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# THE LOS ANGELES ORGANIZER



**November/December 2013**

**Volume 20**

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**NAPO-LA Calendar**

**November**

18 Board Meeting 2:45pm  
Chapter Meeting 6:15pm

**In Memoriam**

**Roxanne Hoerning & Angela Wallace**

It is with great sadness that we inform you of the passing of Roxanne Hoerning, NAPO-LA Organizer and owner/professional organizer of You Can Be Organized.



Roxanne was extremely knowledgeable and enthusiastic when it came to utilizing technology to create efficient, time-saving processes to automate and track information. She founded her company, *You Can be Organized*, in 2009 to enable her to branch out beyond her current role in corporate America. She had 25 plus years of technology and marketing experience and had done hands-on computer training and process documentation throughout her career.

It is with great sadness that the National Association of Professional Organizers (NAPO) announces the death of Immediate Past President and long-time member, Angela F. Wallace, CPO®, who passed away on November 12, 2013 after a brief illness.



**Quick Links**

[NAPO-LA](#)

[NAPO National](#)

[Newsletter Archives](#)

**Meeting Information**

**October Chapter Meeting Attendance**

Membership: 100

Members: 32  
Visitors: 3

## NAPO-LA Board of Directors



**President**  
Nadine Levy  
Management 180  
818.585.4828



**Vice President**  
Susana Enriquez  
Downsize and Get Organized  
805.409.4638



**Treasurer**  
Lisa Suchesk  
Timeline Organizing  
562.438.5650



**Secretary**  
Cynthia Smith  
Your House in Order  
310.721.1076

One of the first 200 professional organizers worldwide to earn a Certified Professional Organizer (CPO®) designation, Ms. Wallace was an active NAPO member for the past 20 years, and leaves a remarkable legacy of service and volunteer leadership. Throughout her NAPO membership, she assumed multiple local and national volunteer leadership positions, including serving as president of the association from 2011 - 2013. A firm believer in mentoring and leadership development, she most recently served on the Board of Directors as Immediate Past President and as Chair of the Nominating Committee.



## Board of Directors' Message

### A Message from our Board of Directors NAPO Los Angeles November 2013

#### My Secret Shame by Leslie Haber

There's a nice closet in my office - hanging space AND shelves (I know, I know, I know!). It would be ideal for all sorts of things; my printer, extra office items for clients...even my "hazmat" costumes/scrubs I wear to my client sessions! Instead those things are out in full view in my office. I don't like it. Not one bit.

The closet is filled (literally from floor to ceiling), with...photographs, photo albums, loose photos scattered everywhere. It's a complete mess. The closet and snapshots trickle down from the ceiling, haunting me with the image of a much younger, much thinner me.

Over my lifetime, I have always been the photographer. I have thousands of pictures, half of which could easily be discarded. Many belong in my office to be hung throughout my home and office. There are also a great many photos that I have in "clumps," (aka "piles") which I intend to give to various friends that are the subject of the shot. I recognize that I don't like so many of my clients when I say to myself "I'll get to it when I finish this other, more important stuff." "It's a FUN project! I just need to finish this but there are so many more important things to tend to first!" Funny how I'm saying that now for 13 years. My, how time flies!

I don't know how many times I wanted to ask our chapter member photo wrangler, Christie Gelsomino, if she might just give me a push to complete the project. Then I say to myself, "Nah, I've got a million more important things to do."



**Director of Administration**  
 Mary Anne Lantieri  
Apparent Priority  
 818.314.2128



**Director of Communications & Technology**  
 Katherine Macey  
Organize to Excel  
 310.800.7430



**Director of Marketing**  
 Christie Gelsomino  
Vision to Be Organized  
 661.993.8291



**Director of Membership**  
 Tara Kenavan  
21 Times  
 818.358.3363

things to tend to first."

Well folks, the time has come. I am placing myself in the more-than hands of...ALL of you. Yes - my fellow members from whom I get strength, and support. I always say my favorite benefit of chapter membership is the camaraderie I have developed with my like-minded colleagues in the chapter. Over the past 6+ years as a member of I have developed friendships, learned and taught valuable skills, a heartily sharing stories of our often-entertaining clients' antics (and of course!). I've cried when someone in my NAPO LA family suffer struggles with business. Over the years, I too have suffered the loss of friends to illness, and have struggled to stay afloat when the economy crashed. My NAPO LA sisters (and brothers!) were there to support offering assistant work, calling to check in on me, and just making it on tough days.

Just as we often serve as "accountability buddies" for our clients I am taking advantage of my incredible resources, and asking each of you to support me in my photo clean-up efforts! I have a sudden need to declutter my whole closet, and get all those photos to the friends they belong to. I represent our industry and nail my clients on their scary closets and my own is as bad or worse?! I live/I love "walking the walk," but when it comes to this damned closet, I'm barely crawling!

Something I always preach to my clients: "Get the balance right... all work, or all play - mix it up; jump around, walk away from it and come back to it." I was reminded of my own words because of a conversation I recently had with one of my NAPO LA members, and I suddenly realize it applies to me, too! So send me an email, your best tip, your screenshot of a photo (which I will NOT keep!) to let me know you've got my back. So all of you know, I've got your back, too. That's what it's all about.

*Leslie Haber, CEO of **An Organized Life**, is known as "The Organizer Therapist."*® Leslie is currently serving the L.A. Chapter as Board Member at-Large, and is a proud member of NAPO's Golden Circle.

## NAPO-LA Chapter Meeting

### November Chapter Meeting

Our November chapter meeting, the last one of the year, will be a night of fun and informative! First the informative: We are excited to roll out new pages from the NAPO-LA Website! Yes! We've updated and upgraded making it easier for the public to find us, and for us to find each other! And the fun: It's the first annual White Elephant Holiday Gift Exchange! Please ask that you bring a wrapped gift to the meeting - it doesn't have to be useful, or pretty - but it should be something that you no longer want. The best part - no one goes home empty-handed! If you don't have time to wrap, let me know ([regina@AClearPath.net](mailto:regina@AClearPath.net)) and I'll make sure



**Director of Associate Membership**  
 Robyn Reynolds  
Organize2Harmonize  
 310.625.6522



**Member At Large**  
 Leslie Haber  
An Organized Life  
 213.507.1389



**Director of Professional Development**  
 Regina Lark  
A Clear Path  
 818.400.9592

**Coordinators & Committee Chairs**

- CD Support Group: Jean Furuya
- Database Coordinator: Cari Dawson
- Greeter: Nancy McFarland
- Historian: Christie Gelsomino
- Librarian: Mary Ann Lantier
- Co-Member Spotlight Coordinators:  
 Deron Bos  
 Tanya Whitford
- Neighborhood Group Facilitators:

extra gifts!

**When:**

Monday, November 25, 2013, 6:15 pm

**Where:**

The Olympic Collection Conference Center at 11301 West Olympic West Los Angeles (cross street is Sawtelle). The usual meeting room is on the second floor.

**Who:**

All professional organizers and those interested in entering the field are welcome to attend. Professional business attire requested.

**Cost:**

Meeting charge is \$15 for NAPO-LA members and \$25 for visitors (CHECK only please.)

**Parking:**

\$6 in the underground parking. Limited street parking is available until 6 pm.

If you have an idea for a Chapter topic or presenter please don't hesitate to write or call: [Regina@AClearPath.net](mailto:Regina@AClearPath.net) 818.400.9592.

*Regina Lark is NAPO-LA's Director of Professional Development.*

**Golden Circle**

**GOLDEN CIRCLE LISTSERV**

Are you a member of the Golden Circle ListServ? Open only to Golden Circle members, this ListServ allows more seasoned professional organizers to connect with each other. To get started, log into [www.napo.net](http://www.napo.net) and click on the Golden Circle Page. In the second paragraph you will see a link for the Golden Circle ListServ. Clicking the link will allow you to go to the sign up for the ListServ. Once approved, you can post to the ListServ by sending an email message to [golden-circle@lists.napo.net](mailto:golden-circle@lists.napo.net).

NOTE: Qualifications for Golden Circle membership include five years of business as a professional organizer and one year as a NAPO member. Quarterly meetings are held in the homes of Golden Circle members where we network, share information, and get to know each other on a more personal level.

All eligible Golden Circle members are invited to join the Los Angeles Golden Circle. Chapter membership is not required; NAPO National membership is. More information is available on the NAPO National website or by email at [goldencircle@napola.org](mailto:goldencircle@napola.org).

**Member Article: To Store or Not to Store**

**Helping Clients Make Intelligent Off-Site Storage Decisions**

Burbank/Glendale/Pasadena: Cari Dawson  
 South Bay: Roxanne Hoerning  
 San Fernando Valley: Janet Fishman  
 Westside: Regina Lark

Online Ambassador: Open

Photographers: Sara Getzkin

Professional Organizers Learning Academy (POLA):  
 Jean Furuya  
 Michelle Powell

Registration Assistant: Nonnahs Driskill

Social Media: Open

Visitor Liaison: Lori Gersh

Webmaster-Events: Jennifer Solomon

## by Clutter Founder & NAPO-LA Associate Member Brian T

With more than 1 in 10 households in the U.S. using some form of storage your clients will often own or be considering an off-site storage solution. A challenge facing many home and apartment organizations is helping clients let go of non-essential items instead of stashing them in storage. In fact, many NAPO-LA members discourage clients from long-term storage solutions that can perpetuate hoarding behavior. This newsletter offers clutter clearing tips and suggestions for helping clients decide what type of storage solution (full-service, portable, or self-storage) is the best fit for their needs.

### Clutter Clearing Tips

- \* Throw away items of little to no value.
- \* Donate items that haven't been used in the last 6 months.

Salvation Army (<http://satruck.org/donate-goods>), Goodwill (<http://www.goodwillsocal.org/donate>), and Habitat for Humanity (<http://habitatla.org/restore/donate-items/>) are examples of donation centers that will put their used items to good use.

- \* Profit from extra clothing by sending used clothes to ThredUp (<http://www.thredup.com>).

- \* Set a maximum number of boxes that will be used for off-site storage. There may be items that have emotional value or sentimental value (mementos, seasonal clothes, sports equipment, and archived files), but consider providing a limit on the number of boxes you want them to store to help them make difficult decisions about what to keep and what to purge. The act of prioritizing items going into storage can help customers live a simpler, more organized life.

- \* Photograph stored items so clients remember what they have in storage and can revisit the need for storage on an ongoing basis.

- \* Clearly label boxes being stored to facilitate clearing items in the future, instead of allowing mystery boxes to collect dust for months or years at a time.

### Tips for Choosing Off-Site Storage

Los Angeles County has over 1,100 self-storage facilities (e.g. Public Storage), a handful of portable storage options (e.g. PODS), and a few called full-service storage (e.g. [www.clutter.io](http://www.clutter.io)) that means there are many options when figuring out an appropriate storage solution. The following highlights the key benefits of each type of storage solution:

Storage Solution must be...

- Best Solution
- Convenient & Easy To Keep Track Stored Items
- Full-Service Storage
- Temporary because I'm Moving
- Portable Storage
- Cheap & Lots of Space

## The Los Angeles Organizer



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*The Los Angeles Organizer* is published bimonthly (January, March, May, July, September and November). The newsletter is emailed to NAPO-LA members and associate members, NAPO national board members, and NAPO chapter presidents, and is available to the public on our website. All content is copyrighted. All rights reserved.

### Submission Guidelines

**Articles**

NAPO-LA members are encouraged to contribute to this newsletter. Articles are not to exceed 500 words in length. Submissions must be received by the Editor no later than the 20th of the month prior to the month of publication. You may send your article as a Microsoft Word document or directly in the body of an email. Photos should be .jpg, 72 dpi, sent with your article. All article topics and content must be approved by the Editor. Submit editorial to [editor@napola.org](mailto:editor@napola.org).

**Advertising**

Ads must be received by the 20th of the month prior to the month of publication. There are two types of ads available.

**Website Link:** This is a small ad containing a link to your website, located in the left side column of the newsletter. The ad can be your logo, a photo, or a short message.

**Format:** .jpg, 72 dpi, 125 pixels w x 100 h.  
 \$25 NAPO-LA Members  
 \$35 Non NAPO-LA Members

**Block Ad**

This is a large block located at the end of the newsletter providing details about your company or service, along with a logo and/or photo.

**Format:** Submit ad copy (100 words max) as a Word document and email with logo and photo as .jpg, 72 dpi.  
 \$35 NAPO-LA Members  
 \$45 Non NAPO-LA Members  
 Submit ads to [editor@napola.org](mailto:editor@napola.org)

**Self Storage**

Self-storage facilities provide a space where clients can store and items. The most popular size is 5' x 5', but unit sizes range from small to huge 400+ sqft rooms. Self-storage can encourage behavior that is much dumber than squirrels (at least squirrels remember to dig up their nuts in the spring!). Items in storage often simply collect dust and are rare because of the frustration and inconvenience of using self-storage because little thought is placed into what goes into storage.

Portable Storage is the delivery of a large (typically 100 - 1000 cubic feet) storage container to your client's driveway or in front of their house. Portable storage companies include PODS, CoolBox, Door to Door and Smartbox. Portable storage is typically used during moves and as a long-term storage solution, given the difficulty of having a space reserved (requires a permit from the city in most areas) and having the container delivered.

Full-Service Storage is a new storage solution that offers convenient box storage with an iPhone app that manages box pick up, storage and retrieval. Clients can arrange to have reusable storage boxes delivered to their doorstep, photograph the items they are packing so they can see what they have in storage, and schedule their boxes to be picked up and securely stored. Boxes are delivered and picked up for free. Clutter ([www.clutter.io](http://www.clutter.io)) is the first full-service storage company to launch in Los Angeles. This is a tool that professional organizers can use to help clients gradually let go of the items they're inclined to store.

**Storage for Modern Homes and Smaller Spaces**

Of course, using off-site storage is not always indicative of hoarding or an inability to throw things away. Some homeowners and apartment dwellers prefer a modern and clean look to their home or live in a place where off-site storage is the difference between a beautifully decorated den and an overflowing closet.

*Brian Thomas is a first time entrepreneur passionate about making storage simple. Prior to starting **Clutter**, Brian was the Director of Marketing at an educational publishing company where as a member of the Executive Leadership team, he helped grow the company from \$11 to \$26M.*

**Volunteer In NAPO-LA**

**Below is a list of the open volunteer opportunities currently with your NAPO Los Angeles Chapter:**

**New Member Orientation Coordinator**

**Job Description:** Works under Director of Membership (Tara Kenney) and volunteer will help new NAPO-LA members become familiar with a

**Associate Members**

NAPO-LA is proud to welcome our newest associate member - Ken Gruberman of The Tech Daddy. Please give him a warm NAPO welcome when you meet them at an upcoming meeting.



**The Tech Daddy**  
 Email Ken Gruberman  
 818.998.4477



Email Lorna Ross  
 888.217.1917



**Clutter**  
 Email [Brian Thomas](mailto:Brian.Thomas@clutter.com)  
 800.525.6219



**Garde Robe**  
 Email [Janine Castro](mailto:Janine.Castro@garderobe.com)  
 858.336.0471



**123 Moving and Storage**  
 Email [Sean Ward](mailto:Sean.Ward@123moving.com)  
 310.618.8120



**Go Junk Free America!**  
 Email [Evan Berger](mailto:Evan.Berger@gojunkfree.com)  
 800.GO JUNK FREE



Email [Gus Gougas](mailto:Gus.Gougas@organizeit.com)  
 818.232.7683



Office Organization Products  
 Email [Barbara Schmit](mailto:Barbara.Schmit@pendaflex.com)  
 818.232.7683

benefits and resources available to them through their National and Local Chapters. The coordinator will conduct monthly New Member Orientation sessions that will guide members through the ins and outs of the organization and provide information through the New Member Orientation Package. We are looking for someone with 3 years' membership (and attendance) in their local NAPO-LA.

Approximate time commitment: 1 to 2 hours per month

Key Responsibilities:

- \* Obtains New Member contact information from the New Member Coordinator email.
- \* Sends e-mail to New Members, inviting them to the next New Member Orientation Meeting.
- \* Takes an Orientation Package to the orientation containing information on NAPO and NAPO-LA, Whom to Call List, Organizational Chart and Needed List.
- \* Follows up as necessary to ensure the success of the program.

For more information, contact: [Tara Kanavan](mailto:Tara.Kanavan@napo-la.org).

**Social Media Ambassador**

Job Description: Works under the Director of Marketing (Christie Gelsomino). The most important part of this job is to maintain a comprehensive social media presence to increase NAPO-LA visibility, membership and traffic to the Chapter website. The candidate should be familiar with the broader social media world and have experience on Facebook and Twitter.

Approximate time commitment: 1 to 2 hours per month

Key Responsibilities:

Facebook and Twitter:

- \* Post 1 week before the general monthly meeting reminder.
- \* Post 1 day before the general monthly meeting reminder.
- \* Post 1-2 days after the general monthly meeting a follow-up post on your take aways."
- \* Post 1-2 days after the general monthly meeting the photos from the meeting.

Twitter:

- \* Besides the above reminders, "favoriting" and "retweeting" can be done on a regular basis.

For more information, contact: [Christie Gelsomino](mailto:Christie.Gelsomino@napo-la.org).

*[Membership updates are posted by Membership Director. POLA updates are submitted to Marketing Director from the POLA team. Communicate with Marketing Technology to make sure website has the updates.]*

**Chapter Photo Albums**

Follow these steps on [napola.org](http://napola.org) to view our chapter's pictures!

Go to: <http://www.napola.org>  
 Hover over Meetings and Events  
 Click Photo Album Archives  
 Click on "click here" link  
 VIEW OUR NAPO-LA PHOTOS

## Membership

### NAPO National Membership

#### Annual Dues

\$230 - Active Member\*  
 \$150 - Associate-Branch  
 \$250 - Associate-Local  
 \$300 - Associate-Corporate  
 \$20 - Processing Fee

\*Provisional member dues are \$200 plus a one-time \$20 processing fee. You are an active member\* if you have completed your provisional membership year, or are a new NAPO member with more than one year of professional organizing experience.

NAPO National dues can be paid online. Proof of paid dues is required at time of joining NAPO-LA. NAPO National submits its renewal notices directly to members on their anniversary dates. NAPO-LA annual membership dues are renewed each September. You can also join NAPO-LA online.

### NAPO-LA Chapter Membership

#### Regular Members

Dues are prorated 25% quarterly.  
 Level 1 - \$125 (does not include \$15 meeting fee)  
 Level 2 - \$190 (includes all meeting fees)  
 Yearly dues and Website Listing in the "Find an Organizer" section of our website.  
 \$25 - One-Time Processing Fee  
 \$25 - Lapsed Member Processing Fee

#### Associate Members

Dues are prorated 25% quarterly.

\$ 200 - Branch Associate Member  
 - Local branch or regional office of a Corporate Associate Member

\$ 350 - Local Associate Member  
 - Locally-based, self-operating retailer, supplier, designer, or independent sales representative engaged primarily in the manufacture, distribution, and/or sale of organizational equipment, supplies, or organizing-industry related services.

#### NOTE:

All members are required to sign a Code of Ethics as part of their membership.

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

For the NAPO Code of Ethics, [click here](#)

## NAPO-LA Professional Organizers Learning Academy

### THE PROFESSIONAL ORGANIZERS LEARNING ACADEMY PRESENTS

### "What Every Organizer Should Know About Filing Essentials"

Corporate offices, home offices, even manager moms need to have lots of documents and records. A good filing system is the backbone of all offices. In this popular class, Dolores will

- Exhibit the variety of supplies used to create custom filing systems for any filing project and demonstrate how to use them
- Cover record retention
- Discuss what to keep and what to toss, as it is always the goal to have a filing system that keeps filing cabinets overfilled

You will leave the class with the confidence that you can provide your clients with a well thought out, lean and mean, filing system, irreplaceable paperless storage for short or long term document management.

Dolores Kaytes, President of Highly Organized for the past 15 years, is an educator, a professional speaker, an entrepreneur. Custom filing systems and QuickBooks training are her specialties. A Past President of NAPO-LA, Dolores was the recipient of the prestigious NAPO-LA Leading Edge Award in 2007. Dolores is at ease at the podium. She speaks at conferences, seminars, and corporate meetings, where she teaches how to "heal the clutter." Dolores is a filing guru and her class is not to be missed!



### SAVE THE DATE!

**When:** Monday, February 24, 2014  
**Time:** 3:00pm to 5:00pm -- prior to NAPO-LA meeting  
**Where:** Olympic Collection, 11301 Olympic Blvd., Los Angeles, CA  
**Cost:** NAPO-LA Members \$30 -- Non-Members \$40

No refunds for POLA sessions. If you are unable to attend this class, a refund fee will be applied toward another POLA class within one year's time.

For more information: contact [pola@napola.org](mailto:pola@napola.org)



*For details about NAPO-LA Education Committee classes visit [www.napola.org](http://www.napola.org) and click on the "Education" tab.*

NAPO-Los Angeles - Host of the Los Angeles Organizing Academy  
 10573 West Pico Blvd., #134, Los Angeles, CA 90064  
[www.napola.org](http://www.napola.org) 213.486.4477

NAPO Los Angeles is a legal entity separate and distinct from NAPO, Inc. (the Association of Professional Organizers) and is not entitled to act on behalf of or to contractually or otherwise

## ICD Support Group

### ICD 4th QUARTER 2013 TELECLASSES

You do not need to be an ICD subscriber to take ICD teleclasses. A professional can join them for a small fee per teleclass. The classes will be on Thursdays at 5 PM PST, beginning on October 10 continuing through December 19. They are as follows:

- Nov. 21: Understanding Physical Disabilities & Considerations in Organizing
- Dec.5: How to Assess Hoarding at Home Before it Threatens an Elder's Right to Age in Place
- Dec.12: Case Studies: Ethical Dilemmas in Chronic Disorganization
- Dec.19: Vision Impairment, Loss, Compensatory Strategies & Reorganization

For course descriptions and to register, please visit the ICD website at [www.challengingdisorganization.com](http://www.challengingdisorganization.com).

## Clutter Support Group



### CD CLIENTS - SUPPORT GROUP FOR L.A. CHAPTER MEMBERS

If you are working consistently and on an ongoing basis (at least one year or more) with chronically disorganized clients, you are invited to join our support group.

participate in an informal support group.

Our next meeting will be Tuesday, January 14, 2014. Meeting from 6pm to 8:30pm. Time will also be spend sharing our indiv issues. Limited to 12 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.

## NAPO-LA Neighborhood Groups

### Neighborhood: Burbank/Glendale/Pasadena

Our November topic is "Paperless Offices", where we will discuss our clients and ourselves with ways of reducing the paper. Our m be on November 8th. Our next meeting will be January 11th, and love to welcome any new members from our area!

If you live on the NE side of L.A., and would like to visit or join our please contact Cari Dawson at [GlendaleGroup@napola.org](mailto:GlendaleGroup@napola.org).

### Neighborhood: San Fernando Valley

The San Fernando Valley Neighborhood Group had a very exciting on October 13 when Michelle Powell of Some Like it Organized pr "Feng Shui & Organizing: A Magical Pair." We learned about the balance, harmony, and flow within a space. She taught us about r space and creating balance. The next meeting of the SFV Neighb Group will be in February 2014, date TBD. For further information contact Janet Fishman at 818-349-6330.

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Many of the Neighborhood Groups hold informal bimonthly meetings through Angeles area. A benefit of chapter membership, these offshoots of NAPO-L education, networking and support. Check below for the group nearest you a the Facilitator for information on the next meeting.

If you'd like to volunteer as a Facilitator for one of the open groups, please c Committee Chair Kathryn Macey by email at [neighborhoods@napola.org](mailto:neighborhoods@napola.org).

**Burbank/Glendale/Pasadena:** [Cari Dawson](#), Facilitator

**South Bay:** Position Open

**San Fernando Valley:** [Janet Fishman](#), Facilitator **Westside:** [Regina Lar](#)

## NAPO Los Angeles

**Mission Statement:** NAPO-LA is the organizing industry leader committed to providing the public with resources; providing organizers with education and support; and providing related industry professionals with unique channels for their products

NAPO-Los Angeles

PMB 134, 10573 W. Pico Blvd.  
Los Angeles, CA 90064  
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For questions on our disclosure policy, please contact our [Chapter President](#).



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