

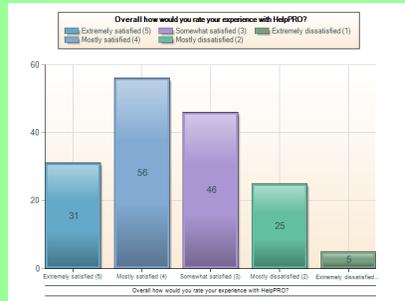


### What You Think of HelpPRO?

Thank you so much to the 167 therapists who took the time to complete the Provider Survey in our Fall Issue.

The results were both validating and surprising. Most important, your feedback will point us in the right direction to improve our service.

Overall your opinion of HelpPRO is quite positive with (see chart) with 82% feeling "somewhat" to "extremely satisfied" with HelpPRO.



Customer services got even higher marks with 98% of the respondents who used customer services expressing satisfaction with 50% extremely satisfied.

Not all was so rosy. See Bill's Blog for comments about issues you have identified that we need to address.



A Blog from Bill Blout

William L. Blout, LICSW  
President, HelpPRO

### A Few Survey Surprises

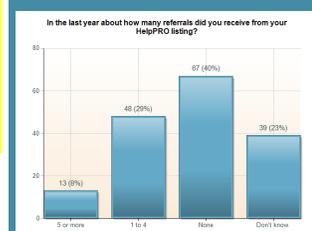
Dear Colleagues,

In our last issue we asked you to give us much needed feedback about our service. Thank you so much for taking the time to respond.

The most striking finding was how few people use HelpPRO to find other therapists. We all refer people because our practice is full, or we don't take their insurance (or Medicare or Medicaid), or we lack the expertise they need. So why not use HelpPRO?

Generally you were very positive about HelpPRO, however regarding one a key question - How many referrals did you receive in the last year? - The results were mixed.

- 8% received 5 or more
- 29% received 1 to 4
- 40% received none
- 23% said "Don't know"



We have long recognized that we do not do a good job of making sure the people who use HelpPRO let you know that they found you through HelpPRO.

With over 20,000 visitors (and that number has tripled in the last year) searching our site every month, most people should get more than one referral per year. This is an area upon which we need to improve.

Regards,  
Bill

### Autism Spectrum Specialty

Do you work with children or adults with Autism or Asperger's? Do you know therapists who work with people with autism? If so, great news! HelpPRO is in the early stages of setting up a partnership with organizations that support people with autism and their families, including the Autism Society at [www.autism-society.org](http://www.autism-society.org).

The objective of the partnership is to help people on the autism spectrum and their families find appropriate mental health resources.

Some possibilities for our partnership include having mutual website links as well as referring callers to therapists and other resources in the database of each other. We encourage HelpPRO providers, like you, who work with people on the Autism Spectrum, to list your practice in Autism Source at [www.autismsource.org](http://www.autismsource.org). We will also encourage therapists listed in Autism Source to list with HelpPRO.

### THANK YOU NEW TRAUMA THERAPISTS

With HelpPRO traffic and searches more than tripling in the past year and many more people searching HelpPRO for Trauma, in particular, we are so grateful for all our new therapists who specialize in Trauma and PTSD who have listed. We continue to need more providers in every geographic area to meet the demand.

The need is especially great as HelpPRO continues to work to develop new partnerships with organizations that support people with autism (see article to the left), adoption, and the military, all of whom often have significant trauma and PTSD issues. With respect to the military, HelpPRO partners with one such organization, [PTSDHelp.net](http://PTSDHelp.net), that sent over 1000 people looking for referrals last year. (See related training offer below.)

### Customer Service Corner

**Question:** Two months ago I upgraded to a Premium Listing for \$11. I just received a renewal email notice. Why do I owe another listing fee?

**Answer:** The \$11 fee you paid was the prorated rate for a Premium Listing upgrade. The rate is based on your listing's annual expiration date. The Premium listing fee is \$75 for 12 months. The \$11 fee paid is for just two months of a Premium listing.

When you click the button to upgrade to a Premium listing, your account page indicates your annual expiration date and the prorated cost. We recommend that you upgrade to a Premium listing when you have at least four months until your annual renewal to try it out and experience the benefits.

Lisa Guglietta, *Customer Service Director*

Please [email Lisa](mailto:lisa.guglietta@helppro.org) with any questions.

### From the War Zone to the Home Front

Free 14- part series of live, interactive, online trainings for mental health providers.

[Click here](#) for information.

### Your login information:

Email: «Login email»

Password: «Password» (3 digits are hidden for security)

### QUICK LINKS

[HelpPRO Home Page](#)

[Log into your Listing](#)  
(see your personal login info)

[Sample Premium Listing](#)

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