of this new and valuable way for us to connect.

## July Volunteers of the Month



**Ann  
Gambrell  
& Jean  
Fururya,**

## **Organizing Energizer Bunnies Just Keep on Going**

*by Dee Saar, Space Diviner  
NAPO-LA Secretary*

Ann Gambrell and Jean Fururya are still giving back to our chapter after many years and an endless list of volunteer commitments. They were given volunteer of the month awards at the July 2005 chapter meeting for their continuing efforts with the MET program.

Ann and Jean are always there when a new organizer has a question. They are tireless about new member orientation and are both naturally talented mentors. Their work on the MET (Mentoring, Education and Training Program) committee has been essential to the program. They've also been central to the planning of the Q & A Nights program. They like being where they can meet the new members and introduce them to our chapter's offerings.

Jean has been a member for 14 years

and Ann was one of the founders of NAPO-LA in 1985.

Ann and Jean are referred to as the Velcro twins – joined at the hip, they say. They have always worked well together, only live 3 minutes away from each other and just naturally join up as a dynamic duo for all sorts of projects. And Ann says there's always some dim sum to be had when they're together.

Congratulations to both Ann and Jean!

## A Family Organizing Tip

# Back to School Success

*By Esther Simon, MSW  
Traditional Time Organizer*

Once again, it's back-to-school time and it is sometimes difficult to get back into the swing of things smoothly. Here are a few suggestions, written especially for schoolchildren, to make things easier.

### Before-Bed Routine

1. Lay out clothes for tomorrow. As simple as it sounds, it is probably the easiest time-saving approach to getting ready for school. Don't try to decide what to wear in the morning. Don't go into your closet not knowing if your uniform is clean and ready to wear. While others in the family are rushing around, you can save minutes by getting dressed quickly and stress-free.
2. In the morning, gather everything you need to take with you and place it by the door. Set up a "holding area" for your backpack, lunch and coat. Encourage all family members or people in your carpool to do the same.
3. Go to bed in time to get enough sleep. If you get enough rest you will function better the next morning. Don't wait until the wee hours to do last-minute tasks.

### Morning Routine

1. Get up 15 minutes early so you can take your time and not feel rushed. Get completely dressed before leaving your room so you don't have to go back there before going to school.
2. Prepare what you want for lunch the night before and pack it. Or, if you don't want to actually pack your lunch the night before, at least know what you are going to take so it will be easier to

- assemble in the morning.
3. Get into the car a few minutes earlier than scheduled. Factor in a grace period for traffic jams, flat tires and other interruptions.

Routine and structure are not the strait-jackets you might think they are. They are in fact ways to reduce chaos and free yourself of major stress and confusion.

## August Volunteer of the Month



# Mishele Vieira Calls Others to Action

*By Dee Saar, Space Diviner  
NAPO-LA Secretary*

Mishele Vieira has volunteered almost as long as she has been a member of NAPO-LA. She was recognized as July "Volunteer of the Month" for her dedicated commitment as the volunteer coordinator for the NAPO-LA chapter. Mishele has held that position almost three years, has been a member for three and a half, and has been organizing for five.

Mishele thrives on inspiring chapter members to volunteer, thoughtfully matching them and their particular skills and interests with the jobs that need doing and the positions that are open. Her ultimate goal is to have an abundance of volunteers "waiting in the wings" so that open positions can be filled quickly and successfully. She acknowledges the wonderful contributions veteran members continue to make and sees first-hand the amazing benefits resulting from volunteer efforts. She would love to see a higher new-member level of involvement, as new members generate fresh ideas and bring with them an inherent energy.

Any organization benefits from a consistent exchange of ideas and a wide base of support - avoiding the pitfall of a few of the same people doing it all. Probably more than anyone else, Mishele sees friendships form and team efforts build. She brings a passion and understanding to her profession, as well as to her volunteer position, always trying to find ways to motivate people

into becoming volunteers.

Thanks, Mishele, for doing such a terrific job!

To volunteer, please contact Mishele at (818) 907- 9714 or [MisheleVieira@napola.org](mailto:MisheleVieira@napola.org).

## CD Support Group

# CD Clients - Support Group for LA Chapter Members

## Next meeting is November 9

If you are working consistently on an ongoing basis with chronically disorganized clients, you are invited to participate in an informal support group.

Our next meeting will be Wednesday, November 9, from 5:45 pm to 8 pm, in the Long Beach area. Limited to 10 attendees.

A simple pot luck is planned. To RSVP or for further information, email Jean Furuya at [Jean@TheOfficeJeanie.com](mailto:Jean@TheOfficeJeanie.com) or call (310) 316- 1753.

## Lessons learned at Q&A night



# Q&A Night October

## 3rd: An Open Door

*By Tiffany Schwartz, Clearly Efficient  
NAPO-LA Vice President*

When I attended NAPO-LA's Q&A Night in October 2004, I had been a chapter member for six months and my company was seven months old.

That night proved to be an amazing

resource for me as I continued to develop my professional organizing vision and growth strategy. The number one benefit the night had for me was the opportunity to meet and bond with other organizers facing the same challenges and questions. Through the wisdom and experience of the veteran organizers, I learned important details about the organizing business, how to avoid making mistakes and how not to duplicate procedures that had already been created.

That night opened many doors for me. I learned about NAPO's mentoring program for new organizers and the various specialty areas that were different from mine. I left the meeting with a boost of confidence, more assured than ever of the particular path I had chosen for my business and more fully equipped to pursue it. The one-on-one interaction was invaluable in developing individual relationships that have continued to benefit me at every stage of my development, both as an organizer and as a business owner.

*NOTE: Mark your calendar for the next Q & A Night on October 3. Go to the [NAPO-LA website](http://www.napola.org) at [www.napola.org](http://www.napola.org) to register online by September 27. Seating is limited to 15 attendees. Don't miss out, register now!*

## Silent Auction Volunteer for September

**An Hour  
Just Won't  
Be  
Enough!**



**Karen Fulks  
Organizer  
Extraordinaire**

If YOU grew up with a grandfather who had a box marked "string too short to save," what would YOU do when you grew up? Help people organize their string? That's right! When the name "Organizer Extraordinaire" came to Karen Fulks in a dream, it didn't take her long to figure out what it meant. Having had over 100 different jobs, she was ready to take on the world, but decided that L.A. was a good start. Over the past 20 years, she's become a Quicken Maven, working with TV and film people on location. But along the way has also planned parties,

weddings, bar/bat mitzvahs, and recently a funeral! She's organized moves and relocations, interviewed nannies and cooks for clients, and researched city-planning codes. She's never been bored yet. (A new line of greeting cards coming soon!)

Karen's been a member of NAPO since 1990, recently co-chairing NAPO-LA's first entry in the DooDah parade and working on the Project Angel Food Go Week event. Last year, she joined NSGCD and is a Level 1 graduate.

Whether you're new to organizing or an "old-hand," Karen can share her expertise, experiences and adventures with you.

*The Silent Auction is a regular fundraiser for our chapter and is held at each meeting. During the meeting, the volunteer will be announced and a clipboard will be circulated. Anyone can bid by signing the sheet as it goes around. The highest bidder wins a one-hour in-person or telephone consultation, during which time he or she can ask anything regarding the professional organizing business.*

## Recycle, Reuse and Reassign



### Organized Karma

By Sara Getzkin

*Hands On! Organizing Services*

As professional organizers, we clear out households and businesses everyday that are chock full of clutter. Your clients are thrilled but where does it all go? Where do the unused and unwanted items go? Does everything get dumped in the garbage or can things be recycled? Would a donation put your clients at ease, help them let go of items and give them a nice tax write-off? Where do you begin?

I founded my business on two basic principles – yes, I would organize the world one mess at a time AND I would do my best to recycle, reuse, and reassign. During an assessment, clients are told that their unwanted belongings will be "reassigned" wherever and however they choose. Simply put, my philosophy is called "organizing karma" – you let go of the items that are weighing you down, send them out into the universe, and the universe sends other good things your way.

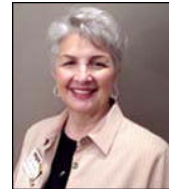
In the articles to follow, I will be

sharing some of my favorite donation and recycling resources. If you have any you'd like to share, please let me know. For starters, RECYCLE your ink jet and laser printer cartridges! For every cartridge recycled, NAPO-LA earns money. Take a few of the postage-paid envelopes available at monthly chapter meetings and give them to clients OR bring your cartridges to the meetings and put them into the drop box. The money earned is used to off-set the cost of programming, speakers, conference, and more! In the end, you've not only helped the environment, you've also enriched NAPO- LA.

*NOTE: "Organized Karma" is the first in an occasional series focusing on donation and recycling resources.*

## Golden Circle Update

# Golden Circle Has Garden Lunch



*By Ann Gambrell,  
Creative Time-Plus  
Golden Circle Liaison*

On a perfect July day in Los Angeles, 15 area Golden Circle members met for an outdoor luncheon at the home of Karen Fulks, co-hosted by Esther Simon. The food was great and the conversation, stimulating. The group was updated on Golden Circle, national & local, while various members suggested topics for discussion.

In January, Golden Circle will meet with another chapter for the first time when a joint meeting with the San Diego chapter Golden Circle is planned. This is the second year in which a Sunday meeting was held, allowing members to attend who are unable to meet on Saturdays.

Members voted to schedule two Sunday and two Saturday meetings in 2006.

We look forward to our next meeting, October 15, co-hosted by Toni Scharff and Beverly Clower.

If you are interested in co-hosting a 2006 Golden Circle gathering in July or October, contact Ann Gambrell at (310) 212-0917.

Golden Circle status is open to NAPO members who have been in business a minimum of five years and a NAPO member for one year.

## Golden Circle Article

# Setting Fees

By Ann Gambrell  
Creative Time-Plus

Setting fees is one of the most frequently asked questions of both new and veteran organizers.

The following information is taken from a recent poll of the L.A. Chapter's Golden Circle members. This information is solely the opinion of the organizers. Some of these suggestions will be a "fit" for you and some will not.

## Should I offer free assessments?

1. Some Golden Circle members say that if you offer free assessments, you should be sure not to "give away the store." New organizers have the tendency to offer too much information and talk themselves out of a client.
2. Other Golden Circle members say you should *never* give free assessments. You should charge for all your services.
3. If a client is in your geographic area, make an appointment for a free 15 minute assessment before quoting an hourly rate or package price. Meeting you in person just may clinch the deal.

## Should I have a minimum of hours to work with a client?

1. One organizer requires a six hours on the first appointment and four hours on following appointments.
2. Some organizers have a three to four hour minimum. Many clients cannot tolerate longer; e.g., elderly, A.D.D., handicapped, etc.
3. Offering half and full days appeal to some clients with a reduced rate for a certain number of hours or days booked.
4. Some organizers quote by the project.

## How do I set my rates?

*NOTE: Anti-trust laws do not allow NAPO to dictate organizers' rates.*

1. As a professional, realize that your rates should reflect your level of service and ability. If your rates are too low you may not be taken

as professional.

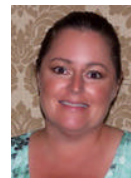
2. Contact other professionals (e.g., a CPA) to see what they charge and consider how equally important you are to the client.
3. Apprentice with a veteran organizer until you feel confident enough to charge an appropriate rate. Consult privately with a veteran as to a reasonable rate for your experience, expertise, etc.
4. Offer a "discount" to a good client on shopping, mileage, etc., when appropriate.
5. Create a rate schedule based on the various services offered, fees for subcontractors, etc.

### How do I know when to raise my rates with new and old clients?

1. When you become more proficient/experienced at what you do.
2. Start the new higher rates with new clients, keeping former clients at the old (lower) rate.
3. Consider raising rates in \$5 to \$10 increments every six months or a year as the economy and your experience allows. Re-evaluate regularly.
4. Gain confidence in quoting your new rates by practicing in the mirror before communicating them to a client. Be confident and the client will be impressed with your knowledge and experience.
5. Send a letter to your current clients announcing your new rate, offering six months to schedule time at the old rate.

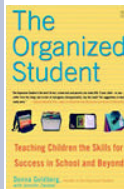
*Thank you to the contributors: Nanci McGraw, Cyndi Seidler, Diane Ridley, Sheila McCurdy, Jana Hartwell, Michelle Quintana, Ellen Mathis and Karen Simon.*

### Book Review



## "The Organized Student"

by Donna Goldberg



*Reviewed by  
Karen Stark  
Your Organized Life*

Donna Goldberg's book, "The Organized Student," is a great tool for parents and

organizers alike to help the older, middle-school student achieve success in the area of organization.

There are two types of organization: cerebral and physical. Goldberg's book investigates the aspect of cerebral organization and how it relates to time management. She also discusses physical organization and how it impacts academic achievement.

The explanation of different learning styles is informative as are the simple organizational solutions relating to each of the styles. Her discussion of executive dysfunction is helpful in explaining the differences between what can be deemed age appropriate disorganization from other serious issues that may be hampering the child's organizational skills and scholastic abilities. By using short assessment questionnaires with children, you learn to understand their day, what their requirements are and what systems are needed to help them achieve their goals.

The organized student's world is broken down into three main areas: organization in school, organization at home and time management. Case studies are used throughout the book. Tips on locker and backpack organization are provided, and, depending on the child's style, everything from accordion files, desktop filing systems, binders, the rules of filing, setting up a desk and desk drawer to portable desks are all covered in great detail. Time management and the use of planners, PDA's and family calendars are all discussed in depth as is the organization of a child's room.

As a mother and a professional organizer, I'm reminded everyday of the power of organizational skills. Teaching these skills to our children is one of the most important gifts we can give them!

## NAPO Members in the News

**Lynne Gilberg** of Lynne Gilberg Organizing was quoted in the Los Angeles Times on Sunday, July 3, in an article about preparing to move, "Ready for the Big Lug."

Golden Circle member **Cathy Torre-Houghton** of Organize with Style in Irvine, Calif., was recently featured in "Real Simple" magazine. "Real Simple," in an effort to promote its' Fifth Anniversary Experience -- and to say thank you to their top clients -- selected a number of their preferred

advertisers to receive their choice of complimentary services. These included the services of a professional organizer. "Real Simple" chose **Cathy** to fulfill the desire of one of their premier advertisers located in Newport Beach, Calif.

In an article entitled, "There's no place like home," that appeared in the Los Angeles Times Calendar section on Thursday, July 21, **Diane Ridley** of Home in Harmony was profiled and NAPO-LA got a mention, too!

## San Francisco Chapter Event



## SFBA NAPO Regional Conference November 5

NAPO's San Francisco Bay Area Chapter is proud to present its **17th Annual Regional Conference, "Riding the Wave of Change," on Saturday, November 5**, at the Newark/Fremont Hilton Hotel, Newark, Calif.

Don't miss keynote speaker Peter Walsh of The Learning Channel's "Clean Sweep" program. Peter will explore how to surf the wave of change rather than struggle in its undertow. The day also includes 18 educational workshops, breakfast, lunch and a networking reception.

**The Early Bird discount deadline is September 23.** Hurry! The event is expected to sell out.

### Pre-Conference Events:

[NSGCD Fall Forum](#)

[Letting Go and Lightening Up Facilitator Training](#)

**[For more information or to register online, click here.](#)**

email: [newsletter@napola.org](mailto:newsletter@napola.org)

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