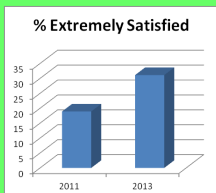




Satisfaction Up From Two Years Ago

Thank you so much to the 146 therapists who completed our Provider Survey in our last issue.



Overall your experience with HelpPRO is quite positive with satisfaction levels up vs.

two years ago and those "extremely satisfied" up from 19% to 31%. (See chart.) Also, the number of you who reported receiving five or more referrals more than doubled!

Most of you (over 80%) like the current system of email reminders, but 14% would prefer a direct mail invoice. As such, beginning immediately, if you do not respond to our email reminders, we will invoice you by snail mail.

Customer Service Corner

Question: Why do you include my login email and my password with 3 digits hidden in my HelpPRO newsletter?

Answer: For years we have done this as a convenience. Please email me "yes" if you think we should continue, or "no" if not.

YES or **NO**

...and feel free to comment in the email. Thank you.

Lisa Guglietta, *Customer Service Director*

"Are You Serious! I can be normal..?"

Have you seen our blog recently with these and other posts?

- Unfolding the "Magic" of Therapy
- Eating Disorders and the Holidays
- Suicide Prevention Blog Series: 5 Clinical Tips

We welcome your comments below each post as well as on our [Facebook Page](#) and our [Moodbooster Page](#).

We invite your [contributions](#) to help build your practice and web presence!

Man Therapy Stirs Controversy

A few of you expressed concern about our partner's [ManTherapy](#) website describing it as "offensive" and their approach a "mockery".

Difficult problems require bold solutions. Many are understandably offended by Man Therapy, but the site is not for everyone. The site is targeted to reach "double jeopardy" men - those most at risk for suicide and least likely to seek care.

Research shows this population does not respond to traditional outreach, but that this approach resonates with them ([see outcomes](#)). The goal is for men to be aware of their mental health, treat it like a broken leg, and strive to get better.

The site has drawn national attention and international awards for creative use of health media. Most important, Man Therapy saves lives.

Sally Spencer-Thomas, PsyD, CEO of [Carson J Spencer Foundation](#) and Co-Founder says, "The Founders are 'unapologetic' in our approach because too many men are dying....This program is intended to save lives."

New Partner Notes

[Integrative Medicine for Mental Health](#), HelpPRO's newest partner, represents a whole body approach to help patients regain mental wellness through individualized metabolic testing, nutrition, and diet, along with traditional medical treatments, including medications and psychotherapy. If you use Integrative Medicine as an approach please be sure to update your HelpPRO listing to include this under "theoretical approach".

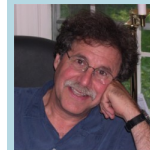
And, the newly listed [Cambridge Eating Disorders Center](#) provides outpatient, partial hospitalization and residential treatment programs for adolescents and adults.

Your HelpPRO login information:

Email: «LoginEmail»

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

[Log into your Listing](#)



A Blog from Bill Blout

William L. Blout, LICSW
President, HelpPRO

We hear you...

Dear Colleagues,

As we push into 2014 we are re-dedicating ourselves to improving HelpPRO for you, our listed providers, and the 30,000 people who use us each month to find the right therapist.

In our last issue we asked you to give us specific feedback about our service by asking the same questions posed in our November 2011 survey.

We were pleased with the increase in reported referrals and those of you who reported receiving no referrals was cut in half from over 40% to 19%. This number is still way too high. We will continue to improve our public reach by connecting to more people who need your services.

Thank you so much for taking the time to respond.

Still Need a Website?

Did you know that you can easily set up your Premium Listing to become your "Professional Webpage" in your own name?

We can help you chose a suitable domain name like "SarahBrownLCSW.com" and then forward it to your listing in HelpPRO. This allows you to have a easy, very low-cost professional webpage.

Here's mine:
www.BillBlout.com

We can do this for an small annual fee, or if you prefer, instruct you on how to do it yourself. Please [email Lisa](#) if you are interested.

Regards,

Bill