

May/June 2012

Volume 19, Issue 4

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NAPO-LA Calendar

May

21 Board Meeting 2:45pm

Chapter Meeting 6:15pm-Business Blueprint with Michael Charest

June

25 Board Meeting 2:45pm

Chapter Meeting 6:15pm

NAPO-LA Chapter Meeting

BUSINESS BLUEPRINT: How Exactly to Earn \$100,000 Per Year as a Professional Organizer.

With Michael Charest, President, Business Growth Solutions

You love being an organizer. And, you're very good at it...Congratulations! Yet you question the business side of things. You constantly wonder:

- "What exactly should I be doing in order to grow my business?"
- "How do I best spend my time for maximum results?"
- "I hear about others earning \$100,000 per year; how do I do that?"

Well, wonder no more! You will learn exactly how to convert 40 hours/week of work into a thriving \$100,000+ per year business! You will learn:

- The "Big 8" ways to spend your time
- How long exactly to spend in each area, including marketing and sales
- What marketing strategies to execute and why
- Exactly how each of these strategies tie to \$100K per year in revenue
- How exactly to integrate these strategies into your time management system
- How to measure your results and fine-tune for never-ending performance improvement!

You don't need to wonder, question, or struggle any more. You will leave this session knowing exactly what to do, why, how, and for how long in order to create and maintain a thriving business.



Quick Links

[NAPO-LA](#)

[NAPO National](#)

[Newsletter Archives](#)

Welcome!

[New NAPO-LA Members](#)

Brenda Lam
OrgTech, Inc.
orgtechinc.com

Carol Pardoe
Niche Organizing
nicheorganizing.com

Meeting Information

Chapter Meeting Attendance

April 2012
41 Members
5 Visitors
Chapter Membership: 111

Board Meeting Mini-Minutes

April 2012

The Board is currently recruiting volunteers to participate in the awesome Organizing Awards! If you have 20 minutes or 20 hours, the Board needs you!!!

Contact our co-chairs for more information:
Tara Kenevan (TwentyoneX@gmail.com)
Erin Haas (erin@erinssimplesolutions.com)



BIO:

Michael Charest is a 13-year veteran business coach, consultant, author, and speaker. He is president of Business Growth Solutions; a company specializing in helping solo and micro business owners attract more clients, grow their business, and live the prosperous life they deserve! Michael held senior management positions with both Embassy Suites and American Golf Corporation, then founded two successful companies, (Coach & Grow Rich and Business Growth Solutions) so he understands first-hand the struggles of the small business owner.

Michael's current speaking program focuses on sharing his knowledge and experience in starting a business, surviving in business, and how to sell and market yourself and your products in a successful, non-stressful, ethical, and dignified way.

Michael's passion is writing and speaking. He travels throughout the United States and internationally delivering high-energy, educational, inspirational, and humorous talks.

You can contact Michael at: dreamcoach@aol.com or visit our websites at: www.MichaelCharestSpeaks.com and www.bgsllc.com.

When: Monday, May 21, 2012

Time: 6:15PM - 8:30PM

Where: Olympic Collection, 11301 Olympic Blvd. Los Angeles

Cost: Level 1 NAPO-LA Members: \$15

Level 2 NAPO-LA Members: Free

Visitors: \$25

NAPO-LA Board of Directors



President
Nadine Levy
[Management 180](http://Management180.com)
818.585.4828



Vice President
Nonnahs Driskill
[Get Organized Already](http://GetOrganizedAlready.com)
323.230.0297



Treasurer
Lisa Suchesk
[Timeline Organizing](http://TimelineOrganizing.com)
562.438.5650

2012 Organizing Awards

Prepare to get your glam on and celebrate the successes of the past year in professional organizing!



Saturday, October 20th, 2012



Secretary
Ashley Stanfield
Creatively Neat
323.273.8775



Director of Administration
Susana Enriquez
Downsize and Get Organized
805.409.4638



Director of Communications & Technology
Katherine Macey
Organize to Excel
310.800.7430



Director of Membership
Tara Kenavan
21 Times
818.358.3363



Director of Marketing
Robyn Reynolds
Organize2Harmonize
310.625.6522

Hosted by NAPO Los Angeles and NAPO New York at the "Hotel of the Stars," Sheraton Universal Hotel in Universal City, California.

October will be here before you know it so mark your calendars, update your electronic devices and start thinking about who you will nominate!

Visit www.napola.org for all the details (coming soon)! Like us on Facebook for up-to-date special announcements. Follow us on our new Twitter account @NAPOLosAngeles

Are You Busy? Part 2



Are You Busy? Part 2: How LESS is MORE

By Sara Caputo

In my last article, I talked about how LESS becomes MORE...

So, what is **MORE**?

1. **Manage your time** - you've heard it a million times that time management is the key to success. Utilize the most important and productive time management tool available to you: block out your time before someone else does and link your time blocks to your major goals and objectives.

What do you get with time blocks? You get a plan. The more detailed your plan the more focused it will force you to be. I was recently reminded of how powerful a plan is when I went to go workout with my husband. He is really into his weight workout plan, whereas I am all over the place jumping from machine to machine. I find myself not able to focus on the reps or the sets that I have completed unless he is there to help me focus and keep me on track. It's amazing how valuable this has been and I've realized it's because he has a very focused plan of attack when he hits the weight room. He also has it written down in front of him so there is no question about what he's going to do next. Same goes for managing your time - if you fail to plan, you plan to fail!

2. **Organize yourself for success** - not being able to find what you need in a snap is a major zap to productivity. If you need to overhaul a few systems, then put the time aside to do it and get it done so you can find what you need when you need it. You need to have a place for everything and everything in its place.

What do you get when you have a place for everything and everything in its place? You get time. The Wall Street Journal estimates that we spend 6 weeks a



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 Leslie Haber
 An Organized Life
 213.507.1389



Director of Professional Development
 Regina Lark
 A Clear Path
 818.400.9592



Immediate Past President
 Donna Rosman

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 &
 Committee Chairs**

CD Support Group
 Jean Furuya

CPO Certification Liasion
 Barbara Ricketts CPO®

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 Wendy Hughes

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Greeter Coordinator
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Librarian
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Meeting Assistant
 Open
 Member Spotlight
 Beth Zeigler

Neighborhood Groups
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neighborhoodgroups@napola.net
 Burbank/Glendale/Pasadena: Cari Dawson
 Hollywood: Beth Zeigler
 South Bay: Roxanne Hoeming
 Ventura: Kathryn Masci
 San Fernando Valley: Janet Fishman

Online Ambassador
 Master Cruz

New Member Orientation Chair

year looking for misplaced items. Re-claim your space and get organized once and for all!

3. **Be more Realistic** - if you have 4 hours of meetings in a day, chances are you aren't going to get much else done. Let yourself off the hook and don't create a massive to-do list on those days. Being realistic with your time also means that you know how long things will take and you plan for that time. Plan ahead and give yourself some whitespace so that you have enough time for the important things as well as the time in between.

4. **Find your natural Energy cycles** - it's really important to understand when you are best at certain tasks and when you are not as present to certain tasks. If you have flexibility, plan your day so you are working on your highest level thinking tasks when you are most alert and present (in the morning for most people).

How do you find what's best for you? Keep a log. It doesn't have to be complicated... but track a few things 1) When you went to bed. 2) When you got up. 3) How much sleep you got. 4) How you felt when you got up. 5) How you felt over 4 hour blocks of time - example 6am - 10am, 10am -2pm etc. The last two don't have to be complicated. Just use smiley faces. Happy for lots of Energy! Sad for little Energy. After a few weeks you will see a smiley face pattern. Then make that work for you!

Now, it's up to you to work with the concepts of **LESS to get MORE** - more out of work, business, office time, alone time and most importantly, life!

Golden Circle



The Organized Summer

by Esther Simon, MSW
 The Traditional Home Organizer

As summer approaches many mothers look forward to a relaxing two months, happy to be relieved of the pressures of getting their children ready for school in the morning, making lunches, and making sure homework gets done in a timely manner. The household looks forward to the less structured environment and a vacation from routine. I can understand and sympathize with this feeling of relief; however I want to suggest a different outlook. Imagine a two month period of time that you can teach your family the importance of independence, responsibilities and accountability in a relaxing but structured surrounding. What would happen if you created a structured summer experience in your own home? This summer, I propose you set a schedule for your family that includes exercise, cooking balanced meals and a schedule of learning new skills in home maintenance.

Start out by assessing the strengths of each child and what he or she is capable of learning and performing. For example, the child who is nine years old can learn to prepare a breakfast for the family consisting of eggs, waffles, toast and cut up fruit. The older children can sort the laundry. Everyone can make their own beds and make sure

Kathryn Masci

New Member Orientation Assistant
Open

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Visitor Liaison
Lori Gersh

Website Coordinator
Open

Webmaster
Open

Google Docs Forms/Survey Expert
Katherine Macey

the bathrooms are tidy. The boys in the family can learn to wash the family car and the younger ones can water the lawn. The teenagers can create incentives that they feel their siblings would appreciate and can reward them within the family's budget. Each family can create their own chart of tasks and keep track of the successes. What would motivate such a project? That is the question. For each family it would be a different story. For many of them it would be a family vacation, a long awaited prize, or just deep satisfaction from the parent. Life skills are probably the most important thing parents can teach their children. How many times have I met a young bride who said "I am so happy I learned how to cook before I got married."

Much of this planning would work out successfully if you could team up with another family or two. Each family could invite a few friends for a homemade dinner cooked by the children or organize a block car-wash event, or even a yard sale to sell old toys and books. The idea here is to get the family thinking of different ways to use their time and skills in the summer.

Perhaps some teenage boys could learn how to be a coach in baseball or basketball, and girls can learn or teach art and sewing. Let's think about bringing back the homemade skills and develop more imaginative, creative and useful talents among our children.

Instead of sitting around the computer or television at night, let the family have sports night, write a play, bake a cake or plan a charity project. If everyone thinks outside the box and creates a different kind of summer we can all have a more meaningful experience. As summer approaches take the leap to adventure outside of the norm and create an organized summer experience in your own home.

The Los Angeles Organizer



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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 network with each other. To get started, log into www.napo.net and go to 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 page to sign up for the ListServ. Once approved, you can post to the ListServ by sending an email message to golden-circle@lists.napo.net.

NOTE: Qualifications for Golden Circle membership include five years in 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 Area Golden Circle. Chapter membership is not required; NAPO National membership is. More information is available on the NAPO National website or by contacting Mishele Vieira at goldencircle@napola.org.

NAPO-LA Professional Organizers Learning Academy

THE PROFESSIONAL ORGANIZERS LEARNING ACADEMY PRESENTS...

"What Every Organizer Should Know About Organizing Financials"

In this 2-hour session, you will learn the best methods for organizing your clients' financial records:

- What files are important to set-up, in order to best maintain the records of business and residential clients and allow for easy retrieval.

(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

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

- Record retention, including guidelines for the appropriate documents clients must retain in order to keep them out of trouble and in the best financial shape.
- How to save your clients money and be a hero in their eyes, as well as, enable them to better afford your services!

We will also cover the lucrative aspects of bookkeeping and tax preparation, which can give you a whole new income source.



Marcy Melton is enjoying her 16th year as a Professional Organizer and was among the inaugural group of Certified Professional Organizers. Her business, Bullseye Organizing Solutions, is based on the Westside of Los Angeles and specializes in bookkeeping and financial management, tax prep, filing systems, and paper management. The majority of her regular clients have been with her for well over a decade. Marcy is an active NAPO member, currently serving NAPO National as the Financial SIG Leader, and she was formerly the Treasurer for NAPO-LA.

SAVE THE DATE ~ REGISTER NOW

When: Monday, June 25, 2012

Time: 3:00 pm to 5:00 pm -- prior to NAPO-LA meeting

Where: Olympic Collection, 11301 Olympic Blvd., Los Angeles

Cost: NAPO-LA Members \$25 -- Non-Members \$35

Register: Online at www.napola.org

Advance registration and payment required

Registration will close Thursday, June 21st

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

For more information: contact pola@napola.org.

For details about NAPO-LA Education Committee classes, visit www.napola.org, click on Education Tab.

Associate Members



Go Junk Free America!

Email [Evan Berger](mailto:Evan.Berger@gojunkfree.com)
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Magical Marketing Services for Professional Organizers



Take your business from status quo to spectacular! Copywriting and editing, plus pre-written organizing articles, newsletters, postcards & workshops.

Volunteer of the Month

Congratulations to Ashley Stanfield!

April 2012



What is your business name and website?

Creatively Neat, Professional Organizing

www.creativelyneat.com

Where do you live and where do you do business?

Silverlake/Los Feliz

Greater Los Angeles

How many years have you been in business?

Sara Pedersen, NAPO Member
(651) 717-1284
sara@themarketingfairy.com
www.themarketingfairy.com

Help for Hoarding WORKSHOP

Saturday June 23, 2012

Help for Hoarding: It Take a Village
9:00-3:00pm

Includes: Text book, workbook, morning coffee & breakfast
treats, buffet lunch.

Cost \$149.00 (NAPO Members: \$99)

www.HelpForHoardingWorkshop.com

Advertising

Promote Yourself or Your Product: Advertise!

By Kenya Erving
Erving Consulting Group

Don't miss out on the opportunity to advertise your business in *The Los Angeles Organizer*. Let everyone know about the products and services you offer by running an ad in our award-winning newsletter. Space is available for members, non-members and associate members.

To purchase an ad, go onto the NAPO-LA website at www.napola.org and click Advertising. Size options and prices are available online. Advertising space starts as low as \$25. Hurry, act now! Space is limited!

For more information, contact Kenya Erving at (323) 253-3426 or send her an email at newsletteradvertising@napola.org. If you know of any businesses that offer great products and/or services for Organizers, please forward their information to Kenya to contact regarding ad space.

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.

Since 2004. Left my FT Administrative job, however, one year ago, to pursue this full time as my main source of income.

How did you get into organizing as a profession?

It is something I was doing for myself in high school then, my parents had me help them with their home office and business. Also, their friend who has hoarding tendencies began hiring me to help in her home and home office. Finally, my parents' friend, Debra Frank, began training and hiring me in 2004.

Where are you from originally?

Atlanta, Georgia. Been in Los Angeles since 1996, or 14 years old.

What are your main organizing interests or specialties?

Transforming lives through de-cluttering. Great with paper and also tiny items- like quickly sorting all the stuff that ends up in a junk drawer (buttons, paperclips, keys). I am great with kids and the elderly and would like to work with them more. I have a ton of experience with chronically disorganized and hoarding clients, and just joined ICD.

What do you like to do when you aren't organizing? Hobbies? Interests?

Creative writing- I write poetry, stories, songs. Singing! Music. I love art- I go to museum openings/parties a lot or to friends' art shows or music gigs.

Reading- I like self-help stuff- mostly spiritual or psychology.

I love being in nature, hiking or camping.

I LOVE DOGS and animals.

Tell us about your family. Married, Single, Children, Pets?

I am not married, no kids. I had a dog Kisses (half pug and shitzu and perhaps other things) for 15 years, who passed a year ago. I recently saved a black pit bull from being put down, fostered her for a couple months, and got her adopted.

How did you come to join NAPO and NAPO-LA?

Two words: Debra Frank!!

Volunteer in NAPO-LA

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

For most positions no experience is necessary and any training needed will be provided. The time commitment can vary depending on the position but most require just a few hours each month and can be worked around your schedule. Volunteering is an excellent way to make the most of your chapter membership, make new business and personal contacts and give back to the chapter that offers you so much in return!

If you have questions, comments or would like to volunteer, you can contact me (Erin Haas) at volunteer@napola.org or the board/committee member directly.

POLA (Professional Organizers Learning Academy) Tech Savvy Committee Member:

The POLA Committee is looking for a NAPO-LA member who is interested in helping fellow organizers with continuing education classes related to professional organizing. We hope to find someone who has a good understanding of website/internet (to assist with e-blasts, etc.) and someone who can bring fresh ideas and a fresh perspective to the committee. POLA is a great Committee that does really worthwhile work.

Qualifications: Must have been an active LA chapter member for at least 1 year. Strong interest in education. Regularly attend chapter meetings, events, and the occasional POLA meeting.

*Computer skills: email, e-blasts, PDFs, social network postings, website and Internet knowledge.

Gold Star Qualifications (helpful but not required): Experience in marketing, creative writing, presentations and conference attendance.

Responsibilities: The POLA Committee coordinates with the NAPO-LA

NAPO-LA Chapter Membership

Regular Members:

Dues are prorated 25% quarterly.

Level 1 - \$125 (does not include \$15 meeting fee)

Level 2 - \$195 (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.

\$175 - Branch Associate Member

- Local branch or regional office of a Corporate Associate Member

\$300 - 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](#)

Website Administrator and Newsletter Editor to market and publicize the programs and workshops via email, advertising and chapter announcements. All committee members work together as a group to conceptualize/design the curriculum, find expert presenters, maintain the class schedule, research venues and maintain relationships with venue partners, monitor class attendance and maintain database of attendees, attend classes to assist the presenters and perform admin. duties. Approximately 3-8 hours/month.

Contact: Jean Furuya at Jean@TheOfficeJeanie.com or 310.316.1753.

Neighborhood Group Liaison (Orange County and Westside areas):

Qualifications: Be an active member of NAPO-LA.

Responsibilities: Facilitate informal bi-monthly meetings. Most neighborhood groups meet in casual settings like a restaurant or someone's home. You will be in charge of determining the meeting location, sending out an electronic invitation (evite or email) to NAPO-LA/NAPO National members and lead the group in agreed upon discussions. Approximately 2-3 hours/month plus meeting attendance.

Contact: Kathryn Masci at tobeorganized@earthlink.net.

Institute for Challenging Disorganization



ICD Conference 2012



September 20-22, 2012
DoubleTree by Hilton Chicago - Magnificent Mile
Chicago, Illinois, USA

Registration Is Now Open!

2012 Conference Session Line-Up:

- END PROCRASTINATION NOW: Pause, Ponder, Plan, Produce
Joseph (Joe) R. Ferrari, Ph.D.
- Brain Injury and ADHD, Beast or Blessing?
Lois McElravy
- Hangin' on with Humor When Life Looks Ugly. . .
Lois McElravy
- Baby Steps - Radically Reducing Your Clients' Time Clutter: 101
Francis Wade
- Forgive For Good
Frederic Luskin, Ph.D.

- Don't Call Me Nuts! Beating the Stigma of Mental Illness
Patrick Corrigan, PsyD
- Walk in Their Shoes!
Gail Shields & Karen Shinn
- ADHD: What the Science Says
Dale Davison, M. Sp.Ed., ACAC
- Optional Post Conference Workshop (Sunday) - Time Clutter: 201. Pick up where 101 left off and explore 5 additional fundamentals of Time Management 2.0. Separate Registration is required. [Click here for details and registration information.](#)

CD Clients - Support Group



CD CLIENTS - SUPPORT GROUP FOR NAPO-LA 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 participate in an informal support group.

Our next meeting will be Tuesday, July 10th. The topic will be "*Dealing with CD Client Negativity.*" Meeting time is from 6-8:30pm. Time will also be spent sharing our individual issues. Limited to 12 attendees. A simple pot luck is planned.

To RSVP or for further information, contact Jean Furuya at Jean@TheOfficeJeanie.com or 310.316.1753.

NAPO-LA Neighborhood Groups

Tell us what's happening in your neighborhood...

Burbank/Glendale/Pasadena:

We have 18 current members in our group. We meet every other month in the odd numbered months in one of our member's homes. We alternate between a weekend morning breakfast and a Thursday or Friday evening dinner meeting. Our last meeting was on March 8th at Nonnahs' home, and our topic of discussion was "Marketing Locally".

We had a great field trip in March to the Goodwill Headquarters. We all learned a lot about all the different services of the Goodwill, as well as what happens to all of our donations. We highly recommend this tour to other groups.

Our next meeting is on the morning of May 12th, and we will be looking at and discussing each other's websites.

San Fernando Valley:

The San Fernando Valley Neighborhood Group had its inaugural meeting on April 1. We are very excited! Wonderful ideas, creative projects, benefits galore, and fabulous topics for future meetings resulted from this first gathering. Our next meeting will be in June, and the topic will be "Networking Tricks--The Who/What/Where/Why/and How to Network". Future topics will be "How to Deal with Cultural Differences in Organizing," "Photo Organizing," "Using Social Media," and "Handling Difficult Client

Scenarios." We look forward to seeing you in June.

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

If you'd like to volunteer as a Facilitator for one of the open groups, please contact Committee Chair Kathryn Masci by email at neighborhoods@napola.org.

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

Hollywood: [Beth Ziegler](#), Facilitator

South Bay: [Roxanne Hoerning](#), Facilitator

Ventura: [Kathryn Masci](#), Facilitator

San Fernando Valley: [Janet Fishman](#), Facilitator

NAPO Los Angeles

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

NAPO-Los Angeles
PMB 134, 10573 W. Pico Blvd.
Los Angeles, CA 90064
Phone 213-486-4477

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

For questions on our disclosure policy, please contact our [Chapter President](#).