

Quitlines of North America and Europe 2006



This publication was produced by the North American Quitline Consortium and the European Network of Quitlines.

The full text is available at:
www.NAQuitline.org

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North American Quitline Consortium
European Network of Quitlines

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Foreword

Tobacco use remains a top killer as the second major cause of death of people throughout the world. It is projected that we will see annual global tobacco-related deaths rise from 5 million to 10 million by 2020—a number that is both staggering and sobering. In addition to the human toll tobacco use exacts, significant economic costs are associated as well—costs related to treating tobacco-related diseases and those related to loss of productivity both during use and after death.

Never before has the need to maintain and increase tobacco use cessation efforts been more necessary. Tobacco cessation services can make a difference in reducing the death and burden of disease caused by tobacco use. We have seen a growth in cessation services, most notably with the launch and operation of 89 Quitlines throughout North America and Europe alone. Quitlines are a service designed to provide telephone support for people wanting to quit—an added benefit that can double and even triple successful quit attempts of those who quit without assistance.

As member organizations, the North American Quitline Consortium (NAQC) and the European Network of Quitlines (ENQ) are committed to providing the best support and leadership among Quitlines throughout North American and Europe. We recognize the need for timely, trusted, and sound information, and evidence to support the effectiveness of quitline operations. Both the Consortium and the Network strive to maximize the effectiveness of quitline services by bringing members and interested stakeholders together; distributing necessary and important information to the field; providing a forum for shared expertise and experiences; and creating opportunities for ongoing research and evaluation of quitline services.

*Never before has
the need to maintain
and increase tobacco
use cessation
efforts been more
necessary.*

As part of our ongoing commitment to our members and to the global tobacco control and cessation community at-large, NAQC and ENQ encouraged U.S. states, Canadian provinces and E.U. nations, with open-access public quitlines, to participate in the NAQC Annual Quitline Survey—2005. This annual survey is designed to provide timely information about the organization, financing and delivery of quitline services for members and the public, and to establish a database for quitline research and evaluation.

We saw tremendous interest in the 2005 survey, with participation from 85 of 89 public Quitlines in the United States, Canada, and European Union countries. Findings from complete survey data are planned for publication in peer reviewed journals; member reports and profiles will be posted on the NAQC and ENQ websites; and we hope to link these data to the Minimal Data Set for Evaluating Quitlines (MDS)—a data set developed to allow for a better understanding of Quitlines, provide stakeholders with a standard approach to reporting quitline performance, and provide researchers with common indicators to conduct descriptive and comparative research.

In this first-ever collaboration, NAQC and ENQ have joined together to bring a comprehensive quitline profile publication to the public health community—*Quitlines of North America and Europe 2006*.

Quitlines of North America and Europe 2006 provides you and the tobacco use control and cessation community with a never-before-published compilation of quitline operations and services in Canada, the United States, and the European Union. It places, at your fingertips, a comprehensive overview of the mission and efforts of NAQC and ENQ, a one-page synopsis on important elements of the operation and services for nearly 90 open-access public quitlines throughout North America and Europe, and seminal resources and information in the field of tobacco cessation.

...a never-before-published
compilation of quitline
operations and services in
Canada, the United States,
and the European Union.

We are excited about the information presented in this publication and we are even more excited about the future. We would like to extend an invitation to other Quitlines throughout our global community to participate in the upcoming 2006 survey. Join us in strengthening the global quitline community—together we can fortify the effectiveness and reach of Quitlines through shared experiences, common goals and unique perspectives.

We hope you share our enthusiasm and we look forward to future collaborations.

Linda A. Bailey
Executive Director, NAQC

Steve Crone
ENQ Chairman

Acknowledgments

This publication would not have been possible without the dedication, input and assistance of many colleagues, including the members of the North American Quitline Consortium (NAQC) and the European Network of Quitlines (ENQ), and our partners. We extend our heartfelt thanks to all of them and would like to make special note of just some of the special contributions:

For development of the NAQC survey and of the European adaptation, we thank the NAQC Research and Evaluation Workgroup, the 20-person NAQC Survey Review Group, the ENQ team, and the University of California at San Diego (UCSD) research team;

For providing data, we thank quitline service providers and quitline funders in Canada, the European Union, and the United States;

For research expertise and data analysis, we thank the UCSD research team, which includes Drs. Shu-Hong Zhu, Sharon Cummins, Victor Wong, and Carrie Kirby, and our colleague at STIVORO, Regina Van der Meer;

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For her exceptional work as senior editor and project manager, we extend a very special thank you to Aliko Pappas Weakland. Her talents, intelligence and character have made this a publication of the highest quality.

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Overview

Tobacco use remains a global epidemic with nearly 5 million people dying each year and the number of deaths projected to double by the year 2020. As the tobacco companies develop new products and find innovative ways to lure and hook smokers, global and national public health partners are challenged to prevent further uptake of tobacco products by youth, and to help current tobacco users quit successfully and for good.

The addictiveness of tobacco products alone makes cessation of tobacco use difficult for those who want to quit—difficult but not impossible. With the help of tobacco cessation treatments proven to positively influence success rates, tobacco users can succeed in quitting. Interactive telephone counseling is one such treatment that can double and even triple successful quit rates of those who try to quit without assistance.

Tobacco cessation quitlines have been operational in Europe and North America since the 1980's. Quitlines are a service that offers telephone support for people who want to quit using tobacco. Support is offered through information and counseling, with Quitlines offering additional services such as medications, online cessation information and programs, and referral to community-based cessation programs.¹ Scientific evidence demonstrates that tobacco cessation Quitlines are effective tools to help tobacco users quit.

There has been tremendous growth in the establishment of Quitlines and today there are 89 open-access public tobacco cessation quitlines throughout North America and Europe. The dramatic growth in the number of Quitlines has led to an increased awareness of the important role they can play in assisting tobacco users to quit. Quitlines are a crucial element of comprehensive tobacco control activities.

North American Quitline Consortium

Although quitline services have been available in North America since the 1980's, the first statewide telephone counseling service (California Smokers' Helpline) in North America was not launched until 1992. Since then, the number of states and provinces in North America offering quitline services for smokers and other tobacco users has increased exponentially. Today, in North America, all 50 states, Washington, D.C., Puerto Rico, and all 10 Canadian provinces provide tobacco cessation services to their residents through local quitlines.

¹ Quitlines are a service that offers telephone support for people who want to quit using tobacco. The service involves providing information and counseling. Some quitlines offer additional services such as medications, online cessation information and programs, and referral to community-based cessation programs. See also Zhu SH, Anderson CM, Tedeschi GJ. Evidence of real world effectiveness of a telephone quitline for smokers. *N Engl J Med* 2002; 347: 1087-93; and Ossip-Klein DJ, McIntosh S. Quitline in North America: Evidence Base and Application. *Am J Med Sci* 2003; 326(4): 201-205.

The North American Quitline Consortium (NAQC), established in 2004 as a special program within the American Legacy Foundation and incorporated as a nonprofit organization in 2006, strives to unite state and provincial quitline administrators, quitline service providers, researchers, and national organizations, in the United States and Canada. By bringing these quitline partners together as a membership, NAQC helps to facilitate shared learning, encourage a better understanding of the operations, promotion, and effectiveness of Quitlines, and ultimately improve quitline services.

Prior to NAQC, a forum for communication between quitline professionals did not exist and there were few opportunities for professional development. Over the past two years, NAQC members have created a vibrant community of practice and NAQC is recognized as a trusted, neutral body for convening stakeholders, brokering issues, and advancing the field of quitline cessation services.

■ Goals and Objectives

Recognizing that Quitlines are a component of comprehensive tobacco control and cessation, NAQC works together with the broader tobacco cessation and control community to encourage tobacco users to quit, and to ensure that those who want to quit know about and utilize effective tobacco cessation treatments. Ultimately, NAQC seeks to aid in decreasing the toll of tobacco-related disease and death in North America.

NAQC's mission is to:

- Maximize the access, use, and effectiveness of Quitlines;
- Provide leadership and a unified voice to promote Quitlines; and
- Offer a forum to link those interested in quitline operations.

NAQC works to achieve its mission with critical activities focused on assessing the status and progress of Quitlines (annual NAQC quitline surveys; Minimal Data Set for evaluating Quitlines) and determining essential actions to move forward (best practices, quality improvement, innovations in practice, sustainability of quitline funding, and liaison to tobacco control and healthcare).

■ Membership

The Consortium is comprised of approximately 340 professionals who are involved in quitline operations, research, advocacy, administration and funding in Canada and the United States. NAQC offers membership to individuals who play a significant role in the operations and maintenance of Quitlines.

Among the many benefits of membership, NAQC members have access to the password-protected section of the NAQC website which contains features such as technical documents, information about upcoming emerging and better practices conference calls, and active bulletin boards on a variety of issues. Members also are able to participate in NAQC work group activities, have access to all NAQC documents and publications, enjoy opportunities to share information, network, influence policy, and promote Quitlines, and can take advantage of opportunities for ongoing professional development and growth.

■ Priorities

NAQC works with member volunteers across three program areas: Research and Evaluation; Operations and Services; and Policy and Communications.

Research & Evaluation

Research and evaluation are the cornerstones for improving the quality and effectiveness of tobacco cessation quitlines, and NAQC is dedicated to strengthening research and evaluation of Quitlines and quitline services in North America.

Currently the Consortium is involved in numerous research and evaluation activities including:

- Assessing the implementation of the Minimal Data Set for Evaluating Quitlines (MDS) in all Quitlines;
- Pilot testing a data repository for compiling MDS data from state and provincial Quitlines;
- Facilitating and monitoring research studies to identify factors associated with high utilization, reach and quit rates; and
- Conducting a quitline survey on an annual basis.

NAQC's ongoing efforts in research and evaluation of Quitlines and quitline services significantly contribute to the advancement of the science-base and understanding of the factors that impact the effectiveness of Quitlines.

Operations & Services

Research has shown that Quitlines are an effective approach to tobacco cessation, but there are many variations in quitline practices throughout North America alone. In addition, with the emergence of new technologies in the field, Quitlines have an even greater challenge and responsibility to remain informed and up-to-date.

NAQC is committed to providing a forum for members and Quitlines to stay current with emerging technology, better practices for Quitlines, and promising approaches for quitline operations. The Consortium achieves this by:

- Providing monthly technical training conference calls and/or web-casts on emerging and best practices;
- Planning and convening annual meetings; and
- Developing tools for members.

NAQC's dedication to linking members with information on the latest technology and best and promising practices in the field aids in strengthening the foundation of the quitline community throughout North America.

Policy & Communications

Educating the public health community, policy makers and the general public on the health and economic benefits of tobacco cessation quitlines and facilitating information and strategy exchange on effective approaches to quitline promotion are central to NAQC's mission.

NAQC fosters communication in a secure and collegial environment, while contributing to the establishment of benchmark policies for quitlines services by:

- Developing linkages with external partners (health care, policy makers, payers of health care and the media), to raise awareness and coordinate promotions of Quitlines;
- Launching new communication mechanisms for keeping members informed about activities to promote Quitlines;
- Reporting out on current funding for Quitlines and options for diversifying the funding portfolio;
- Providing tools and information to the public through the NAQC website (fact sheets on Quitline services, information on funding for Quitlines, and research findings including reports from the NAQC survey and MDS); and
- Offering enhanced features in the password-protected section of the NAQC website including availability of additional bulletin boards and other tools designed to encourage and support community-building among NAQC members.

The Consortium will continue its focus on educating and facilitating communication on fundamental issues of the quitline community, such as the coverage of cessation services and the sustainability and promotion of Quitlines.

■ Major Accomplishments

The Consortium has played an important and vital role, since its inception. To date, major accomplishments include:

[Development of a Minimal Data Set for Evaluating Quitlines](#)

Under the leadership of Dr. Sharon Campbell (University of Waterloo), with contributions from the Minimal Data Set for Evaluating Quitlines working group, and with funding provided by Health Canada, American Legacy Foundation, American Cancer Society, The Robert Wood Johnson Foundation, the Centers for Disease Control and Prevention and the National Cancer Institute, the Minimal Data Set for Evaluating Quitlines (MDS) was implemented in September 2005.

The MDS offers a standard approach to evaluating tobacco cessation quitlines. It facilitates performance monitoring, makes possible comparisons between Quitlines, is feasible, and does not impose undue resource burdens on Quitlines. The MDS is valuable for the following activities:

- Establishing commonly defined performance indicators to assist in assessing quitline performance, improving the quality of Quitlines, identifying knowledge gaps and designing new strategies to fill the gaps;
- Providing a common language allowing for consistent communication with others, both within and external to the Consortium;
- Identifying quitline performance benchmarks that can be used to determine effective, cost-efficient tobacco cessation interventions;
- Testing and assessing new treatment techniques across large diverse populations not possible by a single quitline; and

- Collecting consistent data and allowing aggregation of data across Quitlines for improved analyses of a variety of variables relevant to the success of Quitlines in North America.

The MDS is implemented voluntarily in all Quitlines in the United States and Canada.

A copy of the MDS technical documents is available online at www.NAQuitline.org. For more information on the MDS, please contact NAQC@americanlegacy.org.

Annual Survey of Quitlines

The Consortium conducted the first of its annual Survey of Quitlines of North America in June of 2004, in preparation for the U.S. Government's regional meetings on Quitlines. The survey was developed to gather basic, general information about the organization, financing and delivery of services by Quitlines in the U.S. only.

In 2005, NAQC conducted a more robust annual survey that was different in scope from the previous year. In the 2005 instrument, the focus shifted from obtaining basic information about Quitlines to a strategic and useful linking of the survey with the Minimal Data Set for Evaluating Quitlines (MDS). For each quitline participating, a quitline profile was created providing a one-page synopsis of important information on the operation and services of each quitline.

In addition to participation from provincial and state Quitlines in North America, in January of 2006, the European Network of Quitlines (ENQ) joined with NAQC to field the NAQC survey to ENQ members. This first-ever North American and European quitline collaboration was instrumental in the publication of *Quitlines of North America and Europe 2006*.

Findings from complete survey data are planned for publication in peer reviewed journals; member reports and profiles will be posted on the NAQC and ENQ websites; and data may be linked to the MDS. A copy of the 2004 and 2005 survey instruments are available online at www.NAQuitline.org.

NAQC invites other countries, with open-access public quitlines, to participate in the upcoming NAQC Annual Survey—FY2006. To participate in the 2006 survey, or for more information, please contact NAQC@americanlegacy.org.

Training

Each year, NAQC hosts a series of technical assistance and training calls for members. In 2004/2005, the focus of the calls was current, promising and better practices of quitline operations. The lessons learned during the training calls have been documented in *Quitline Operations: A Practical Guide to Promising Approaches* available online. The guide is intended for use by anyone who is responsible for some aspect of making quitline services available to tobacco users—primarily those who fund Quitlines, those who deliver services, those who promote Quitlines and those who conduct research to bring the field closer to best practices.

In 2005/2006, the focus shifted to emerging issues and opportunities in quitline operations. The topics of the training calls included:

- Developing and Implementing Quitline Protocols for Pregnant Women;
- Call Center Technology: 101 and Emerging Capabilities;

- Serving Callers with Psychiatric Conditions;
- Web Assisted Tobacco Interventions; and
- Integrating Pieces of a Comprehensive Cessation Program.

The call series is designed to provide an opportunity for shared learning among NAQC members by: highlighting emerging topics that are critical to quitline operations; identifying current practice throughout the United States and Canada; focusing on current promising-practices, encouraging innovation and research that will lead to best practices; and showcasing real-world experiences reflective of our diverse membership.

For additional information on the call series, contact NAQC@americanlegacy.org.

[Annual NAQC Membership Meeting](#)

In May of 2005, NAQC convened its first annual membership meeting in Chicago, Illinois. Consortium members and invited guests came together to learn more about the administration and operations of NAQC; find out about the goals and priorities of the Consortium’s working groups; make connections with other member-colleagues; and increase knowledge of current issues related specifically to quitline research, operations, and service delivery.

Presentations from the annual meeting are available online at www.NAQuitline.org. For additional information, contact NAQC@americanlegacy.org.

[Website](#)

In 2004, NAQC launched its public website (www.NAQuitline.org) and in 2005 its ‘member-only’ section on the website became operational. The Consortium is presently modifying the website to ensure that it serves as a premier resource for tapping into new, relevant and timely information important to Quitlines and the cessation community.

■ Key Collaborations and Future Activities

The Consortium is committed to improving the quality and reach of Quitline services through its own efforts and through collaborations with partner organizations. Some of NAQC’s key collaborations and important future activities include:

[Key Partnerships](#)

NAQC engages in collaborative projects with a number of quitline networks and groups interested in promoting cessation services. Key partners include:

- Canadian Network of Smokers’ Helplines;
- Consumer-Demand Roundtable;
- European Network of Quitlines;
- Global Dialogue; and
- National Network of Tobacco Cessation Quitlines (U.S.).

Research Collaboration

Reach and Assist Underserved Smokers Through Quitlines—Research Study. Principal NAQC Investigator: Shu-Hong Zhu, PhD, University of California at San Diego. Funder: National Cancer Institute.

Ethnic minority and low socioeconomic (SES) populations continue to suffer disproportionate rates of tobacco-related disease. The Reach and Assist Underserved Smokers Through Quitlines study addresses the need to reach out to these populations.

The Reach and Assist study, led by a group of researchers at the University of California at San Diego (UCSD) Comprehensive Cancer Center, in collaboration with recognized quitline researchers from the University of Waterloo (Waterloo, Ontario, Canada); the University of Rochester (Rochester, New York); the American Cancer Society (Austin, Texas); and the Free & Clear, Inc. (Seattle, Washington), represents the first effort of NAQC members working together to address critical research questions related to Quitlines.

The Reach and Assist study has two main thrusts. First, it sets up a data repository to compile individual level data from a group of pilot study state and provincial quitlines across the United States and Canada. Next, it investigates a variety of innovative ways to reach underserved and special populations. Specific study projects include:

1. Building an infrastructure (i.e. a data repository) to pool data from state and provincial quitlines and making the data easily accessible to quitline researchers, practitioners, and policy makers;
2. Analyzing pooled data to examine how well Quitlines reach and serve African Americans, Latinos, Asian Americans, American Indians/Aboriginal populations, and low SES groups;
3. Pilot testing screening questions on depression that all state and provincial quitlines can use to capture co-morbidity across ethnic and socioeconomic groups;
4. Documenting past and present promotional strategies for Quitlines across North America, and conducting further qualitative research of potentially effective strategies for reaching underserved populations;
5. Studying two innovative promotional strategies for increasing underserved populations' quitline use, and;
6. Examining ways to re-engage former quitline clients who have relapsed to smoking.

The Reach and Assist study represents the first efforts of North American Quitline Consortium members to work together on critical questions and issues. It targets those underserved populations whose need is greatest, laying essential groundwork for researchers and practitioners in the field and speeding the translation of research results to practice.

Future Activities

In its ongoing effort to respond to and provide for members in the fullest and best capacity, the Consortium plans to:

- Use the Minimal Data Set for Evaluating Quitlines to develop baseline measures for utilization and reach of Quitlines, and monitor changes in these rates;

- Utilize NAQC’s annual survey to monitor changes in quitline operations, services, utilization and funding;
- Complete the Promotion Task Force report. The report contains a knowledge synthesis about the promotion of Quitlines, as well as recommended actions for NAQC on: Quitline promotion quality and effectiveness; integrating cessation promotion into broader tobacco control and cessation efforts; and opportunities for addressing the necessary balance between demand, capacity, and quality.
- Continue cultivating NAQC’s understanding of Quitlines. The Consortium seeks to compile and share lessons learned by all Quitlines, and continue to work collaboratively with Quitlines throughout the world, on a common agenda to improve quitline services.

The North American Consortium is committed to working to improve tobacco cessation quitline services and further our knowledge of effective ways to help tobacco users quit.

For more information on the North American Quitline Consortium, please visit www.NAQuitline.org or contact NAQC@americanlegacy.org.

European Network of Quitlines

In 1988, the first quitline in the European Union was established in the United Kingdom. The European Network of Quitlines (ENQ) was formed in 2000, to maximize collaboration between those European countries providing quitline services and helping to develop quitline services further in European and former Accession countries. The original six ENQ partners were the UK, Ireland, Germany, The Netherlands, Spain, and Sweden and today the number of ENQ member countries has grown to 27 country quitline partners.

ENQ has concentrated its efforts on the development of ENQ Quality Standard Accreditation and the development and publication of a helpline model, Code of Practice, and European Guide to Best Practice for Quitlines, to further advance policy recommendations on smoking cessation. In addition, ENQ strives to ensure that all European member Quitlines have access to high-quality training, guidance and support in counseling protocols, evidence-based cessation programs, technical assistance, and web-based interventions.

■ Goals and Objectives

The aims and objectives of the ENQ are to:

- Share expertise and experience of running Quitlines;
- Offer assistance to those wishing to establish new Quitlines in member and Accession countries;
- Raise the standards of Quitlines in order to help more smokers in Europe who want to quit;
- Examine the range of practice and evidence of success in different states and disseminate this information;
- Produce a definitive European Guide to Best Practice; and
- Develop ENQ Quality Standard Accreditation across Europe.

■ Membership

ENQ membership has increased significantly since its inception, growing from six to 27 current members, with QUIT UK serving as the lead agency for the Network. Recognizing that education and collaboration are central to maintaining excellent standards of service provided by Quitlines, ENQ members actively participate in a series of training groups and seminars each year. These training groups and seminars provide a necessary opportunity for members to contribute to shared development and best practice.

The Network continues to positively assist both new and existing members. New colleagues have learned the “how to” of establishing and developing a quitline service, while existing members have improved services by learning how to implement new technology (e.g., email counseling, tracking systems, and targeting key groups of smokers). ENQ ensures provision of more effective, evidence-based sustainable quitline models, making them accessible to countries with limited resources.

■ Priorities

ENQ strives to ensure provision of more effective, scientifically sound, best-quality standards and cost effective smoking cessation programs, to reduce avoidable morbidity, and premature mortality across Europe. ENQ is committed to establishing and documenting a solid scientific base to inform, support and advance policy development in tobacco control and prevention. To this end, ENQ currently has a number of strategies and activities designed to further the effectiveness of Quitlines.

[The European Guide to Best Practices for Quitlines](#)

In 2004, *The European Guide to Best Practice for Quitlines* was published in English, French and German, and has received widespread acclaim. The Guide aims to promote best practice in quitline development, delivery, and research across Europe in order to provide the very best services to smokers and maximize impact on smoking behavior. The Guide was published to assist existing Quitlines in developing their services and aid colleagues in establishing new Quitlines.

The Guide identifies the following seven components for best practice:

1. *Definition of a Quitline* – service model and funding;
2. *Implementation* – staff recruitment, training, delivery of services, supervision, and related theoretical underpinnings;
3. *Access to services (including key groups)* – recruitment from targeted groups for appropriate cultural and linguistic knowledge;
4. *Data collection and analysis* – types of data which may be collected;
5. *Research* – research demonstrating the effectiveness of reactive and pro-active telephone counseling;
6. *Promotion* – ensuring optimum use of services; and
7. *Behavior modification (quitline) technology* – emerging technical innovations.

For more information on the European Guide to Best Practices for Quitlines, or to obtain a copy, please contact Steve Crone at s.crone@quit.org.uk or download a copy at www.enqonline.org.

European Smoking Cessation Helplines Evaluation Research (ESCHER)

ENQ is currently focusing on a pan European research project led by Dutch partners STIVORO (the Dutch expert centre on Tobacco Control), in close conjunction with the Amsterdam Institute for Addiction Research (part of the University of Amsterdam).

The ESCHER project was conceived in 2002 during the first ENQ training seminar held in The Hague, where the need for more scientific research data on the quality and effectiveness of the European Quitlines was identified. The research aims to evaluate the effectiveness of the European Quitlines, to assess which factors influence success, and to discover the type of assistance sought and received by different types of smokers. Furthermore, the research attempts to explore the cost effectiveness of the Quitlines and to evaluate the impact of quitline numbers on cigarette packets.

The project will result in concrete recommendations on how quitlines should be organized and managed in order to have optimum impact on smoking behavior.

For more information on ESCHER, please contact Regina van der Meer at rvandermeer@stivoro.nl.

Smoking Cessation on the Internet in European Countries

ENQ, in conjunction with Finnish partners KTL, is conducting research aimed to establish best practice in smoking cessation Internet provision across Europe. In recent years, internet-based services have been founded in many European Union countries in order to support and supplement existing telephone services for smokers. As there has been, until recently, scarce and unsystematic information on internet-based services on smoking cessation, the Smoking Cessation on the Internet in European Countries project was launched.

The project aims to collect information, establish guidelines for internet-based smoking cessation, and develop and promote a smoking cessation expert web tool. In addition, the project seeks to establish a network of European web cessation specialists in order to discuss further the quality criteria of functioning smoking cessation websites.

For more information on ENQ web-based research please contact Ellen Tuomaala at Ellen.Tuomaala@ktl.fi.

Pan European HELP Campaign

ENQ has been supporting the new Pan European HELP Campaign, by providing practical, accredited advice and support to smokers seeking help as a result of the campaign.

In 2005, ENQ coordinated the inclusion of its member quitline numbers on all HELP campaign materials and television advertisements. The HELP campaign television advertisements now feature the ENQ quitline numbers and participating Quitlines can choose to have their logo featured on the end frame of the advertisements. The ENQ Chairman Steve Crone is also a member of the HELP Campaign Advisory Board.

The ESCHER research team has agreed to assist the consortium in the campaign evaluation. Qualitative and quantitative data has been collated from all Quitlines participating in the campaign and analyzed in conjunction with the consortium.

For more information on the Pan European HELP Campaign please contact Steve Crone at s.crone@quit.org.uk.

Global Dialogue Project

In early November, ENQ participated in a conference in Toronto, Canada as part of the Global Dialogue Project for effective cessation campaigns. Together with the North American Quitline Consortium, ENQ co-led the cessation services session at the conference.

The overall aim of the project is to improve the effectiveness of cessation-focused mass media campaigns at helping smokers quit by:

- Employing the key media campaign “best practices” of the global tobacco control community to date; and
- Increasing the financial commitment to these campaigns over time, by governments and other organizations.

For more information on the Global Dialogue Project, please contact Steve Crone at s.crone@quit.org.uk.

The European Network of Quitlines continues to work to bring together experienced and newer Quitlines across Europe.

For more information on the Network and its partners, please contact Steve Crone, ENQ Chairman, at s.crone@quit.org.uk

NAQC 2005 Quitline Survey Results

The NAQC 2005 Quitline Survey was developed to describe Quitlines in terms of their organization, services, promotion, outreach, and other important characteristics. This survey was fielded to U.S. states, Canadian provinces and E.U. nations with open-access public Quitlines. (Many health plans and employers offer excellent quitlines to their members and employees. However, those quitlines were not included in the survey.) Drs. Shu-Hong Zhu and Sharon Cummins from the University of California at San Diego (UCSD) developed the instrument and led the 2005 data collection and analysis effort.

The 2005 NAQC survey differed from the first survey (conducted in 2004) in two important ways—it included U.S., Canadian and European Quitlines and utilized rigorous research methods to collect the data. These changes were directly linked to NAQC’s mission and were designed to further the Consortium’s ability to provide timely information about the organization, financing and delivery of quitline services for members and the public, and to establish a database for Quitline research and evaluation.

Many opportunities exist to publish reports using the survey data and analyses. In collaboration with others, NAQC plans to make public reports available on the Consortium’s website and include member reports and profiles on the NAQC and ENQ websites. A policy is in place to provide the opportunity for NAQC members to request access to these data.

■ Survey Methods and Response Rates

In North America, the survey was fielded in October 2005 to 50 U.S. states, the District of Columbia, Puerto Rico, and 10 Canadian Provinces. The survey was sent via email as a Word document and respondents were asked to complete it and return it via email, fax or mail. A total of 61 of the 62 Quitlines returned the survey; one provincial quitline provided information for the profile, but did not participate in the survey.

In the European Union, the survey was fielded in March of 2006 to 27 countries utilizing the same process. A total of 24 of the 27 surveys were completed, with 22 included in the analysis for this publication. (Two surveys were completed on a date too late for inclusion in this analysis.)

Data presented herein are some of the results from the NAQC 2005 Quitline Survey and represent information on quitline operations, services, utilization and funding for Fiscal-Year 2005 (Fiscal years were defined uniquely by region). These data are not exhaustive. They represent only a sample of the survey results and offer an example of information that can be obtained from survey data. Presentation of these survey results does not include interpretation or analysis and draws no conclusions.

Hours of Operation

Quitlines seek to make services available when callers are most likely to utilize them. The hours of operation often are limited by budget constraints. Table 1 provides survey results for: the median hours per week of responding Quitlines; the number of Quitlines that report incoming calls on Saturday and Sunday; and the number of Quitlines that report offering Saturday and Sunday counseling for callers.

	U.S. (N=52)	Canada (N=10)	E.U. (N=22)
Median hours per week	96	77	40
Saturday incoming calls	38	7	3
Saturday counseling calls	40	7	3
Sunday incoming calls	32	7	2
Sunday counseling calls	32	7	2

Type of Service Offered by Quitlines

Quitlines offer a variety of services for callers. Table 2 presents survey results showing the number of quitlines that report offering: single session counseling; multiple-counseling with proactive follow-up; web-based services; voicemail callback service; recorded messages (e.g., phone tree); referrals to local cessation services; fax referral service for health care providers; mailed information to callers; and free or discounted quit aids (e.g., nicotine patch).

	U.S. (N=52)	Canada (N=9)	E.U. (N=22)
Single session	32	8	15
Multiple-counseling w/ proactive follow-up	52	8	12
Web-based services	32	5	21
Voicemail call back service	46	6	8
Recorded messages	29	2	5
Linked callers to local services	50	8	17

(table continues on next page)

Table 2. Type of Service Offered by Quitlines (con't)

	U.S. (N=52)	Canada (N=9)	E.U. (N=22)
Fax referral service	40	8	1
Mailed information	51	8	9
Provided free quit aids	18	0	0
Provided discounted quit aids	5	0	0

Specialized Cessation Materials

Some Quitlines provide cessation materials tailored to the needs of specific groups. Table 3 indicates the number of Quitlines in the United States, Canada, and the European Union that reported sending specialized materials for the following groups:

Table 3. Specialized Cessation Materials

	U.S. (N=52)	Canada (N=9)	E.U. (N=22)
Healthcare professionals	39	3	14
Large print material	10	1	0
Lesbian/Gay/Bisexual/Transgender	5	0	0
Multiple addictions	1	3	0
Older adults	9	0	2
Pregnant women	44	2	11
Proxy callers	45	6	7
Race/ethnicity	32	2	2
Smokeless users	47	3	1
Youth 12-17 years of age	33	3	11
Youth 18-24 years of age	9	3	3

Budget

The budgets of Quitlines vary tremendously. Tables 4 and 5 show budgets for tobacco control programs and quitline portions of these programs. The data are compiled by state in the U.S., by province in Canada, and by nation in the E.U. The budget data have not been adjusted for the size of the population or the number of smokers. Respondents provided information about whether the budget data reflected actual or estimated budgets, but that information is not included here.

Table 4. Budget—Tobacco Control Programs

	U.S. (N=43)	Canada (N=3)	E.U. (N=10)
Currency	US dollars	Canadian dollars	Euros
Range	279,850 – 93,391,256	60,000 – 30,800,000	7,205 – 15,000,000
Mean	12,598,028	14,420,000	3,076,520
Median	6,100,000	12,400,000	941,500

Table 5. Budget—Quitline Service

	U.S. (N=44)	Canada (N=6)	E.U. (N=13)
Currency	US dollars	Canadian dollars	Euros
Range	40,000 – 4,169,210	59,920 – 512,134	7,800 – 460,000
Mean	827,702	223,194	108,373
Median	621,696	204,893	65,283

Utilization

Tables 6-10 provide data on call volume. Not all quitline callers are tobacco users. Others include proxy callers, healthcare providers, and hang-ups/pranks/wrong numbers. Quitlines also receive clients through proactive referrals from healthcare providers (e.g., fax referrals). [Note: Most Quitlines field many more calls than are represented here. However, not all Quitlines can track calls with this level of specificity.]

Table 6. Tobacco Users

	U.S. (N=41)	Canada (N=3)	E.U. (N=9)
Range	94-33,257	228-2,564	60-9,667
Mean	5,473	1,487	2,571
Median	2,675	1,669	1,123

Table 7. Proxy Callers

	U.S. (N=29)	Canada (N=2)	E.U. (N=4)
Range	14-3025	12-44	24-350
Mean	373	28	193
Median	236	28	199

Table 8. Healthcare Providers

	U.S. (N=29)	Canada (N=1)	E.U. (N=4)
Range	3-2895	320	3-640
Mean	326	320	172
Median	153	320	22

Table 9. Others (hang-ups/pranks/wrong numbers)

	U.S. (N=11)	Canada (N=1)	E.U. (N=2)
Range	19-2541	76	127-636
Mean	997	76	382
Median	824	76	382

Table 10. Proactive Referrals

	U.S. (N=23)	Canada (N=1)	E.U. (N=2)
Range	3-4491	1416	81-318
Mean	670	1416	200
Median	235	1416	200

For information on planned publications and reports, or to request access to the NAQC 2005 Quitline Survey data, please contact NAQC@americanlegacy.org or visit www.NAQuitline.org.

Quitlines of Canada, the European Union, and the United States

*In North America and Europe, tobacco cessation
quitlines are available to those wanting
to quit using tobacco.*

Canada

- Alberta.....25
- British Columbia.....26
- Manitoba27
- New Brunswick.....28
- Newfoundland & Labrador.....29
- Nova Scotia.....30
- Ontario31
- Prince Edward Island32
- Quebec33
- Saskatchewan34

Canadian Provincial/Territorial Quitlines and Network

The first provincial quitlines in Canada, that served all smokers, were established in 2002. Presently all 10 Canadian Provinces have tobacco cessation quitlines and Health Canada continues to work with the Territories to establish quitline service to their citizens.

The Canadian Network of Smokers' Helplines (CNSH) is relatively new, having launched in 2004. The Network aids collaboration of quitline stakeholders across Canada and maximizes access to and the effectiveness of quitline services for all Canadians. The Network strives to improve public health and reduce tobacco use by maximizing quitline effectiveness.

The Network, quitlines, researchers and other stakeholders are members of the North American Quitline Consortium.

Alberta

Quitline: AADAC Smokers' Helpline
In operation since August 2002

Website: www.albertaquits.ca

Phone No:	Line#	Toll Free Number	Language
	1	(866) 33-AADAC	English

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat	8:00:00	-	20:00:00
Sun	8:00:00	-	20:00:00

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: English
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, 120 languages available

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:
None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 8 or as needed
- Length of typical 1st session 20 - 30 minutes or as needed
- Length of typical follow-up session 5 - 10 minutes or as needed
- Timing of counseling sessions: Timed around quit date: preparation session, quit day, 2 days after quit date, 2 weeks, 1 month, 3 months, 7 months, and 1 year after quit date

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 18-24; Smokeless tobacco users; Racial/Ethnic populations; Multiple addictions

Specialized material sent to:

Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Capital Health Authority
Funder: Alberta Alcohol and Drug Abuse Commission
Funding source(s): State/Provincial government

British Columbia

Quitline: Quit Now By Phone
In operation since February 2005

Website: www.quitnow.ca

Phone No:	Line#	Toll Free Number	Language
	1	(877) 455-2233	English

Standard Hours of Operation:

Counseling assistance available

Mon	24 Hours
Tues	24 Hours
Wed	24 Hours
Thurs	24 Hours
Fri	24 Hours
Sat	24 Hours
Sun	24 Hours

Live pickup of incoming calls

Mon	24 Hours
Tues	24 Hours
Wed	24 Hours
Thurs	24 Hours
Fri	24 Hours
Sat	24 Hours
Sun	24 Hours

Closed On:
None

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, plus 130 more

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 15 minutes
- Length of typical follow-up session 12 minutes
- Timing of counseling sessions Negotiated with the caller. We suggest two per quit day, one quit day, and two post quit sessions (at around 2 days post quit and 7 days post quit)

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations; Other

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Clinidata

Funder: Ministry of Health, BC

Funding source(s): State/Provincial government

Manitoba

Quitline: Smokers' Helpline
In operation since April 2003

Website: www.cancer.ca

Phone No:	Line#	Toll Free Number	Language
	1	(877) 513-5333	English
	2	(877) 513-5333	French

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	21:00:00
Tues	8:00:00	-	21:00:00
Wed	8:00:00	-	21:00:00
Thurs	8:00:00	-	21:00:00
Fri	8:00:00	-	18:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Live pickup of incoming calls

Mon	8:00:00	-	21:00:00
Tues	8:00:00	-	21:00:00
Wed	8:00:00	-	21:00:00
Thurs	8:00:00	-	21:00:00
Fri	8:00:00	-	18:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Closed On:

New Year, Good Friday, Easter, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas, Boxing Day, Civic Holiday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker No set number of maximum sessions
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions: Contemplation Stage: 2 weeks after initial call and 3 weeks after initial call; Preparation Stage without quit date: 2 weeks after initial call and 3 weeks after initial call; Preparation Stage with a quit date: 1 week before quit date and on quit date; First 4 weeks of Action: 2nd day, 5th day, 2 weeks and 4 weeks post quit

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Youth 12-17

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Canadian Cancer Society, Ontario Division

Funder: Health Canada

Funding source(s): Manitoba Health

New Brunswick

Quitline: Smokers' Helpline
In operation since November 2002

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(877) 513-5333	English
	2	(877) 513-5333	French

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	22:00:00
Tues	9:00:00	-	22:00:00
Wed	9:00:00	-	22:00:00
Thurs	9:00:00	-	22:00:00
Fri	9:00:00	-	19:00:00
Sat	10:00:00	-	18:00:00
Sun	10:00:00	-	18:00:00

Live pickup of incoming calls

Mon	9:00:00	-	22:00:00
Tues	9:00:00	-	22:00:00
Wed	9:00:00	-	22:00:00
Thurs	9:00:00	-	22:00:00
Fri	9:00:00	-	19:00:00
Sat	10:00:00	-	18:00:00
Sun	10:00:00	-	18:00:00

Closed On:

New Year, Good Friday, Easter, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas, Boxing Day, Civic Holiday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 15-20 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions: Preparation stage without quit date: 1 week after initial call and 4 weeks after initial call; Preparation stage with a quit date: 1 week after initial call and on quit date; First four weeks of action: 2nd day, 5th day, 2 weeks, and 4 weeks post quit

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Canadian Cancer Society, Ontario Division

Funder: Health Canada

Funding source(s): State/Provincial government

Newfoundland & Labrador

Quitline: Newfoundland & Labrador Smokers' Helpline
In operation since January 2000

Website: www.smokershelp.net

Phone No:	Line#	Toll Free Number	Language
	1	(800) 363-5864	English

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	17:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	17:00:00
Sat			Closed
Sun			Closed

Closed On:
Canada Day, Christmas Day,
Boxing Day

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: English, French (limited time)
Third party counseling: None

CANADA

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 7
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 7 minutes
- Timing of counseling sessions Weekly or bi-weekly negotiated with client; optional proactive counseling call on quit day

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor; Events calendar; Information & message board for health professionals, health professionals can download smoking cessation materials & presentations

Other Services

Voice mail with call back; Referral to other services – including Group Counseling; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider; Training sessions for health professionals – including Smoking Cessation Group Facilitator Training, Counselor Training, and training on a variety of cessation topics; Presentations

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17; Smokeless tobacco users; Other (Youth 2-12)

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Lung Association of Newfoundland and Labrador
Funder: Health Canada, Department of Health & Community Services – Province of Newfoundland & Labrador
Funding source(s): Federal government, Local government, Alliance for the Control of Tobacco

Nova Scotia

Quitline: Canadian Cancer Society's Smokers' Helpline
In operation since November 2002

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(877) 513-5333	English
	2	(877) 513-5333	French

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Live pickup of incoming calls

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Closed On:

New Year, Good Friday, Easter, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas, Boxing Day, Civic holiday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions: Preparation Stage without quit date: 1 week after initial call and 4 weeks after initial call; Preparation Stage with a quit date: 1 week after initial call and on quit date; First 4 weeks of Action – 2nd day, 5th day, 2 weeks, and 4 weeks post quit

Web-based Services

None

Other Services

Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: Canadian Cancer Society, Ontario Division

Funder: Canadian Cancer Society – NS Division, Health Canada

Funding source(s): Federal government, Non-government organization

Ontario

Quitline: Ontario Smokers' Helpline
In operation since April 2000

Website: www.smokershelpline.ca (English)
www.teleassistancepourfumeurs.ca (French)

Phone No:	Line#	Toll Free Number	Language
	1	(877) 513-5333	English
	2	(877) 513-5333	French

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	21:00:00
Tues	8:00:00	-	21:00:00
Wed	8:00:00	-	21:00:00
Thurs	8:00:00	-	21:00:00
Fri	8:00:00	-	18:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Live pickup of incoming calls

Mon	8:00:00	-	21:00:00
Tues	8:00:00	-	21:00:00
Wed	8:00:00	-	21:00:00
Thurs	8:00:00	-	21:00:00
Fri	8:00:00	-	18:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Closed On:

New Year, Good Friday, Easter, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas, Boxing Day, Civic Holiday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: None

CANADA

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker No set number of maximum sessions
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions: Contemplation Stage: 2 weeks after initial call and 3 weeks after initial call; Preparation Stage without quit date: 2 weeks after initial call and 3 weeks after initial call; Preparation Stage with a quit date: 1 week before quit date and on quit date; First 4 weeks of Action: 2nd day, 5th day, 2 weeks and 4 weeks post quit

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Youth 12-17

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Canadian Cancer Society, Ontario Division

Funder: Ministry of Health Promotion

Funding source(s): State/Provincial government

Prince Edward Island

Quitline: PEI Smokers' Helpline
In operation since January 2003

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(888) 818-6300	English

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	17:00:00
Sat	10:00:00	-	18:00:00
Sun	10:00:00	-	18:00:00

Live pickup of incoming calls

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	17:00:00
Sat	10:00:00	-	18:00:00
Sun	10:00:00	-	18:00:00

Closed On:

New Year, Good Friday, Easter, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas, Boxing Day, Civic Holiday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions: Preparation Stage without quit date – 1 week after initial call and 4 weeks after initial call; Preparation Stage with quit date – 1 week after initial call and on quit date; First 4 weeks of Action – 2nd day, 5th day, 2 weeks and 4 weeks post quit

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Canadian Cancer Society, Ontario Division

Funder: Canadian Cancer Society, PEI Division

Funding source(s): Federal government

Quebec

Quitline: Ligne j'Arrete!
In operation since January 2002

Website: www.jarrete.qc.ca

Phone No:	Line#	Toll Free Number	Language
	1	(866) JARRETE (866-527-7383)	French, English

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	21:00:00
Tues	8:00:00	-	21:00:00
Wed	8:00:00	-	21:00:00
Thurs	8:00:00	-	21:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:00:00	-	21:00:00
Tues	8:00:00	-	21:00:00
Wed	8:00:00	-	21:00:00
Thurs	8:00:00	-	21:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Closed On:

Jan 1 & 2, Holy Friday, Easter Monday, Patriot Day, St-John-the-Baptist, Confederation Day, Labor Day, Canadian Thanksgiving, Christmas Eve, Christmas, Boxing Day, New Year's Eve

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: French, English

Third party counseling: Service provided by more than 150 Quit Smoking Centers in French and English

CANADA

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Prochaska and DiClemente <i>Stages of Change</i> approach |
| - Number of sessions provided for typical smoker | Unlimited reactive calls and up to 8 proactive calls |
| - Length of typical 1st session | Average of 20 minutes for reactive calls |
| - Length of typical follow-up session | Average of 15 minutes for proactive calls |
| - Timing of counseling sessions | When the caller is in preparation stage (quit date fixed), up to 8 calls |

Web-based Services

Chat with an agent; Email responses

Other Services

Voice mail with call back

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Older tobacco users

Specialized material sent to:

Those wanting to help others quit; People who don't want to quit

Operator of the quitline counseling services: Canadian Cancer Society, Quebec Division

Funder: Ministère de la santé et des services sociaux

Funding source(s): Unique funder

Saskatchewan

Quitline: Smokers' Helpline
In operation since May 2003

Website: www.smokershelplineworks.ca

Phone No:	Line#	Toll Free Number	Language
	1	(877) 513-5333	English

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	16:00:00
Sat	7:00:00	-	15:00:00
Sun	7:00:00	-	15:00:00

Live pickup of incoming calls

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	16:00:00
Sat	7:00:00	-	15:00:00
Sun	7:00:00	-	15:00:00

Closed On:

New Year, Good Friday, Easter, Victoria Day, Canada Day, Labor Day, Thanksgiving, Christmas, Boxing Day, Civic Holiday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, French

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions: Preparation Stage without quit date: 1 week after initial call and 4 weeks after initial call; Preparation Stage with a quit date: 1 week after initial call and on quit date; First 4 weeks of Action: 2nd day, 5th day, 2 weeks and 4 weeks post quit

Web-based Services

Information not provided

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Other

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Canadian Cancer Society and Heart & Stroke Foundation of Saskatchewan

Funder: Canadian Cancer Society and Heart & Stroke Foundation of Saskatchewan

Funding source(s): Not provided

European Union

- Austria.....37
- Belgium.....38
- Cyprus.....39
- Czech Republic.....40
- Denmark.....41
- Finland.....42
- Germany.....43
- Greece.....44
- Hungary.....45
- Iceland.....46
- Ireland.....47
- Italy.....48
- Latvia.....49
- Luxembourg.....50
- Malta.....51
- Norway.....52
- Poland.....53
- Portugal.....54
- Slovakia.....55
- Slovenia.....56
- Sweden.....57
- Switzerland.....58
- The Netherlands.....59
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European Network of Quitlines

The European Network of Quitlines was formed in 2000, to maximize collaboration between those European countries providing Quitline services and helping to develop Quitline services further in European and former Accession countries. The Network works to bring together experienced and newer quitlines across Europe.

The Network has concentrated its efforts on advancing policy recommendations on smoking cessation and strives to ensure that all European member quitlines have access to high-quality training, guidance and support in counseling protocols, evidence-based cessation programs, technical assistance, and web-based interventions.

Austria

Quitline: Das Rauchertelefon
In operation since May 2006

Website: www.rauchertelefon.at

Phone No:	Line#	Access Number	Language
	1	43/ 0810 810 013	German

Standard Hours of Operation:

Counseling assistance available

Mon	15:00:00	-	18:00:00
Tues	15:00:00	-	18:00:00
Wed	15:00:00	-	18:00:00
Thurs	15:00:00	-	18:00:00
Fri	15:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	13:00:00	-	18:00:00
Tues	13:00:00	-	18:00:00
Wed	13:00:00	-	18:00:00
Thurs	13:00:00	-	18:00:00
Fri	13:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Ascension Day, Assumption of the Blessed Virgin Mary, All Saints Day, Easter Monday, Epiphany, May 1 Bank Holiday, Monday Pentecost, Oct 26th State Holiday, Dec 25-26th

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: German, English

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Multiple: client-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session
- Length of typical follow-up session
- Timing of counseling sessions

Web-based Services

Information about the quitline; Information about tobacco cessation; Interactive counseling and/or email messaging to cessation specialist/counselor to help tobacco users quit

Other Services

Voice mail with call back; Referral to other services (quit smoking group programs, professional services)

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: Health Insurance of Lower Austria

Funder: Health Insurance of Lower Austria

Funding source(s): Federal states and health insurance agencies

Belgium

Quitline: Tabak Stop Lijn / Ligne Tabac Stop
In operation since May 2004

Website: www.tabakstop.be, www.tabacstop.be

Phone No:	Line#	Access Number	Language
	1	(0032) 0800-111-00	French
	2	(0032) 0800-111-00	Dutch

Standard Hours of Operation:

Counseling assistance available

Mon	15:00:00	-	19:00:00
Tues	15:00:00	-	19:00:00
Wed	15:00:00	-	19:00:00
Thurs	15:00:00	-	19:00:00
Fri	15:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:00:00	-	19:00:00
Tues	8:00:00	-	19:00:00
Wed	8:00:00	-	19:00:00
Thurs	8:00:00	-	19:00:00
Fri	8:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Closed On:
New Year, Easter, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: French, Dutch

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session; Multiple: client-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 10 - 30 minutes
- Length of typical follow-up session
- Timing of counseling sessions Negotiated with client and most weekly

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Foundation Against Cancer

Funder: Foundation Against Cancer

Funding source(s): Federal government, Charitable foundation, Non-governmental organization

Cyprus

Quitline: Cyprus Quitline Service
In operation since September 2005

Website: Not provided

Phone No:	Line#	Access Number	Language
	1	(357) 224 48000	Greek

Standard Hours of Operation:

Counseling assistance available

Mon	16:00:00	-	18:00:00
Tues	16:00:00	-	18:00:00
Wed	16:00:00	-	18:00:00
Thurs	16:00:00	-	18:00:00
Fri	16:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	16:00:00	-	18:00:00
Tues	16:00:00	-	18:00:00
Wed	16:00:00	-	18:00:00
Thurs	16:00:00	-	18:00:00
Fri	16:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Closed On:
January 1, March 26, April 1, May 1, August 15, October 1, October 28, December 25 & 26

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: Greek
Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 20 - 35 minutes
- Length of typical follow-up session 10 minutes
- Timing of counseling sessions

Web-based Services

Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Youth 18-24; Older tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Cyprus Telecommunications Authority

Funder: Information not provided

Funding source(s): Non-governmental organization

Czech Republic

Quitline: Linka Pro Odvykani Koureni
In operation since January 2005

Website: www.prestantekourit.cz
(additional services: www.klub.dokurte.cz)

Phone No:	Line#	Access Number	Language
	1	(420) 844-600-500	Czech, Slovak

Standard Hours of Operation:

Counseling assistance available

Mon	12:00:00	-	20:00:00
Tues	12:00:00	-	20:00:00
Wed	12:00:00	-	20:00:00
Thurs	12:00:00	-	20:00:00
Fri	12:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	12:00:00	-	20:00:00
Tues	12:00:00	-	20:00:00
Wed	12:00:00	-	20:00:00
Thurs	12:00:00	-	20:00:00
Fri	12:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Easter, Easter Monday, Liberation Day, Cyril and Methodius Day, Statehood Day, Independence Day, Freedom and Democracy Day, Christmas Eve, Christmas Day, Second Day of Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Czech, Slovak, English

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session |
| - Number of sessions provided for typical smoker | |
| - Length of typical 1st session | 10 - 20 minutes |
| - Length of typical follow-up session | 10 minutes |
| - Timing of counseling sessions | Negotiated with client |

Web-based Services

Information about the quitline; Automated email messages; Chat rooms; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Referral to other services (quit smoking group programs, professional services)

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: Czech Coalition Against Tobacco

Funder: Czech Coalition Against Tobacco

Funding source(s): Federal government, For-profit company, Non-government organization

Denmark

Quitline: Stop Linien
In operation since October 1999

Website: www.drstop.dk

Phone No:	Line#	Access Number	Language
	1	(45) 80-31-31-31	Danish

Standard Hours of Operation:

Counseling assistance available

Mon	11:00:00	-	20:00:00
Tues	11:00:00	-	16:00:00
Wed	11:00:00	-	16:00:00
Thurs	11:00:00	-	16:00:00
Fri	11:00:00	-	16:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	11:00:00	-	20:00:00
Tues	11:00:00	-	16:00:00
Wed	11:00:00	-	16:00:00
Thurs	11:00:00	-	16:00:00
Fri	11:00:00	-	16:00:00
Sat			Closed
Sun			Closed

Closed On:

Good Friday, Maundy Thursday, Store Bededag, Ascension Day, Whit Monday, Day after Christmas, Christmas vacation, Easter Monday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Danish

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session; Client-initiated |
| - Number of sessions provided for typical smoker | 1 |
| - Length of typical 1st session | 5 - 30 minutes |
| - Length of typical follow-up session | 0 minutes |
| - Timing of counseling sessions | No follow-up calls |

Web-based Services

Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:
Youth 12-17

Specialized material sent to:
None

Operator of the quitline counseling services: FSK (Folkesundhed Kobenhavn)

Funder: FSK, The National Board of Health

Funding source(s): Local government, The National Board of Health

Finland

Quitline:

In operation since April 2002

Website:

Not provided

Phone No:

Line#	Access Number	Language
1	0800-148484	Finnish

Standard Hours of Operation:

Counseling assistance available

Mon	Open
Tues	Open
Wed	Open
Thurs	Open
Fri	Open
Sat	Closed
Sun	Closed

Live pickup of incoming calls

Mon	13:00:00	-	18:00:00
Tues	13:00:00	-	18:00:00
Wed	13:00:00	-	18:00:00
Thurs	13:00:00	-	18:00:00
Fri	13:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Closed On:

None

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Finnish

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention;
Multiple sessions: client-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 10 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Chat rooms; Internet for professional person: example health nurse, teacher, chat room, question answer

Other Services

Recorded messages for help with quitting (e.g. phone tree)

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Older tobacco users

Specialized material sent to:

None

Operator of the quitline counseling services: Pulmonary Association

Funder: Ministry of Social and Health, Ray-Finland's Slot Machine

Funding source(s): Partners in cooperation, National Public Health Institute and a large coalition of health associations

Germany

Quitline: Das Rauchertelefon
In operation since January 1999

Website: www.rauchertelefon.de

Phone No:	Line#	Access Number	Language
	1	(06221) 424200	German
	2	(06221) 424224	German

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: German
Third party counseling: None

Standard Hours of Operation:

Counseling assistance available
 Mon 14:00:00 – 18:00:00
 Tues 14:00:00 – 18:00:00
 Wed 14:00:00 – 18:00:00
 Thurs 14:00:00 – 18:00:00
 Fri 14:00:00 – 18:00:00
 Sat Closed
 Sun Closed

Live pickup of incoming calls

Mon 14:00:00 – 18:00:00
 Tues 14:00:00 – 18:00:00
 Wed 14:00:00 – 18:00:00
 Thurs 14:00:00 – 18:00:00
 Fri 14:00:00 – 18:00:00
 Sat Closed
 Sun Closed

Closed On:
Month of August

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 20 - 40 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions Individually fixed with callers

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Referral to other services (quit smoking group programs, professional services)

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Youth 12-17; Other

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: German Cancer Research Center

Funder: German Cancer Research Center

Funding source(s): Insurance company, Charitable foundation, Other

Greece

Quitline: Hellenic Quitline
In operation since January 2001

Website: None

Phone No:	Line#	Access Number	Language
	1	30-210-6401200	Greek

Standard Hours of Operation:

Counseling assistance available

Mon	11:30:00	-	19:30:00
Tues	11:30:00	-	19:30:00
Wed	11:30:00	-	19:30:00
Thurs	11:30:00	-	19:30:00
Fri	11:30:00	-	19:30:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	11:30:00	-	19:30:00
Tues	11:30:00	-	19:30:00
Wed	11:30:00	-	19:30:00
Thurs	11:30:00	-	19:30:00
Fri	11:30:00	-	19:30:00
Sat			Closed
Sun			Closed

Closed On:
Easter, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Greek

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|-------------------------------|
| - Standard counseling available for an adult smoker | Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | Depending on the patient |
| - Length of typical 1st session | 10 - 30 minutes |
| - Length of typical follow-up session | 10 - 30 minutes |
| - Timing of counseling sessions | Weekly |

Web-based Services

None

Other Services

Referral to other services (quit smoking group programs, professional services)

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Hellenic Cancer Society

Funder: Hellenic Cancer Society

Funding source(s): Hellenic Cancer Society

Hungary

Quitline: Leszokast Segito Kek Szam
In operation since January 2004

Website: www.oefi.hu/color

Phone No:	Line#	Access Number	Language
	1	(36) 40-200493	

Standard Hours of Operation:

Counseling assistance available

Mon	N/A
Tues	N/A
Wed	N/A
Thurs	N/A
Fri	N/A
Sat	N/A
Sun	N/A

Live pickup of incoming calls

Mon	8:00:00	-	17:00:00
Tues	8:00:00	-	17:00:00
Wed	8:00:00	-	17:00:00
Thurs	8:00:00	-	17:00:00
Fri	8:00:00	-	17:00:00
Sat			Closed
Sun			Closed

Closed On:
None

Eligibility Criteria

For counseling: No counseling provided

For free medications: None

Languages

Counseling offered in: No counseling provided

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker N/A
- Number of sessions provided for typical smoker N/A
- Length of typical 1st session N/A
- Length of typical follow-up session N/A
- Timing of counseling sessions N/A

Web-based Services

Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Voice mail with call backs; Recorded messages for help with quitting; Referral to other services (quit smoking group programs, professional services)

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: National Institute For Health Development

Funder: Ministry of Health

Funding source(s): State government

Iceland

Quitline: The Icelandic Quitline
In operation since January 2000

Website: www.8006030.is

Phone No:	Line#	Access Number	Language
	1	(354) 8006030	Icelandic

Standard Hours of Operation:

Counseling assistance available

Mon	17:00:00	-	19:00:00
Tues	17:00:00	-	19:00:00
Wed	17:00:00	-	19:00:00
Thurs	17:00:00	-	19:00:00
Fri	17:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	17:00:00	-	19:00:00
Tues	17:00:00	-	19:00:00
Wed	17:00:00	-	19:00:00
Thurs	17:00:00	-	19:00:00
Fri	17:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Good Friday, Easter, Victoria Day, Independence Day, Christmas, Day after Christmas, International Worker's Day, Ascension Day, New Year's Eve, Thursday before Easter, Easter Monday, 1st day of Summer, Whit Monday

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Icelandic, English (if necessary)

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|---|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 5 - 6 |
| - Length of typical 1st session | 20 - 30 minutes |
| - Length of typical follow-up session | 5 - 15 minutes |
| - Timing of counseling sessions | Based on the individual, very different; e.g., around quit date; after 1 week; 3 weeks later; 1 month later; 3 months later; last call around 1 year from quit date |

Web-based Services

Information about the quitline; Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Voice mail with call backs; Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: The Health Centre of Thingeyjarsyslur

Funder: The Public Health Institute of Iceland and The Health Centre of Thingeyjarsyslur

Funding source(s): Federal government, For-profit company

Ireland

Quitline: National Smokers' Quitline
In operation since January 1999

Website: None

Phone No:	Line#	Access Number	Language
	1	1850-201-203	English

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	17:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	17:00:00
Thurs	9:00:00	-	17:00:00
Fri	9:00:00	-	17:00:00
Sat	9:00:00	-	17:00:00
Sun	9:00:00	-	17:00:00

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English

Third party counseling: None

Live pickup of incoming calls

Mon	8:00:00	-	22:00:00
Tues	8:00:00	-	22:00:00
Wed	8:00:00	-	22:00:00
Thurs	8:00:00	-	22:00:00
Fri	8:00:00	-	22:00:00
Sat	8:00:00	-	22:00:00
Sun	8:00:00	-	22:00:00

Closed On:
Christmas Day

Services Offered

Phone Counseling

- | | |
|---|---|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session; Multiple proactive initiated |
| - Number of sessions provided for typical smoker | Up to 10 |
| - Length of typical 1st session | 10 - 20 minutes |
| - Length of typical follow-up session | Up to 10 minutes |
| - Timing of counseling sessions | We offer two calls in first week of quitting; one call for the following 5 weeks; followed by a call at 3 months; 6 months and one year |

Web-based Services

None

Other Services

Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Irish Cancer Society

Funder: Health Services Executive

Funding source(s): State/Provincial government

Italy

Quitline: SOS Fumo
In operation since September 2000

Website: www.llt.it

Phone No:	Line#	Access Number	Language
	1	(800) 998877	Italian

Standard Hours of Operation:

Counseling assistance available

Mon	9:30:00	-	18:00:00
Tues	9:30:00	-	14:30:00
Wed	9:30:00	-	14:30:00
Thurs	9:30:00	-	14:30:00
Fri	9:30:00	-	14:30:00
Sat			Closed
Sun			Closed

Eligibility Criteria

For counseling: Readiness

For free medications: None

Languages

Counseling offered in: Italian

Third party counseling: None

Live pickup of incoming calls

Mon	9:30:00	-	18:00:00
Tues	9:30:00	-	14:30:00
Wed	9:30:00	-	14:30:00
Thurs	9:30:00	-	18:00:00
Fri	9:30:00	-	14:30:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Easter, Christmas, Day after Christmas, Easter Monday, Month of August, Epiphany, April 25 Bank holiday, May 1 Bank holiday, June 2 Bank holiday, St. Peter & St. Paul, Nov 1 Bank holiday, Dec 8 Bank holiday

Services Offered

Phone Counseling

- | | |
|---|---|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 15 |
| - Length of typical 1st session | 20 minutes |
| - Length of typical follow-up session | 10 minutes |
| - Timing of counseling sessions | Weekly |

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Lega Italiana Per La Lotta Contro Tumori

Funder: Lega Italiana Per La Lotta Contro Tumori

Funding source(s): State/Provincial government, Non-governmental organization

Latvia

Quitline: Confidence Line
In operation since April 2000

Website: www.narcomania.lv

Phone No:	Line#	Access Number	Language
	1	371 7037333	Latvian

Standard Hours of Operation:

Counseling assistance available

Mon	Open
Tues	Open
Wed	Open
Thurs	Open
Fri	Open
Sat	Open
Sun	Open

Eligibility Criteria

For counseling: None

For free medications: N/A

Languages

Counseling offered in: Latvian

Third party counseling: None

Live pickup of incoming calls

Mon	8:00:00	-	23:00:00
Tues	8:00:00	-	23:00:00
Wed	8:00:00	-	23:00:00
Thurs	8:00:00	-	23:00:00
Fri	8:00:00	-	23:00:00
Sat	8:00:00	-	23:00:00
Sun	8:00:00	-	23:00:00

Closed On:

None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal brief intervention; Single session; Multiple sessions: client initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 5 minutes
- Length of typical follow-up session 20 minutes
- Timing of counseling sessions Weekly

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call backs

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: Riga Drug Abuse Prevention Centre

Funder: Riga Drug Abuse Prevention Centre

Funding source(s): Local government

Luxembourg

Quitline: Tabac-Stop
In operation since November 1994

Website: www.cancer.lu

Phone No:	Line#	Access Number	Language
	1	(352) 4530331	German
	2	(352) 4530331	French
	3	(352) 4530331	Luxembourgish

Standard Hours of Operation:

Counseling assistance available

Mon	8:30:00	-	12:30:00
Tues	8:30:00	-	12:30:00
Wed			Closed
Thurs	8:30:00	-	12:30:00
Fri	8:30:00	-	17:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:30:00	-	12:30:00
Tues	8:30:00	-	12:30:00
Wed			Closed
Thurs	8:30:00	-	12:30:00
Fri	8:30:00	-	17:00:00
Sat			Closed
Sun			Closed

Closed On:

Day, Easter, Labor Day, Christmas, Boxing Day, Ascension Day, Assumption of the Blessed Virgin Mary, All Saints Day, Whit Monday, June 23 National holiday, Carnival Monday, All Souls' Day

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: French, German, Luxembourgish

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session; Multiple: client-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 20 minutes
- Length of typical follow-up session
- Timing of counseling sessions

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

None

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Youth 12-17

Specialized material sent to:

None

Operator of the quitline counseling services: Fondation Luxembourgeoise Contre le Cancer

Funder: Information not provided

Funding source(s): Charitable foundation

Malta

Quitline: Quitline
In operation since January 1994

Website: Not provided

Phone No:	Line#	Access Number	Language
	1	(356) 23266116	Maltese
	2	(356) 23266000	Maltese

Standard Hours of Operation:

Counseling assistance available

Mon	7:30:00	-	15:30:00
Tues	7:30:00	-	15:30:00
Wed	7:30:00	-	15:30:00
Thurs	7:30:00	-	15:30:00
Fri	7:30:00	-	15:30:00
Sat	Closed		
Sun	Closed		

Live pickup of incoming calls

Mon	7:30:00	-	15:30:00
Tues	7:30:00	-	15:30:00
Wed	7:30:00	-	15:30:00
Thurs	7:30:00	-	15:30:00
Fri	7:30:00	-	15:30:00
Sat	Closed		
Sun	Closed		

Closed On:
New Year, Good Friday, Christmas and local national holidays

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Maltese

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 60 minutes
- Length of typical follow-up session Varies
- Timing of counseling sessions Depending on individual case

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Other

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Health Promotion Department
Funder: Ministry of Health Elderland Community Care
Funding source(s): Local government

The Netherlands

Quitline: Rokeninfo-Lijn
In operation since December 1999

Website: www.stopeffectief.nl, www.stivoro.nl, www.rokeninfo.nl

Phone No:	Line#	Access Number	Language
	1	(31) 900-9390	Dutch
	2	(31) 900-8380	Dutch
	3	(31) 900-5002025	Youth

Standard Hours of Operation:

Counseling assistance available		
Mon	9:00:00	- 17:00:00
Tues	9:00:00	- 17:00:00
Wed	9:00:00	- 17:00:00
Thurs	9:00:00	- 17:00:00
Fri	9:00:00	- 17:00:00
Sat	Closed	
Sun	Closed	

Live pickup of incoming calls

Mon	9:00:00	- 17:00:00
Tues	9:00:00	- 17:00:00
Wed	9:00:00	- 17:00:00
Thurs	9:00:00	- 17:00:00
Fri	9:00:00	- 17:00:00
Sat	Closed	
Sun	Closed	

Closed On:

New Year, Good Friday, Easter, Christmas, Ascension Day, Whit Monday

Eligibility Criteria

For counseling: Readiness

For free medications: None

Languages

Counseling offered in: English, French, German (Turkish for incoming calls only, not counseling)

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6 - 7
- Length of typical 1st session 20 - 25 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions Negotiated with client and most weekly

Web-based Services

Information about the quitline; Information about tobacco cessation; Tailored advice with internet-based services to help tobacco users quit; Automated email messages; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit; Online self-help database

Other Services

Interactive voice response system available 24/7 with information available for over 30 subjects. Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Racial/Ethnic populations; Youth 12-17; Chronic mentally ill; Other (Simple Dutch – short, effective Dutch which can be understood by almost all groups in Dutch society)

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: STIVORO

Funder: STIVORO

Funding source(s): State government, Charitable foundation

Norway

Quitline: Royketelefonen
In operation since May 1996

Website: www.tobakk.no

Phone No:	Line#	Access Number	Language
	1	(47) 80040085	Norwegian

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	18:00:00
Tues	9:00:00	-	18:00:00
Wed	9:00:00	-	18:00:00
Thurs	9:00:00	-	18:00:00
Fri	9:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	9:00:00	-	18:00:00
Tues	9:00:00	-	18:00:00
Wed	9:00:00	-	18:00:00
Thurs	9:00:00	-	18:00:00
Fri	9:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Closed On:
New Year, Palm Sunday, Good Friday, Easter Sunday, Easter Monday, Ascension Day, Whitsunday, Whit Monday, Christmas Day and Christmas Eve, Public Holidays: 1 of May, and 17 of May (Constitution Day)

Eligibility Criteria

For counseling: Readiness

For free medications: None

Languages

Counseling offered in: Norwegian, English

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 8 |
| - Length of typical 1st session | 15 - 30 minutes |
| - Length of typical follow-up session | 15 minutes |
| - Timing of counseling sessions | Negotiated with client |

Web-based Services

Information about the quitline; Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Yes, but not detailed

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Large print (on request); Youth 12-17; Youth 18-24; Smokeless tobacco users; Racial/Ethnic Populations

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Directorate for Health and Social Welfare, Department for Tobacco Control

Funder: Directorate for Health and Social Welfare, Department for Tobacco Control

Funding source(s): State/Provincial government

Poland

Quitline: Telefoniczna Poradnia Pomocy Palacym
In operation since November 1996

Website: Not provided

Phone No:	Line#	Access Number	Language
	1	0-801-108-108	Polish

Standard Hours of Operation:

Counseling assistance available

Mon	11:00:00	-	19:00:00
Tues	11:00:00	-	19:00:00
Wed	11:00:00	-	19:00:00
Thurs	11:00:00	-	19:00:00
Fri	11:00:00	-	19:00:00
Sat	11:00:00	-	15:00:00
Sun			Closed

Live pickup of incoming calls

Mon	11:00:00	-	19:00:00
Tues	11:00:00	-	19:00:00
Wed	11:00:00	-	19:00:00
Thurs	11:00:00	-	19:00:00
Fri	11:00:00	-	19:00:00
Sat	11:00:00	-	15:00:00
Sun			Closed

Closed On:

New Year, Easter, Independence Day, Christmas, Constitutional Day, Assumption of the Blessed Virgin Mary, Corpus Christi, May Day, All Saints Day

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Polish

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|---|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | None specified |
| - Length of typical 1st session | 8 minutes |
| - Length of typical follow-up session | 6 minutes |
| - Timing of counseling sessions | Negotiated with client |

Web-based Services

Information about the quitline; Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Cancer Centre and Institute of Oncology

Funder: Cancer Centre and Institute of Oncology

Funding source(s): Federal government

Portugal

Quitline: Linha SOS Deixar de Fumar
In operation since April 2002

Website: sosdeixardefumar@incp.pt

Phone No:	Line#	Access Number	Language
	1	(351) 808-208888	Portuguese

Standard Hours of Operation:

Counseling assistance available

Mon	13:00:00	-	21:00:00
Tues	13:00:00	-	21:00:00
Wed	13:00:00	-	21:00:00
Thurs	13:00:00	-	21:00:00
Fri	13:00:00	-	21:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	13:00:00	-	21:00:00
Tues	13:00:00	-	21:00:00
Wed	13:00:00	-	21:00:00
Thurs	13:00:00	-	21:00:00
Fri	13:00:00	-	21:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Carnival, Easter Friday, Revolution Day, Worker's day, Portugal day, City Hall Day, God's day, Assumption day, Republic Day, All Saints Say, Conception Day, Christmas Day

Eligibility Criteria

For counseling: None

For free medications: N/A

Languages

Counseling offered in: Portuguese

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session counseling; Multiple sessions: client-initiated |
| - Number of sessions provided for typical smoker | None specified |
| - Length of typical 1st session | 20 - 25 minutes |
| - Length of typical follow-up session | |
| - Timing of counseling sessions | |

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call backs; Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: Instituto Nacional de Cardiologia Preventiva

Funder: Instituto Nacional de Cardiologia Preventiva

Funding source(s): Charitable Foundation, Non Governmental Organization

Slovak Republic

Quitline: Telefonna Linka Pre Odvykanie Od Fajcenia
In operation since January 2006

Website: <http://www.stopfajcenu.sk/index.cfm?module=ActiveWeb&Page=WebPage&DocumentID=5066>

Phone No:	Line#	Access Number	Language
	1	0850-111-682	Slovak

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Slovak

Third party counseling: None

Standard Hours of Operation:

Counseling assistance available

Mon 17:00:00 - 19:00:00

Tues 17:00:00 - 19:00:00

Wed 17:00:00 - 19:00:00

Thurs 17:00:00 - 19:00:00

Fri 17:00:00 - 19:00:00

Sat Closed

Sun Closed

Live pickup of incoming calls

Mon 17:00:00 - 19:00:00

Tues 17:00:00 - 19:00:00

Wed 17:00:00 - 19:00:00

Thurs 17:00:00 - 19:00:00

Fri 17:00:00 - 19:00:00

Sat Closed

Sun Closed

Closed On:

New Year, Good Friday, Labor Day, All Saints Day, Liberation Day, Cyril and Methodius Day, Freedom and Democracy Day, Easter Monday, Epiphany, May 1 bank holiday, Christmas vacation Dec 24-26, Slovak National Uprising, Our Lady of Sorrows

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention, Single session, Multiple: client-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session
- Timing of counseling sessions

Web-based Services

Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit; Other (not specified)

Other Services

Referral to other services (quit smoking group programs, professional services)

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: National Coalition for Tobacco Control in Slovak Republic

Funder: Pfizer, Regional Public Health Authority in Martin, WHO Liaison Office, Institute of Public Health Jessenius Faculty of Medicine, Stop smoking NGO and others

Funding source(s): State/Provincial government, Non-governmental organization, Employer organization

Slovenia

Quitline: CINDI Pomoc Pri Opuscanju Kajenja
In operation since April 2006

Website: www.cindi-slovenija.net

Phone No:	Line#	Access Number	Language
	1	386-12307370	Slovenian

Standard Hours of Operation:

Counseling assistance available

Mon	17:00:00	-	20:00:00
Tues			Closed
Wed	17:00:00	-	20:00:00
Thurs			Closed
Fri	17:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Slovenian

Third party counseling: None

Live pickup of incoming calls

Mon	17:00:00	-	20:00:00
Tues			Closed
Wed	17:00:00	-	20:00:00
Thurs			Closed
Fri	17:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Closed On:
None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session; Multiple: client-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 10 minutes
- Length of typical follow-up session
- Timing of counseling sessions

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: CINDI Slovenia, Community Health Centre Ljubljana

Funder: Information not provided

Funding source(s): The Health Insurance Institute of Slovenia

Sweden

Quitline: Sluta-Roka-Linjen
In operation since May 1998

Website: www.slutarokanlinjen.org

Phone No:	Line#	Access Number	Language
	1	(020) 8400000	Swedish

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	20:00:00
Tues	9:00:00	-	20:00:00
Wed	9:00:00	-	20:00:00
Thurs	9:00:00	-	20:00:00
Fri	9:00:00	-	16:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	9:00:00	-	20:00:00
Tues	9:00:00	-	20:00:00
Wed	9:00:00	-	20:00:00
Thurs	9:00:00	-	20:00:00
Fri	9:00:00	-	16:00:00
Sat			Closed
Sun			Closed

Closed On:
Red days for special campaigns

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Swedish

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|---|
| - Standard counseling available for an adult smoker | Single session; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 4 |
| - Length of typical 1st session | 16 minutes |
| - Length of typical follow-up session | 10 minutes |
| - Timing of counseling sessions | 7, 14, 21, 90 Days |

Web-based Services

Information about the quitline; Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit; Other (not specified)

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Stockholm Centre for Public Health - Tobacco Prevention

Funder: Swedish Government

Funding source(s): Federal government, Local government

Switzerland

Quitline: Rauchstopplinie/Ligne Stop-Tabac/Linea Stop Tabacco
In operation since October 2005

Website: www.swisscancer.ch

Phone No:	Line#	Access Number	Language
	1	0848-000-181	French
	2	0848-000-181	German
	3	0848-000-181	Italian

Standard Hours of Operation:

Counseling assistance available

Mon	11:00:00	-	19:00:00
Tues	11:00:00	-	19:00:00
Wed	11:00:00	-	19:00:00
Thurs	11:00:00	-	19:00:00
Fri	11:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	11:00:00	-	19:00:00
Tues	11:00:00	-	19:00:00
Wed	11:00:00	-	19:00:00
Thurs	11:00:00	-	19:00:00
Fri	11:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Good Friday, Easter, Christmas, Boxing Day, Ascension Day, Whit Monday, Swiss National Day, Month of August

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: German, French, Italian

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|----------------------------|
| - Standard counseling available for an adult smoker | Minimal/brief intervention |
| - Number of sessions provided for typical smoker | 1 |
| - Length of typical 1st session | 25 minutes |
| - Length of typical follow-up session | N/A |
| - Timing of counseling sessions | No follow-up calls |

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Referral to other services (quit smoking group programs, professional services); Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Swiss Cancer League

Funder: Swiss Cancer League

Funding source(s): Federal government

UK

Quitline: Quitline
In operation since 1988

Website: www.quit.org.uk

Phone No:	Line#	Access Number	Language
	1	(0044) 0800-00-22-00	English
	2	(0044) 0800-00-22-44	Bengali
	3	(0044) 0800-00-22-55	Gujarati
	4	(0044) 0800-00-22-66	Hindi
	5	(0044) 0800-00-22-77	Punjabi
	6	(0044) 0800-00-22-88	Urdu
	7	(0044) 0800-169-9-169	Pregnancy

Standard Hours of Operation:

Counseling assistance available		
Mon	9:00:00	- 21:00:00
Tues	9:00:00	- 21:00:00
Wed	9:00:00	- 21:00:00
Thurs	9:00:00	- 21:00:00
Fri	9:00:00	- 21:00:00
Sat	9:00:00	- 21:00:00
Sun	9:00:00	- 21:00:00

Live pickup of incoming calls

Mon	9:00:00	- 21:00:00
Tues	9:00:00	- 21:00:00
Wed	9:00:00	- 21:00:00
Thurs	9:00:00	- 21:00:00
Fri	9:00:00	- 21:00:00
Sat	9:00:00	- 21:00:00
Sun	9:00:00	- 21:00:00

Closed On:
Christmas, Boxing Day

Eligibility Criteria

For counseling: Readiness

For free medications: None

Languages

Counseling offered in: English

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 15 - 20 minutes
- Timing of counseling sessions Negotiated with client

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Referral to other services (quit smoking group programs, professional services); Fax referral for healthcare providers and other referral sources; Mailed information or self-help resources; Clinical pilot trial for text message support as a stop smoking intervention

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Youth 18-24; Racial/Ethnic populations

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: QUIT

Funder: QUIT, National Health Services

Funding source(s): State/Provincial government, Charitable foundation

United States

• Alabama	63	• New Hampshire	89
• Alaska	64	• New Jersey	90
• Arizona	65	• New Mexico	91
• Arkansas	66	• New York	92
• California	67	• Nebraska	93
• Colorado	68	• North Carolina	94
• Connecticut.....	69	• Louisiana	95
• Delaware.....	70	• North Dakota	96
• Florida	71	• Ohio	97
• Georgia	72	• Oklahoma	98
• Hawaii	73	• Oregon	99
• Idaho.....	74	• Pennsylvania.....	100
• Illinois.....	75	• Puerto Rico.....	101
• Indiana	76	• Rhode Island.....	102
• Iowa	77	• South Carolina	103
• Kansas	78	• South Dakota	104
• Kentucky	79	• Texas.....	105
• Maine	80	• Utah	106
• Maryland	81	• Tennessee	107
• Massachusetts.....	82	• Vermont	108
• Michigan.....	83	• Virginia.....	109
• Minnesota	84	• Washington	110
• Mississippi	85	• Washington, D.C.	111
• Missouri	86	• West Virginia	112
• Montana	87	• Wisconsin	113
• Nevada	88	• Wyoming	114

National Network of Tobacco Cessation Quitlines

In 2004, the Department of Health and Human established a national network of tobacco cessation quitlines, to ensure that all Americans have access to quitline services. The toll-free number 1-800-QUITNOW was dedicated as a single point of access to all U.S. state-based quitlines. Calls placed to 1-800-QUITNOW are routed electronically, by area code, to state quitlines allowing all tobacco users access to the tools and resources they need to quit smoking and ensuring the highest level of assistance to those wanting to quit.

The National Network strives to maintain a viable network in which state-managed quitlines deliver effective cessation services to all Americans in need of quitline services.

The Network, quitlines, researchers and other stakeholders are members of the North American Quitline Consortium.

Alabama

Quitline: Alabama Tobacco Quitline
In operation since April 2005

Website: www.adph.org/tobacco

Phone No:	Line#	Toll Free Number	Language
	1	(800) 784-8669	English

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Martin Luther King, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Mandarin, Cantonese, Korean, Vietnamese, French, Russian, plus 150 languages

Services Offered

Phone Counseling

- | | |
|--|--|
| <ul style="list-style-type: none"> - Standard counseling available for an adult smoker - Number of sessions provided for typical smoker - Length of typical 1st session - Length of typical follow-up session - Timing of counseling sessions | <p>Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated</p> <p>6</p> <p>15 - 20 minutes</p> <p>5 - 7 minutes</p> <p>Weekly before quit date; Weekly for 30 days after quit, then once per month from 1 month to 3 months, then 6 months and 1 year</p> |
|--|--|

Web-based Services

Information not provided

Other Services

Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | Gum |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Information and Quality Healthcare

Funder: Alabama Department of Public Health

Funding source(s): Federal government

Alaska

Quitline: Alaska Tobacco Quitline
In operation since January 2002

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(888) 842-QUIT	English

Standard Hours of Operation:

Counseling assistance available

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Eligibility Criteria

For counseling: None
For free medications: Participate in quitline counseling

Languages

Counseling offered in: English
Third party counseling: Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, translation services are available in 148 languages

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:
None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 9
- Length of typical 1st session 20 - 45 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions Intake, then 1, 3, 7, 14, 30, 90, 180, 360 days after quit date; All pre-arranged with client

Web-based Services

None

Other Services

Voice mail with call back

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Providence Alaska Medical Center

Funder: Alaska Department of Health and Social Services

Funding source(s): State/Provincial government, Tobacco tax revenues, MSA funds, Federal government

Arizona

Quitline: Arizona Smokers' Helpline
In operation since March 1995

Website: www.ashline.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) 556-6222	English
	2	(800) 556-6222	Spanish

Eligibility Criteria

For counseling: Readiness
For free medications: None

Languages

Counseling offered in: English, Spanish
Third party counseling: None

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	20:00:00
Tues	9:00:00	-	20:00:00
Wed	9:00:00	-	20:00:00
Thurs	9:00:00	-	20:00:00
Fri	9:00:00	-	18:00:00
Sat	Closed		
Sun	Closed		

Live pickup of incoming calls

Mon	9:00:00	-	20:00:00
Tues	9:00:00	-	20:00:00
Wed	9:00:00	-	20:00:00
Thurs	9:00:00	-	20:00:00
Fri	9:00:00	-	18:00:00
Sat	Closed		
Sun	Closed		

Closed On:

New Year, Memorial Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas, Christmas through New Year

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker: Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker: 8
- Length of typical 1st session: 20 minutes
- Length of typical follow-up session: 7 minutes
- Timing of counseling session: Pre-quit planning session; 24-48 hours post quit; 1-2-3-4-8 weeks post quit

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Aftercare services for cessation clients

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications: None
- Discounted medications: Patch; Gum; Zyban

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; LGBT

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: University of Arizona

Funder: Arizona Department of Health Services Tobacco Education Prevention Program, Centers for Disease Control and Prevention

Funding source(s): State/Provincial government, Tobacco tax revenues

Arkansas

Quitline: Arkansas SOSQuitline
In operation since January 2003

Website: www.uams.edu/coph/tobacco

Phone No:	Line#	Toll Free Number	Language
	1	(866) 669-7848	English
	2	(866) 669-7848	Spanish
	3	(800) 590-8062	Spanish

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	19:00:00
Sat	10:00:00	-	16:00:00
Sun	Closed		

Live pickup of incoming calls

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	19:00:00
Sat	10:00:00	-	16:00:00
Sun	Closed		

Closed On:

New Year, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: Income level; Insurance

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Any languages that are needed

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple sessions: client-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 30 - 60 minutes
- Timing of counseling sessions Negotiated with client

Web-based Services

Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch
- Discounted medications None

Specialized material available for:

None

Specialized material sent to:

None

Operator of the quitline counseling services: University of Arkansas Medical Services, Fay W Boozman College of Public Health

Funder: Arkansas Department of Health and Human Services

Funding source(s): MSA funds

California

Quitline: California Smokers' Helpline
In operation since August 1992

Website: www.nobutts.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) NO-BUTTS	English
	2	(800) 45-NO-FUME	Spanish
	3	(800) 556-5564	Korean
	4	(800) 778-8440	Vietnamese
	5	(800) 838-8917	Cantonese
	6	(800) 838-8917	Mandarin
	7	(800) 844-CHEW	Chewer
	T	(800) 933-4TDD	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	21:00:00
Sat	9:00:00	-	13:00:00
Sun	Closed		

Live pickup of incoming calls

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	21:00:00
Sat	9:00:00	-	13:00:00
Sun	Closed		

Closed On:

New Year, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 35 minutes
- Length of typical follow-up session 8 minutes
- Timing of counseling sessions Timed around quit date: 1, 3, 7, 14, 28 days post quit

Web-based Services

Information about the quitline; Information about tobacco cessation; Web-based counseling

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Certificate of participation for purposes of obtaining free NRT or Zyban through Medicaid

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: University of California, San Diego
Funder: California Department of Health Services, California Children and Families Commission
Funding source(s): State/Provincial government, Tobacco tax revenues

Colorado

Quitline: Colorado Quitline
In operation since October 2001

Website: Not provided

Phone No:	Line#	Toll Free Number	Language
	1	(800) 639-7848	English
	2	(800) 639-7848	Spanish
	3	(800) 659-2656	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	19:00:00
Sat	8:00:00	-	16:30:00
Sun	8:00:00	-	16:30:00

Live pickup of incoming calls

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	19:00:00
Sat	8:00:00	-	16:30:00
Sun	8:00:00	-	16:30:00

Closed On:

Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness
For free medications: For NRT – Caller must be willing to enroll in the Quitline counseling program and make a quit attempt in the next 30 days; must be 18 years of age or older; must not be pregnant; must not have medical contraindications such as cardiovascular disease, etc.; and must be requesting product for self, not a friend or family member.

Languages

Counseling offered in: English, Spanish
Third party counseling: Teleprinters

Services Offered

Phone Counseling

- | | |
|---|--|
| – Standard counseling available for an adult smoker | Multiple: counselor-initiated |
| – Number of sessions provided for typical smoker | 5 |
| – Length of typical 1st session | 25 minutes |
| – Length of typical follow-up session | 15 minutes |
| – Timing of counseling sessions | Negotiated with client based on his/her schedule and quit date |

Web-based Services

Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|--|
| – Free medications | NRT to anyone who enrolled in the program. (This includes offering a maximum of two 4-week supplies of the nicotine patch, and in cases of contraindications to the patch, the nicotine gum is offered.) |
| – Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: National Jewish Medical and Research Center

Funder: CDPHE, STEPP

Funding source(s): State/Provincial government, Tobacco tax revenues, Federal government

Connecticut

Quitline: Connecticut Quitline
In operation since November 2005

Website: www.tobacco-ct.state.ct.us/index.shtml

Phone No:	Line#	Toll Free Number	Language
	1	(866) END-HABIT	English
	2	(866) END-HABIT	Spanish
	3	(800) QUIT-NOW	English
	4	(800) QUIT-NOW	Spanish
	5	(800) 483-3114	Fax number
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available		
Mon	5:00:00	- 21:00:00
Tues	5:00:00	- 21:00:00
Wed	5:00:00	- 21:00:00
Thurs	5:00:00	- 21:00:00
Fri	5:00:00	- 21:00:00
Sat	5:00:00	- 21:00:00
Sun	5:00:00	- 21:00:00

Live pickup of incoming calls

Mon	5:00:00	- 21:00:00
Tues	5:00:00	- 21:00:00
Wed	5:00:00	- 21:00:00
Thurs	5:00:00	- 21:00:00
Fri	5:00:00	- 21:00:00
Sat	5:00:00	- 21:00:00
Sun	5:00:00	- 21:00:00

Closed On:

Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish, Mandarin, Cantonese, Russian, Italian, Hindi, Taiwanese

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; at least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation; integrated phone/web product being tested

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations; Other (those with chronic disease)

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Connecticut Department of Public Health

Funding source(s): Federal funding

Delaware

Quitline: Delaware Quitline
In operation since February 2001

Website: Not provided

Phone No:	Line#	Toll Free Number	Language
	1	(866) 409-1858	English
	2	(866) 409-1858	Spanish
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Tues	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	21:00:00
Sat	9:00:00	-	19:00:00
Sun	9:00:00	-	19:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: Timed around the quit date: First session establishes quit date; Second session is scheduled 2-3 days before the quit date; Third session is scheduled the day after the quit date; and Sessions four and five are scheduled 7-10 days apart for relapse prevention

Web-based Services

Web-based cessation services under development

Other Services

Referral to other services; Mailed information or self-help resources; Face to face counseling by health care professionals; Voucher for NRT to eligible callers

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Smokeless tobacco users; Racial/Ethnic populations; LGBT; Other

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society Quitline

Funder: State Department of Health and Social Services, Division of Public Health

Funding source(s): State/Provincial government, MSA funds

Florida

Quitline: Florida Quit-for-Life Line
In operation since December 2001

Website: Not provided

Phone No:	Line#	Toll Free Number	Language
	1	(877) 822-6669	English
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	23:00:00
Tues	6:00:00	-	23:00:00
Wed	6:00:00	-	23:00:00
Thurs	6:00:00	-	23:00:00
Fri	6:00:00	-	20:00:00
Sat	8:00:00	-	18:00:00
Sun	8:00:00	-	18:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 - 40 minutes
- Length of typical follow-up session 30 - 40 minutes
- Timing of counseling sessions: The counseling sessions are timed around the quit date: First session takes place prior to setting quit date; Second session takes place a few days before the quit date; Third session is scheduled 24 hours after quit date; and Fourth session is scheduled a week to 10 days later to support maintenance of the quit status

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations (Pathways to Freedom for African American callers); LGBT

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society Quitline

Funder: Florida Department of Health, Tobacco Prevention Program

Funding source(s): State/Provincial government, Federal government

Georgia

Quitline: Georgia Tobacco Quitline
In operation since November 2001

Website: www.livehealthygeorgia.org

Phone No:	Line#	Toll Free Number	Language
	1	(877) 270-STOP	English
	2	(877) 2NO-FUME	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Live pickup of incoming calls

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Closed On:
Independence Day, Thanksgiving,
Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Korean, Vietnamese

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; at least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Quitline general information; Tobacco cessation information; Healthcare provider-targeted information

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco Users; Racial/Ethnic populations; Other (Facts about quitting as related to a chronic disease condition; Facts about quitting and secondhand smoke)

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: GA DHR Public Health Division

Funding source(s): State/Provincial government, MSA funds, routed through the Georgia Cancer Coalition

Hawaii

Quitline: Hawai'i Tobacco Quitline
In operation since July 2005

Website: www.callitquitshawaii.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	5:00:00	-	21:00:00
Tues	5:00:00	-	21:00:00
Wed	5:00:00	-	21:00:00
Thurs	5:00:00	-	21:00:00
Fri	5:00:00	-	21:00:00
Sat	5:00:00	-	21:00:00
Sun	5:00:00	-	21:00:00

Live pickup of incoming calls

Mon	5:00:00	-	21:00:00
Tues	5:00:00	-	21:00:00
Wed	5:00:00	-	21:00:00
Thurs	5:00:00	-	21:00:00
Fri	5:00:00	-	21:00:00
Sat	5:00:00	-	21:00:00
Sun	5:00:00	-	21:00:00

Closed On:

Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: Multiple calls only

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; at least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations; Other (Chronic conditions: CAD, COPD, Asthma, Diabetes)

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Hawaii Community Foundation

Funding source(s): MSA funds

Idaho

Quitline: Idaho QuitLine
In operation since March 2005

Website: www.idahoquitnet.com

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	T	(888) 229-2182	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	21:00:00
Sat	8:00:00	-	16:30:00
Sun	8:00:00	-	16:30:00

Live pickup of incoming calls

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	19:00:00
Sat	8:00:00	-	16:30:00
Sun	8:00:00	-	16:30:00

Closed On:
Thanksgiving, Christmas

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, 150 languages

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 5 |
| - Length of typical 1st session | 25 minutes |
| - Length of typical follow-up session | 15 minutes |
| - Timing of counseling sessions | Negotiated with the client based on his/her schedule and quit date |

Web-based Services

Information not provided

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Quitnet phone support page www.idahoquitnet.com

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users

Specialized material sent to:

None

Operator of the quitline counseling services: National Jewish Medical and Research Center
Funder: Idaho Health and Welfare Tobacco Prevention and Control Program
Funding source(s): Federal government

Illinois

Quitline: Illinois Tobacco Quitline
In operation since October 2000

Website: Not provided

Phone No:	Line#	Toll Free Number	Language
	1	(866) 784-8937	English
	2	(866) 784-8937	Spanish
	T	(800) 501-1068	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	19:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Mandarin, Cantonese, Korean, Vietnamese, French, Russian, over 150 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker If proactive, the ITQ makes 5 outbound calls to the client; Inbound calls are unlimited in quantity for reactive and proactive callers
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions Negotiated with client

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Chat room

Other Services

Voice mail with call back (including preparing to implement self-help options); Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; information via email to those who request

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17; Youth 18-24; Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations; LGBT; Chronic mentally ill; Multiple addiction; Other (as needed)

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: American Lung Association of Illinois

Funder: Illinois Department of Public Health

Funding source(s): State/Provincial government, MSA funds, Federal government

Indiana

Quitline: Indiana Tobacco Quitline
In operation since March 2006

Website: www.smokefreeindiana.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT-NOW	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Live pickup of incoming calls

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Closed On:
Independence Day, Thanksgiving, Christmas; Early Closure on Christmas Eve (15:00:00) and New Year's Eve (18:00:00)

Eligibility Criteria

For counseling: As of July 2006: Pregnant Women, Medicaid, Uninsured

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, AT&T interpretive services for all other languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling
- Number of sessions provided for typical smoker 1
- Length of typical 1st session 35 - 45 minutes
- Length of typical follow-up session
- Timing of counseling sessions Initial call only

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Mailed information or self-help resources; Return feedback to provider

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Smokeless tobacco users; Racial/Ethnic populations; Other

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Smokefree Indiana

Funding source(s): Federal government

Iowa

Quitline: Quitline Iowa
In operation since May 2001

Website: www.quitlineiowa.org

Phone No:	Line#	Toll Free Number	Language
	1	(866) U-CAN-TRY	English
	T	(866) 822-2857	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Live pickup of incoming calls

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Closed On:

New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, 140 languages are covered with translation services

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 4 |
| - Length of typical 1st session | 20 minutes |
| - Length of typical follow-up session | 20 minutes |
| - Timing of counseling sessions | One week, two weeks, or four weeks after initial call |

Web-based Services

Information about the quitline; Information about tobacco cessation; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: University of Iowa

Funder: Iowa Department of Public Health

Funding source(s): State/Provincial government, MSA funds, Federal government

Kansas

Quitline: Kansas Tobacco Quitline
In operation since November 2003

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(866) 526-7867	English
	2	(866) 526-7867	Spanish
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	23:00:00
Tues	6:00:00	-	23:00:00
Wed	6:00:00	-	23:00:00
Thurs	6:00:00	-	23:00:00
Fri	6:00:00	-	20:00:00
Sat	8:00:00	-	18:00:00
Sun	8:00:00	-	18:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4 - 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: First session establishes quit date; Second session is scheduled 2-3 days before the quit date; Third session is scheduled the day after the quit date; and Sessions four and/or five are scheduled 7-10 days apart for relapse prevention

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society Quitline

Funder: Kansas Department of Health and Environment

Funding source(s): MSA funds, Federal government, Charitable foundation

Kentucky

Quitline: Kentucky's Tobacco Quit Line
In operation since July 2005

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(800) 784-8669	English
	2	(800) 784-8669	Spanish
	T	(800) 969-1393	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	Closed		
Sun	Closed		

Live pickup of incoming calls

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	Closed		
Sun	Closed		

Closed On:

New Year, Martin Luther King, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, Christmas Eve

Eligibility Criteria

For counseling: Age less than 18 needs parental consent

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Mandarin, Cantonese, Korean, Vietnamese, French, Russian, over 150 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 5 - 7 minutes
- Timing of counseling sessions Weekly before quit date; Weekly for 30 days after quit, then once per month from 1 month to 3 months, then 6 months and 1 year

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Outreach to communities and employers

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Information and Quality Healthcare

Funder: Kentucky Department for Public Health

Funding source(s): Federal government

Louisiana

Quitline: Louisiana Tobacco Quitline
In operation since September 2000

Website: www.mytfl.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT-NOW	Spanish

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	23:00:00
Tues	6:00:00	-	23:00:00
Wed	6:00:00	-	23:00:00
Thurs	6:00:00	-	23:00:00
Fri	6:00:00	-	20:00:00
Sat	8:00:00	-	18:00:00
Sun	8:00:00	-	18:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Counseling not available on Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, over 150 languages

Third party counseling: Mandarin, Cantonese, Korean, Vietnamese, French, Russian, over 150 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker	Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker	Unlimited
- Length of typical 1st session	30+ minutes
- Length of typical follow-up session	10 - 15 minutes
- Timing of counseling sessions	Negotiated with client

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Chat room

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; information via email to those who request

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications	None
- Discounted medications	None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17; Youth 18-24; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Maine

Quitline: Maine Tobacco HelpLine
In operation since August 2001

Website: www.tobaccofreemaine.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) 207-1230	English, Spanish
	T	(800) 833-1477	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	18:00:00
Tues	8:00:00	-	18:00:00
Wed	8:00:00	-	18:00:00
Thurs	8:00:00	-	18:00:00
Fri	8:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:00:00	-	18:00:00
Tues	8:00:00	-	18:00:00
Wed	8:00:00	-	18:00:00
Thurs	8:00:00	-	18:00:00
Fri	8:00:00	-	18:00:00
Sat			Closed
Sun			Closed

Closed On:
 Independence Day, Thanksgiving,
 Christmas

Eligibility Criteria

For counseling: All callers eligible for 1-call; eligibility for multiple-call includes: Age (adults, 18 and over, youth 17 and younger); Readiness to quit within 30 days; Insurance status (uninsured or Medicaid); Special population (pregnant or youth)

For free medications: Ready to quit within 30 days; Must have no exclusions

Languages

Counseling offered in: English, Spanish, Mandarin, Cantonese, Russian, Italian, Hindi, Taiwanese

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; at least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider; Reports to hospital, health clinic, health plan, etc.

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Center for Tobacco Independence (MaineHealth) and Free & Clear, Inc.

Funder: Partnership for a Tobacco-Free Maine (Maine, CDC, DHHS)

Funding source(s): State/Provincial government, MSA funds

Maryland

Quitline: Maryland Quitline
In operation since June 2006

Website: www.smokingstopshere.com

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT--NOW	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Live pickup of incoming calls

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Closed On:

Independence Day, Thanksgiving, Christmas; Early Closure on New Year's and Christmas Eve

Eligibility Criteria

For counseling: Age 18 or older

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Via AT&T Language Line

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; at least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support.

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Fax referral for health care providers and other referral sources; Mailed information (self-help resources); Referral to free local cessation programs

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None. Referral to free local cessation programs
- Discounted medications None. Referral to free local cessation programs

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Maryland Department of Health and Mental Hygiene

Funding source(s): State/Provincial government; Federal government

Massachusetts

Quitline: Try-To-Stop Tobacco Resource Center of Massachusetts
In operation since July 1994

Website: www.trytostop.org and www.quitworks.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) 879-8678	English
	2	(800) 833-5256	Spanish
	3	(800) 943-8284	English & Spanish Quit Tips only
	T	(800) 833-1477	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	23:00:00
Tues	6:00:00	-	23:00:00
Wed	6:00:00	-	23:00:00
Thurs	6:00:00	-	23:00:00
Fri	6:00:00	-	20:00:00
Sat	8:00:00	-	18:00:00
Sun	8:00:00	-	18:00:00

Live pickup of incoming calls

Mon	9:00:00	-	19:00:00
Tues	9:00:00	-	19:00:00
Wed	9:00:00	-	19:00:00
Thurs	9:00:00	-	19:00:00
Fri	9:00:00	-	17:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving, Day after Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness
For free medications: Residents in selected communities with smoking prevalence higher than the state average

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Intake/Assessment; Brief intervention; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 12 - 15 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: Initial counseling session occurs at time of first call and ascertains motivation to quit, provides motivational counseling to quit, and as needed reviews consequences/dangers of secondhand smoke, provides physiologic explanation of impact of smoking and quit tips. Follow-up sessions: First follow-up session establishes quit date; Second session is scheduled 2-3 days before the quit date; Third session is scheduled the day after the quit date; and Sessions four and five are scheduled 7-10 days apart for relapse prevention

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor; E-cards

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider; Reports to hospital, health clinic, health plan, etc.

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17; Youth 18-24; Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations; LGBT; Other

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: JSI Research & Training Institute, Inc.

Funder: Massachusetts Department of Public Health, Payments from health plans and some healthcare facilities for reports

Funding source(s): State/Provincial government, Federal government, Health care institution, Insurance company, Other

Michigan

Quitline: State of Michigan Quitline
In operation since October 2003

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(800) 480-7848	English
	2	(800) 480-7848	Spanish
	3	(800) QUIT-NOW	English

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas

Eligibility Criteria

For counseling: Type of insurance
For free medications: Residents of state; 18+; No contraindication; Uninsured

Languages

Counseling offered in: English, Spanish
Third party counseling: Translation services for most languages excluding English and Spanish

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: First session is the enrollment call, which includes an assessment and counseling; Second session occurs around the quit date; Third session occurs 1 month post quit date; Fourth session occurs 6 months post enrollment; and the Fifth session occurs 12 months post enrollment; More calls are added for support and relapse prevention per the coach's discretion

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Reports to physicians for Medicaid clients

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch
- Discounted medications None

Specialized material available for:

Pregnant tobacco users

Specialized material sent to:

Health professionals

Operator of the quitline counseling services: Leade Health, Inc.

Funder: Michigan Department of Community Health

Funding source(s): State/Provincial government, Tobacco tax revenues, Federal government, Insurance company, Charitable foundation

Minnesota

Quitline: The Quitplan Helpline
In operation since February 2001

Website: www.quitplan.com

Phone No:	Line#	Toll Free Number	Language
	1	(888) 354-PLAN (7526)	English, Spanish
	T	(866) 257-2971	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	22:00:00
Tues	7:00:00	-	22:00:00
Wed	7:00:00	-	22:00:00
Thurs	7:00:00	-	22:00:00
Fri	7:00:00	-	22:00:00
Sat	8:00:00	-	17:00:00
Sun	10:00:00	-	16:00:00

Live pickup of incoming calls

Mon	7:00:00	-	22:00:00
Tues	7:00:00	-	22:00:00
Wed	7:00:00	-	22:00:00
Thurs	7:00:00	-	22:00:00
Fri	7:00:00	-	22:00:00
Sat	8:00:00	-	17:00:00
Sun	10:00:00	-	16:00:00

Closed On:

New Year, Memorial Day,
Independence Day, Labor Day,
Thanksgiving, Christmas

Eligibility Criteria

For counseling: Uninsured or underinsured (no coverage for telephone counseling and/or NRT through health plan)

For free medications: Uninsured or underinsured (no coverage for telephone counseling and/or NRT through health plan)

Languages

Counseling offered in: English, Spanish

Third party counseling: All other languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple, proactive
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 45 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Relapse sensitive schedule with first call initiated by tobacco user. For those with a quit date, Call 2: 2 days prior to quit date; Call 3: day after quit date; Call 4: 5-7 days after call #3; Call 5: 5-7 days after call #4. For those without a quit date, Call 2: 30 days after assessment; Call 3: day after quit date or 30 days after call 2; Call 4: 5-7 days after call #3 if quit or caller must initiate future calls; Call 5: 5-7 days after call #4 if quit or caller must initiate if not quit.

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Interactive counseling and/or email message to cessation specialist/counselor; All features on www.quitplan.com

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum; Lozenge
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: MMSI, a Mayo health company

Funder: Minnesota Partnership For Action Against Tobacco

Funding source(s): Minnesota Tobacco Settlement funds

Mississippi

Quitline: The Partnership for a Healthy Mississippi Tobacco Quitline
In operation since September 1999

Website: www.quitlinems.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) 244-9100	English
	2	(800) 244-9100	Spanish
	3	(800) 244-9100	English
	4	(800) 784-8669	English
	5	(800) 784-8669	Spanish
	T	(800) 969-1393	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat	Closed		
Sun	Closed		

Live pickup of incoming calls

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat	Closed		
Sun	Closed		

Closed On:

New Year, Martin Luther King, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 15 - 20 minutes
- Length of typical follow-up session 5 - 7 minutes
- Timing of counseling sessions Weekly before quit date; Weekly for 30 days after quit, then once per month from 1 month to 3 months, then 6 months and 1 year

Web-based Services

Information not provided

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Outreach to communities and employers

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Youth 18-24; Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Information and Quality Healthcare

Funder: The Partnership for a Healthy Mississippi

Funding source(s): State/Provincial government, Non-governmental organization

Missouri

Quitline: Missouri Tobacco Quitline
In operation since June 2005

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	23:00:00
Sat	7:00:00	-	23:00:00
Sun	7:00:00	-	23:00:00

Live pickup of incoming calls

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	23:00:00
Sat	7:00:00	-	23:00:00
Sun	7:00:00	-	23:00:00

Closed On:
Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: Pregnant; Uninsured; Medicaid

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 1 - 4
- Length of typical 1st session 45 minutes
- Length of typical follow-up session 30 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit. At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support.

Web-based Services

None

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Physician consultation

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.
Funder: Missouri Department of Health & Senior Services/State of Missouri
Funding source(s): Federal government

Montana

Quitline: Montana Tobacco Quit Line
In operation since May 2004

Website: www.tobaccofree.mt.gov

Phone No:	Line#	Toll Free Number	Language
	1	(866) 485-QUIT	English
	2	(800) QUIT-NOW	English

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	19:00:00
Sat	8:00:00	-	16:30:00
Sun	8:00:00	-	16:30:00

Live pickup of incoming calls

Mon	7:00:00	-	21:00:00
Tues	7:00:00	-	21:00:00
Wed	7:00:00	-	21:00:00
Thurs	7:00:00	-	21:00:00
Fri	7:00:00	-	19:00:00
Sat	8:00:00	-	16:30:00
Sun	8:00:00	-	16:30:00

Closed On:
Thanksgiving, Christmas

Eligibility Criteria

For counseling: Readiness
For free medications: Age 18+

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, plus 150 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 25 minutes
- Length of typical follow-up session 15 minutes
- Timing of counseling sessions Negotiated with the client based on his/her schedule and quit date

Web-based Services

Information not provided

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider; Reports to hospital, health clinic, health plan, etc.

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: National Jewish Medical and Research Center
Funder: State of Montana Department of Public Health and Human Services
Funding source(s): State/Provincial government, MSA funds, Federal government

Nebraska

Quitline: Nebraska Quitline
In operation since July 2006

Website: www.hhs.state.ne.us/tfn/

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT-NOW	Spanish
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	5:00:00	-	22:00:00
Tues	5:00:00	-	22:00:00
Wed	5:00:00	-	22:00:00
Thurs	5:00:00	-	22:00:00
Fri	5:00:00	-	19:00:00
Sat	7:00:00	-	17:00:00
Sun	7:00:00	-	17:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Initial brief intervention; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: Initial brief intervention at first call to quitline; First session establishes quit date; Second session is scheduled 2 to 3 days before the quit date; Third session is scheduled the day after the quit date; Session four is scheduled 7 to 10 days after Session three; Session five is scheduled 7 to 10 days after Session four

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Interactive services

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society

Funder: Nebraska Health and Human Services System

Funding source(s): Federal government

Nevada

Quitline: Nevada Tobacco Users' Helpline
In operation since 1997

Website: www.livingtobaccofree.com

Phone No:	Line#	Toll Free Number	Language
	1	(888) 866-6642	English
	2	(888) 866-6642	Spanish

Standard Hours of Operation:

Counseling assistance available

Mon	10:00:00	-	21:00:00
Tues	10:00:00	-	21:00:00
Wed	10:00:00	-	21:00:00
Thurs	10:00:00	-	21:00:00
Fri	10:00:00	-	21:00:00
Sat	10:00:00	-	14:00:00
Sun			Closed

Live pickup of incoming calls

Mon	10:00:00	-	21:00:00
Tues	10:00:00	-	21:00:00
Wed	10:00:00	-	21:00:00
Thurs	10:00:00	-	21:00:00
Fri	10:00:00	-	21:00:00
Sat	10:00:00	-	14:00:00
Sun			Closed

Closed On:

New Year's Day, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Nevada Day, Christmas

Eligibility Criteria

For counseling: All Eligible * In accordance and compliant to NRS 641.c and NAC 641.C and NAADAC Code of Ethics

For free medications: According to clinical criteria, up to six units of medication available for \$15.00 co-pay

Languages

Counseling offered in: English, Spanish

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|--|---|
| <ul style="list-style-type: none"> - Standard counseling available for an adult smoker - Number of sessions provided for typical smoker - Length of typical 1st session - Length of typical follow-up session - Timing of counseling sessions | <ul style="list-style-type: none"> Proactive and reactive counseling by credentialed drug and alcohol counselors; Counseling services to co-morbid clients 11 or more as needed 45 minutes 15 minutes Negotiated with client; Timed around stage of change |
|--|---|

Web-based Services

Information not provided.

Other Services

Referral to other services; Mailed information or self-help resources; Health care brief intervention education on nicotine dependence

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--|--|
| <ul style="list-style-type: none"> - Free medications - Discounted medications | <ul style="list-style-type: none"> None Zyban; Patch; Gum; Inhaler; Nasal Spray; Lozenge |
|--|--|

Specialized material available for:

Pregnant tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: University of Nevada at Reno School of Medicine

Funder: Fund for a Healthy Nevada, Nevada State Health Division, Bureau of Community Health, Tobacco Prevention and Education Program

Funding source(s): Grants through The Fund for Healthy Nevada and Nevada State Health Division

New Hampshire

Quitline: The New Hampshire Smokers' Helpline
In operation since July 2005

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(800) 879-8678	English (and translation)
	2	(800) 833-5256	Spanish
	3	(800) 943-8284	English (quit tips)
	4	(800) 943-8284	Spanish (quit tips)
	T	(800) 833-1477	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	20:00:00
Tues	9:00:00	-	20:00:00
Wed	9:00:00	-	20:00:00
Thurs	9:00:00	-	20:00:00
Fri	9:00:00	-	20:00:00
Sat	10:00:00	-	15:00:00
Sun	Closed		

Live pickup of incoming calls

Mon	9:00:00	-	19:00:00
Tues	9:00:00	-	19:00:00
Wed	9:00:00	-	19:00:00
Thurs	9:00:00	-	19:00:00
Fri	9:00:00	-	17:00:00
Sat	Closed		
Sun	Closed		

Closed On:

New Year, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving, Day after Thanksgiving, Christmas

Eligibility Criteria

For counseling: Readiness

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Mandarin, Cantonese, Korean, Vietnamese, French, Russian, total of 150 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4 - 6
- Length of typical 1st session 25 minutes
- Length of typical follow-up session 15 - 25 minutes
- Timing of counseling sessions: Timed around quit date: intake before quit date; 2-4 days before quit date is set; 2-4 days post quit date; 28-30 days post-quit date with flexibility for sooner; brief check-ins as negotiated with client

Web-based Services

None

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Youth 18-24; Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: JSI Research & Training Institute, Inc.

Funder: Federal government/CDC

Funding source(s): Federal government

New Jersey

Quitline: New Jersey Quitline
In operation since October 2000

Website: www.nj.quitnet.com

Phone No:	Line#	Toll Free Number	Language
	1	(866) 657-8677	English
	T	(866) 257-2971	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat	10:00:00	-	17:00:00
Sun	Closed		

Live pickup of incoming calls

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat	11:00:00	-	17:00:00
Sun	Closed		

Closed On:

Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 18 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 45 - 60 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions None

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor; Internet services

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Quitline referral via web banner ad

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 18-24; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Mayo Clinic Tobacco Quitline

Funder: New Jersey Department of Health and Senior Services

Funding source(s): State/Provincial government, Tobacco tax revenues, Federal government

New Mexico

Quitline: New Mexico Free Tobacco Help Line
In operation since May 2005

Website: www.health.state.nm.us/TheStink/sections/gathelp.shtml

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT-NOW	Spanish
	3	(800) 814-4565	Fax number
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	22:00:00
Tues	6:00:00	-	22:00:00
Wed	6:00:00	-	22:00:00
Thurs	6:00:00	-	22:00:00
Fri	6:00:00	-	22:00:00
Sat	6:00:00	-	22:00:00
Sun	6:00:00	-	22:00:00

Live pickup of incoming calls

Mon	6:00:00	-	22:00:00
Tues	6:00:00	-	22:00:00
Wed	6:00:00	-	22:00:00
Thurs	6:00:00	-	22:00:00
Fri	6:00:00	-	22:00:00
Sat	6:00:00	-	22:00:00
Sun	6:00:00	-	22:00:00

Closed On:

Early closure on Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: Other languages via AT&T interpretive services

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Not available at this time (mailed out self-help materials only). Phone counseling will be resumed when funding is available. One-call and multi-call protocols will be available.
- Number of sessions provided for typical smoker N/A at this time
- Length of typical 1st session N/A at this time
- Length of typical follow-up session N/A at this time
- Timing of counseling sessions N/A at this time

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Fax referral for health care providers and other referral sources; Mailed information (self-help resources)

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: New Mexico Department of Health

Funding source(s): State/Provincial government, MSA funds, Federal government

New York

Quitline: New York State Smokers' Quitline
In operation since June 2000

Website: www.nysmokefree.com

Phone No:	Line#	Toll Free Number	Language
	1	(866) NY-QUITS	English
	2	(866) NY-QUITS	Other than English
	3	(866) QUIT-FAX	Fax number

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	9:00:00	-	13:00:00
Sun	9:00:00	-	13:00:00

Live pickup of incoming calls

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	9:00:00	-	21:00:00
Sun	9:00:00	-	21:00:00

Closed On:

Easter, Memorial Day, Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None
 For free medications: Age 18+; NYC resident; 10cig/day or more; No contraindication; Plan to quit within 2 weeks; Agree to call back

Languages

Counseling offered in: English, Spanish
 Third party counseling: Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Brief intervention with counseling offered at intake and through one follow-up call for privately insured clients. Up to four counseling sessions offered to Medicaid and uninsured clients. Two sessions for privately insured and up to four sessions for Medicaid and uninsured.
- Number of sessions provided for typical smoker 2
- Length of typical 1st session 12 - 20 minutes
- Length of typical follow-up session 7 - 20 minutes
- Timing of counseling sessions Timed around quit date and then negotiated with client

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Email address for inquiries; Online ordering

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum; Lozenge
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large Print; Youth 12-17; Youth 18-24; Older tobacco users; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Roswell Park Cancer Institute

Funder: New York State Department of Health

Funding source(s): State/Provincial government, Federal government

North Carolina

Quitline: North Carolina Quit Line
In operation since November 2005

Website: www.quitnownc.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Live pickup of incoming calls

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Closed On:

Independence Day, Thanksgiving, Christmas. Early closure on Christmas Eve (15:00:00), New Year's Eve (18:00:00)

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.
Funder: Tobacco Prevention and Control Branch, Division of Public Health, NC DHHS
Funding source(s): State/Provincial government, MSA funds, Federal government

North Dakota

Quitline: North Dakota Tobacco Quitline
In operation since September 2004

Website: www.ndhealth.gov/tobacco/quitline.htm

Phone No:	Line#	Toll Free Number	Language
	1	(866) 388-7848	English
	T	(866) 257-2971	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	20:00:00
Tues	7:00:00	-	20:00:00
Wed	7:00:00	-	20:00:00
Thurs	7:00:00	-	20:00:00
Fri	7:00:00	-	19:00:00
Sat	10:00:00	-	16:00:00
Sun			Closed

Live pickup of incoming calls

Mon	7:00:00	-	20:00:00
Tues	7:00:00	-	20:00:00
Wed	7:00:00	-	20:00:00
Thurs	7:00:00	-	20:00:00
Fri	7:00:00	-	19:00:00
Sat	10:00:00	-	16:00:00
Sun			Closed

Closed On:

Martin Luther King, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: Readiness; Age less than 18 served but not promoted
For free medications: Under 200% of the Federal poverty level and no insurance, or eligible under another program to receive NRT

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, Mayo/AT&T translation services

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling, Multiple: counselor-initiated
- Number of sessions provided for typical smoker 6
- Length of typical 1st session 45 - 60 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: 1-2 days prior to the quit date; 1-2 days after the quit date; 1-2 weeks after the quit date (negotiated by caller); Sessions 4 and 5 are negotiated by the caller on an individual basis

Web-based Services

Information not provided

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 18-24; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Mayo Clinic Tobacco Quitline, University of North Dakota, School of Medicine

Funder: North Dakota Department of Health

Funding source(s): State/Provincial government, MSA funds, Federal government, American Legacy Foundation

Ohio

Quitline: Ohio Tobacco Quit Line
In operation since August 2003

Website: www.ohioquits.com

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT-NOW	Spanish
	T	(888) 229-2182	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	23:59:00
Tues	9:00:00	-	23:59:00
Wed	9:00:00	-	23:59:00
Thurs	9:00:00	-	23:59:00
Fri	9:00:00	-	22:00:00
Sat	10:00:00	-	18:30:00
Sun	10:00:00	-	18:30:00

Live pickup of incoming calls

Mon	9:00:00	-	23:00:00
Tues	9:00:00	-	23:00:00
Wed	9:00:00	-	23:00:00
Thurs	9:00:00	-	23:00:00
Fri	9:00:00	-	21:00:00
Sat	10:00:00	-	18:30:00
Sun	10:00:00	-	18:30:00

Closed On:

Thanksgiving, Christmas Eve, Christmas

Eligibility Criteria

For counseling: Age; Readiness to quit in next 30 days
For free medications: Members of partnering health plans, retirees of partnering pension funds, and employees of partnering employers PLUS enrollment in Ohio Tobacco Quit Line counseling

Languages

Counseling offered in: English, Spanish
Third party counseling: Up to 150 languages from all continents

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with clients: First within week or at time of intake; Second between enrollment and quit date; Third around quit date; Fourth 1 to 2 weeks after quit date; Fifth 1 to 2 weeks after fourth call

Web-based Services

Information about the quitline; Information about tobacco cessation; Website for health care providers, tobacco users and general population

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider; Patch

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch
- Discounted medications Patch (Specific eligibility criteria applies.)

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: National Jewish Medical and Research Center

Funder: Ohio Tobacco Prevention Foundation

Funding source(s): State/Provincial government, MSA funds, Health care institution, Insurance company, Employer Organization, Pension funds

Oklahoma

Quitline: Oklahoma Tobacco Helpline
In operation since August 2003

Website: www.quittobacco.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) 784-8669	English
	2	(866) 748-2436	English
	3	(800) 793-1552	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	23:00:00
Sat	7:00:00	-	23:00:00
Sun	7:00:00	-	23:00:00

Live pickup of incoming calls

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	23:00:00
Sat	7:00:00	-	23:00:00
Sun	7:00:00	-	23:00:00

Closed On:
Independence Day, Thanksgiving,
Christmas

Eligibility Criteria

For counseling: Age; Readiness
For free medications: Uninsured and enrolled in the intensive, proactive program

Languages

Counseling offered in: English, Spanish, Mandarin, Cantonese, Russian, Italian, Hindi, Taiwanese
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client; Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation; Integrated phone/web product being tested

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit; Non-smokers

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Oklahoma Tobacco Settlement Endowment Trust, Oklahoma State Department of Health

Funding source(s): State/Provincial government, Tobacco tax revenues, MSA funds, Federal government, Non-governmental organization

As of April 2006

Oregon

Quitline: Oregon Tobacco Quit Line
In operation since November 1998

Website: www.oregonquitline.org

Phone No:	Line#	Toll Free Number	Language
	1	(877) 270-STOP	English
	2	(877) 2-NO-FUME	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available		
Mon	5:00:00	- 21:00:00
Tues	5:00:00	- 21:00:00
Wed	5:00:00	- 21:00:00
Thurs	5:00:00	- 21:00:00
Fri	5:00:00	- 21:00:00
Sat	5:00:00	- 21:00:00
Sun	5:00:00	- 21:00:00

Live pickup of incoming calls		
Mon	5:00:00	- 21:00:00
Tues	5:00:00	- 21:00:00
Wed	5:00:00	- 21:00:00
Thurs	5:00:00	- 21:00:00
Fri	5:00:00	- 21:00:00
Sat	5:00:00	- 21:00:00
Sun	5:00:00	- 21:00:00

Closed On:
Independence Day, Thanksgiving, Christmas. Early Closure on Christmas Eve (12:00:00), New Year's Eve (15:00:00)

Eligibility Criteria

For counseling: Multiple calls only: Age; Readiness to quit; Insurance; Pregnancy

For free medications: Set quit date in 30 days

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, AT&T interpretive services for all other languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations; Other (Chronic Disease: CAD, COPD, Asthma, Diabetes)

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Oregon Department of Human Services

Funding source(s): State/Provincial government, Tobacco tax revenues, Federal government

Pennsylvania

Quitline: Pennsylvania Free Quitline
In operation since June 2002

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(877) 724-1090	Truncates to 800-QUIT-NOW
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	23:00:00
Tues	6:00:00	-	23:00:00
Wed	6:00:00	-	23:00:00
Thurs	6:00:00	-	23:00:00
Fri	6:00:00	-	20:00:00
Sat	8:00:00	-	18:00:00
Sun	8:00:00	-	18:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Thanksgiving, Christmas

Eligibility Criteria

For counseling: Readiness; Age (until the youth protocol modification is finalized)

For free medications: Capital Blue Cross member with cessation service coverage that have participated in their first counseling session

Languages

Counseling offered in: English, Spanish

Third party counseling: Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T language line

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4 - 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: First Session establishes quit date; Second session is scheduled 2-3 days before the quit date; Third session is scheduled the day after the quit date; and Sessions four and five are scheduled 7-10 days apart for relapse prevention

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Limited basis (eligibility-based)
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Youth 12-17 (Available in FY 2006) ; Smokeless tobacco users; Racial/Ethnic populations; LGBT

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society Quitline

Funder: Pennsylvania Department of Health

Funding source(s): MSA funds

Puerto Rico

Quitline: Dejala Ya
In operation since December 2004

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(877) 335-2567	Spanish

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	9:00:00	-	18:00:00
Sun	9:00:00	-	18:00:00

Live pickup of incoming calls

Mon	9:00:00	-	21:00:00
Tues	9:00:00	-	21:00:00
Wed	9:00:00	-	21:00:00
Thurs	9:00:00	-	21:00:00
Fri	9:00:00	-	21:00:00
Sat	9:00:00	-	18:00:00
Sun	9:00:00	-	18:00:00

Closed On:
Open holidays from 9:00:00 to 18:00:00

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: Spanish

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 8 |
| - Length of typical 1st session | 20 minutes |
| - Length of typical follow-up session | 15 - 20 minutes |
| - Timing of counseling sessions | 1 day before quit; 2 days in first week and at week; 2nd week; 4th - 6th week; 7th - 8th week; 22 - 24th week; 52nd week |

Web-based Services

None

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

None

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Telemedik
Funder: Puerto Rico's Department of Health
Funding source(s): Federal government

Rhode Island

Quitline: Try-To-Stop Tobacco Resource Center of Rhode Island
In operation since April 2002

Website: www.trytostop.org

Phone No:	Line#	Toll Free Number	Language
	1	(800) 879-8678	English, Spanish
	2	(800) 943-8284	English and Spanish Quit Tips only
	T	(800) 833-1477	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	23:00:00
Tues	6:00:00	-	23:00:00
Wed	6:00:00	-	23:00:00
Thurs	6:00:00	-	23:00:00
Fri	6:00:00	-	20:00:00
Sat	8:00:00	-	18:00:00
Sun	8:00:00	-	18:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Veteran's Day, Christmas

Eligibility Criteria

For counseling: Age; Readiness

For free medications: Attendance at face-to-face counseling; When available

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Intake/Assessment; Brief intervention; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: First session establishes quit date; Second session is scheduled 2 - 3 days before the quit date; Third session is scheduled for the day after the quit date; and Sessions four and five are scheduled 7 - 10 days apart for relapse prevention

Web-based Services

Information not provided

Other Services

Voice mail with call back; Referral to other services; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: JSI Research & Training Institute, Inc.; American Cancer Society Quitline

Funder: Rhode Island Department of Health

Funding source(s): State/Provincial government, Federal government, Other

South Carolina

Quitline: South Carolina Tobacco Cessation Quitline
In operation since September 2004

Website: www.scdhec.gov/quitforkeeps

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW (784-8669)	English
	2	(800) QUIT-NOW (784-8669)	Spanish
	T	To be determined	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	22:00:00
Tues	9:00:00	-	22:00:00
Wed	9:00:00	-	22:00:00
Thurs	9:00:00	-	22:00:00
Fri	9:00:00	-	22:00:00
Sat	9:00:00	-	22:00:00
Sun	9:00:00	-	22:00:00

Live pickup of incoming calls

Mon	8:00:00	-	23:59:00
Tues	8:00:00	-	23:59:00
Wed	8:00:00	-	23:59:00
Thurs	8:00:00	-	23:59:00
Fri	8:00:00	-	23:59:00
Sat	8:00:00	-	23:59:00
Sun	8:00:00	-	23:59:00

Closed On:

Independence Day, Thanksgiving Day,
1/2 day Christmas Eve, Christmas Day,
1/2 day New Year's Eve

Eligibility Criteria

For counseling: Readiness to quit; Acceptance of service and call back

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | All callers: Minimal/brief intervention; Single session counseling; |
| | Medicaid/uninsured callers: Multiple session counseling, counselor initiated |
| - Number of sessions provided for typical smoker | 4 |
| - Length of typical 1st session | 30 to 45 minutes |
| - Length of typical follow-up session | 20 minutes |
| - Timing of counseling sessions | Information not available at time of printing* |

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Youth 18-24; Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations; Chronic diseases

Specialized material sent to:

Health professionals; Those wanting to help others quit

**Please view updated information online at: www.NAQuitline.org in July 2006*

Operator of the quitline counseling services: Vendor name embargoed until June 20, 2006*

Funder: SC Department of Health and Environmental Control

Funding source(s): Federal government, American Legacy Foundation

South Dakota

Quitline: South Dakota Quitline
In operation since January 2002

Website: www.state.sd.us/doh/tobacco

Phone No:	Line#	Toll Free Number	Language
	1	(866) SD-QUITS(866-737-8487)	English
	T	(800) 877-1113	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat	10:00:00	-	14:00:00
Sun			Closed

Live pickup of incoming calls

Mon	5:00:00	-	1:00:00
Tues	5:00:00	-	1:00:00
Wed	5:00:00	-	1:00:00
Thurs	5:00:00	-	1:00:00
Fri	5:00:00	-	1:00:00
Sat	5:00:00	-	1:00:00
Sun	5:00:00	-	1:00:00

Closed On:

Closed for counseling on: New Year, Good Friday, Easter, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: Must have a South Dakota address and phone number to participate

For free medications: None

Languages

Counseling offered in: English

Third party counseling: Language line available

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker
- Length of typical 1st session
- Length of typical follow-up session
- Timing of counseling sessions

Web-based Services

Information not provided

Other Services

Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications Yes

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Avera McKennan Hospital and University Health Center

Funder: South Dakota Department of Health

Funding source(s): State/Provincial government

Tennessee

Quitline: National Cancer Institute's Smoking Quitline
In operation since June 2005

Website: www.Smokefree.gov

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English, Spanish
	2	(800) 784-8669	

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	16:30:00
Tues	9:00:00	-	16:30:00
Wed	9:00:00	-	16:30:00
Thurs	9:00:00	-	16:30:00
Fri	9:00:00	-	16:30:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	9:00:00	-	16:30:00
Tues	9:00:00	-	16:30:00
Wed	9:00:00	-	16:30:00
Thurs	9:00:00	-	16:30:00
Fri	9:00:00	-	16:30:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Day after Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness; Pregnancy; Acceptability in terms of service and consent to be called back

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: None

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 35 - 45 minutes
- Length of typical follow-up session 20 minutes
- Timing of counseling sessions: Call 1: Day or evening before quit date; Call 2: Approximately 3 days post quit; Call 3: Approximately 7 days post quit; Call 4: Approximately 14 days post quit date

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: National Cancer Institute's Cancer Information Service

Funder: N/A

Funding source(s): Federal government

Texas

Quitline: American Cancer Society Quitline
In operation since September 2001

Website: www.dshs.state.tx.us/tobacco/quityes.shtm

Phone No:	Line#	Toll Free Number	Language
	1	(877) 937-7848	English
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available		
Mon	6:00:00	- 23:00:00
Tues	6:00:00	- 23:00:00
Wed	6:00:00	- 23:00:00
Thurs	6:00:00	- 23:00:00
Fri	6:00:00	- 20:00:00
Sat	8:00:00	- 18:00:00
Sun	8:00:00	- 18:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:

Counseling not available: Thanksgiving and Christmas

Eligibility Criteria

For counseling: 13 years of age or older; Readiness to quit
For free medications: Living in comprehensive program area or by health care provider fax referral

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: First session establishes quit date; Second session is scheduled 2 to 3 days before the quit date; Third session is scheduled the day after the quit date; and Session four is scheduled 7 to 10 days after the quit date

Web-based Services

Information not provided

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications 2-month supply Nicotine Replacement Patch
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations (Fulfills Pathways to Freedom for African American callers); Other (Self-help materials available on cassette)

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society

Funder: Texas Department of State Health Services

Funding source(s): State/Provincial and Federal government, Foundation and Federal grants provided at the local level

Utah

Quitline: Utah Tobacco Quit Line
In operation since September 2000

Website: None

Phone No:	Line#	Toll Free Number	Language
	1	(888) 567-TRUTH	English
	2	(877) 629-1585	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	6:00:00	-	22:00:00
Tues	6:00:00	-	22:00:00
Wed	6:00:00	-	22:00:00
Thurs	6:00:00	-	22:00:00
Fri	6:00:00	-	22:00:00
Sat	6:00:00	-	22:00:00
Sun	6:00:00	-	22:00:00

Live pickup of incoming calls

Mon	6:00:00	-	22:00:00
Tues	6:00:00	-	22:00:00
Wed	6:00:00	-	22:00:00
Thurs	6:00:00	-	22:00:00
Fri	6:00:00	-	22:00:00
Sat	6:00:00	-	22:00:00
Sun	6:00:00	-	22:00:00

Closed On:
Independence Day, Thanksgiving,
Christmas

Eligibility Criteria

For counseling: State resident ready to quit within 30 days
For free medications: No insurance, Medicaid or coverage by a health plan that has agreed to provide NRT

Languages

Counseling offered in: English, Spanish
Third party counseling: AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow up calls in the 10 days post quit; At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

None

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Utah Department of Health

Funding source(s): State/Provincial government, Tobacco tax revenues, MSA funds, Federal government

Vermont

Quitline: Vermont Quit Line
In operation since March 2001

Website: Not provided

Phone No:	Line#	Toll Free Number	Language
	1	(877) 937-7848	English
	T	(866) 228-4327	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	20:00:00
Sat	9:00:00	-	19:00:00
Sun	9:00:00	-	19:00:00

Live pickup of incoming calls

Mon	24 hours
Tues	24 hours
Wed	24 hours
Thurs	24 hours
Fri	24 hours
Sat	24 hours
Sun	24 hours

Closed On:
Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness
For free medications: Insurance; Membership in "Wise Women Program"

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 20 - 30 minutes
- Length of typical follow-up session 20 - 40 minutes
- Timing of counseling sessions: First session establishes quit date; Second session is scheduled 2 to 3 days before the quit date; Third session is scheduled the day after the quit date; and Sessions four and five are scheduled 7 to 10 days apart for relapse prevention

Web-based Services

Self-directed web-based intervention to help tobacco users quit; Automated email message; Interactive counseling and/or email message to cessation specialist/counselor

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Referral to the Vermont NRT program

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Patch; Gum; Lozenge
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Large print; Smokeless tobacco users

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: American Cancer Society Quitline

Funder: State of Vermont, Department of Health

Funding source(s): MSA funds

Virginia

Quitline: QuitNow Virginia
In operation since November 2005

Website: www.vahealth.org/cdpc/tobaccouse/quitline.asp

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT-NOW	Spanish
	3	(800) 483-3114	Fax number
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available		
Mon	5:00:00	- 21:00:00
Tues	5:00:00	- 21:00:00
Wed	5:00:00	- 21:00:00
Thurs	5:00:00	- 21:00:00
Fri	5:00:00	- 21:00:00
Sat	5:00:00	- 21:00:00
Sun	5:00:00	- 21:00:00

Live pickup of incoming calls

Mon	5:00:00	- 21:00:00
Tues	5:00:00	- 21:00:00
Wed	5:00:00	- 21:00:00
Thurs	5:00:00	- 21:00:00
Fri	5:00:00	- 21:00:00
Sat	5:00:00	- 21:00:00
Sun	5:00:00	- 21:00:00

Closed On:

Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish, Mandarin, Cantonese, Russian, Italian, Hindi, Taiwanese

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 4
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation; An integrated phone/web product is being tested

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Return feedback to provider

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Virginia Department of Health

Funding source(s): Federal government

West Virginia

Quitline: Ynot Quit
In operation since July 2001

Website: www.ynotquit.com

Phone No:	Line#	Toll Free Number	Language
	1	(877) 966-8784	English

Standard Hours of Operation:

Counseling assistance available

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Live pickup of incoming calls

Mon	8:00:00	-	20:00:00
Tues	8:00:00	-	20:00:00
Wed	8:00:00	-	20:00:00
Thurs	8:00:00	-	20:00:00
Fri	8:00:00	-	20:00:00
Sat			Closed
Sun			Closed

Closed On:

New Year, Martin Luther King, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas

Eligibility Criteria

For counseling: Readiness; Insurance; Pregnancy

For free medications: Insurance

Languages

Counseling offered in: English

Third party counseling: None

Services Offered

Phone Counseling

- | | |
|---|-------------------------------|
| - Standard counseling available for an adult smoker | Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 4 |
| - Length of typical 1st session | 20 - 30 minutes |
| - Length of typical follow-up session | 10 - 20 minutes |
| - Timing of counseling sessions | Negotiated with client |

Web-based Services

Information not provided

Other Services

Voice mail with call back; Referral to other services; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|---|
| - Free medications | Patch |
| - Discounted medications | Patch; Gum; Other NRT; Zyban; Other medications |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Youth 18-24; Smokeless tobacco users

Specialized material sent to:

None

Operator of the quitline counseling services: Partners in Corporate Health, LLC, a beBetter Network

Funder: State of West Virginia

Funding source(s): State/Provincial government, MSA funds

Washington

Quitline: Washington State Tobacco Quit Line
In operation since November 2000

Website: www.quitline.com

Phone No:	Line#	Toll Free Number	Language
	1	(877) 270-7867	English
	2	(877) 266-3863	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	5:00:00	-	21:00:00
Tues	5:00:00	-	21:00:00
Wed	5:00:00	-	21:00:00
Thurs	5:00:00	-	21:00:00
Fri	5:00:00	-	21:00:00
Sat	5:00:00	-	21:00:00
Sun	5:00:00	-	21:00:00

Live pickup of incoming calls

Mon	5:00:00	-	21:00:00
Tues	5:00:00	-	21:00:00
Wed	5:00:00	-	21:00:00
Thurs	5:00:00	-	21:00:00
Fri	5:00:00	-	21:00:00
Sat	5:00:00	-	21:00:00
Sun	5:00:00	-	21:00:00

Closed On:

Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: Age; Readiness

For free medications: Yes

Languages

Counseling offered in: English, Spanish

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Single session counseling; Multiple: counselor-initiated; Multiple: client-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 30 minutes
- Length of typical follow-up session 10 - 15 minutes
- Timing of counseling sessions: Negotiated with client: Program is relapse sensitive with at least two follow-up calls in the 10 days post quit; At least one or two of the calls are spaced at 21 day intervals to provide ongoing follow-up support

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; An integrated phone/web product is being tested

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications Yes
- Discounted medications None

Specialized material available for:

Pregnant tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.

Funder: Washington Department of Health

Funding source(s): MSA; Federal government

Washington, D.C.

Quitline: National Cancer Institute's Smoking Quitline
In operation since June 2005

Website: www.Smokefree.gov

Phone No:	Line#	Toll Free Number	Language
	1	(800) QUIT-NOW	English
	2	(800) QUIT--NOW	Spanish
	3	(800) 4-CANCER	English
	4	(800) 4-CANCER	Spanish
	5	(877) 44U-QUIT	English
	6	(877) 44U-QUIT	Spanish

Standard Hours of Operation:

Counseling assistance available

Mon	9:00:00	-	16:30:00
Tues	9:00:00	-	16:30:00
Wed	9:00:00	-	16:30:00
Thurs	9:00:00	-	16:30:00
Fri	9:00:00	-	16:30:00
Sat	Closed		
Sun	Closed		

Live pickup of incoming calls

Mon	9:00:00	-	16:30:00
Tues	9:00:00	-	16:30:00
Wed	9:00:00	-	16:30:00
Thurs	9:00:00	-	16:30:00
Fri	9:00:00	-	16:30:00
Sat	Closed		
Sun	Closed		

Eligibility Criteria

For counseling: Age; Readiness; Pregnancy; Acceptability in terms of service and consent to be called back

For free medications: None

Languages

Counseling offered in: English, Spanish

Third party counseling: None

Closed On:

New Year, Martin Luther King, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Christmas

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker Minimal/brief intervention; Single session counseling; Multiple: counselor-initiated
- Number of sessions provided for typical smoker 5
- Length of typical 1st session 35 - 45 minutes
- Length of typical follow-up session 20 minutes
- Timing of counseling sessions: Call 1: Day or evening before quit date. Call 2: Approximately 3 days post quit date. Call 3: Approximately 7 days post quit date. Call 4: Approximately 14 days post quit date.

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Interactive counseling and/or email message to cessation specialist/counselor to help tobacco users quit

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications None
- Discounted medications None

Specialized material available for:

Older tobacco users; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Operator of the quitline counseling services: National Cancer Institute's Cancer Information Service

Funder: N/A

Funding source(s): Federal government

Wisconsin

Quitline: Wisconsin Tobacco Quit Line
In operation since May 2001

Website: www.ctri.wisc.edu/Home/Quit.Line.Home.html

Phone No:	Line#	Toll Free Number	Language
	1	(800) 784-8669	English
	2	(877) 266-3863	Spanish
	T	(877) 777-6534	Deaf or hard of hearing

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	23:00:00
Sat	7:00:00	-	23:00:00
Sun	7:00:00	-	23:00:00

Live pickup of incoming calls

Mon	7:00:00	-	23:00:00
Tues	7:00:00	-	23:00:00
Wed	7:00:00	-	23:00:00
Thurs	7:00:00	-	23:00:00
Fri	7:00:00	-	23:00:00
Sat	7:00:00	-	23:00:00
Sun	7:00:00	-	23:00:00

Closed On:

Independence Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None

For free medications: None

Languages

Counseling offered in: English, Spanish, Mandarin, Cantonese, Russian, Italian, Hindi

Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, Hmong, AT&T services with translation in over 140 languages

Services Offered

Phone Counseling

- Standard counseling available for an adult smoker	Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated
- Number of sessions provided for typical smoker	5
- Length of typical 1st session	20 - 30 minutes
- Length of typical follow-up session	15 - 20 minutes
- Timing of counseling sessions	Negotiated with client

Web-based Services

Information about the quitline; Information about tobacco cessation

Other Services

Voice mail with call back; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources

Medication offered for free or at a discount in Fiscal Year 2005

- Free medications	None
- Discounted medications	None

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco users; Racial/Ethnic populations

Specialized material sent to:

Those wanting to help others quit

Operator of the quitline counseling services: Free & Clear, Inc.
Funder: University of Wisconsin Center for Tobacco Research and Intervention
Funding source(s): State/Provincial government, Federal government, Other

Wyoming

Quitline: Wyoming QuitLine
In operation since October 2003

Website: Not provided

Phone No:	Line#	Toll Free Number	Language
	1	(866) WYO-QUIT*	English
		*There will be a new number as of July 2006	

Standard Hours of Operation:

Counseling assistance available

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	19:00:00
Sat	10:00:00	-	16:00:00
Sun	9:00:00	-	21:00:00

Live pickup of incoming calls

Mon	7:00:00	-	19:00:00
Tues	7:00:00	-	19:00:00
Wed	7:00:00	-	19:00:00
Thurs	7:00:00	-	19:00:00
Fri	7:00:00	-	19:00:00
Sat	10:00:00	-	16:00:00
Sun	9:00:00	-	21:00:00

Closed On:

New Year, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

Eligibility Criteria

For counseling: None
For free medications: None

Languages

Counseling offered in: English, Spanish
Third party counseling: English, Spanish, Mandarin, Cantonese, Korean, Vietnamese, French, Russian, plus 18 additional languages by AT&T

Services Offered

Phone Counseling

- | | |
|---|--|
| - Standard counseling available for an adult smoker | Minimal/brief intervention; Single session counseling; Multiple: client-initiated; Multiple: counselor-initiated |
| - Number of sessions provided for typical smoker | 5 |
| - Length of typical 1st session | 15 - 60 minutes |
| - Length of typical follow-up session | 10 - 15 minutes |
| - Timing of counseling sessions | No |

Web-based Services

Information about the quitline; Information about tobacco cessation; Self-directed web-based intervention to help tobacco users quit; Automated email message; Chat room; Interactive counseling and/or email message to cessation specialist/counselor; Other

Other Services

Voice mail with call back; Recorded messages for help with quitting; Referral to other services; Fax referral for health care providers and other referral sources; Mailed information or self-help resources; Other

Medication offered for free or at a discount in Fiscal Year 2005

- | | |
|--------------------------|------|
| - Free medications | None |
| - Discounted medications | None |

Specialized material available for:

Pregnant tobacco users; Youth 12-17; Smokeless tobacco Users; Ethnic populations

Specialized material sent to:

Health professionals; Those wanting to help others quit

Appendices

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An Invitation to Participate in the NAQC Annual Quitline Survey in 2006

Glossary of Survey Terms

A short-list of terms used in the NAQC Annual Survey

- Counseling—services.....When referring to the types of services quitlines provide, counseling refers to a person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller. If the interaction does not meet this standard, then it is classified as a minimal/brief intervention (consistent with AHRQ Clinical Practice Guideline definition).
- Counseling—interventionWhen describing counseling interventions, counseling refers to a caller-centered, person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller.
- Eligibility criteriaRefers to the criteria that make a caller eligible for counseling or to receive free or discounted quitting medications. (Eligibility criteria may differ for each.) Eligibility criteria can be based on things like age, readiness to quit, and insurance status.
- First time caller.....Refers to those calling for the first time in a 12 month period.
- Funding for servicesIncludes the total amount of funds budgeted for quitline services from all sources, include state (e.g., settlement, excise tax, and other funds), provincial, and non-government sources.
- Live pick-up of incoming calls/Live or real time responsesIncludes calls picked up directly and those routed to staff through a caller menu selection.
- Proactive callsCalls placed by a quitline to someone requesting ongoing support.
- Proxy callersThose calling a quitline who want to help others quit.
- Quitline budget for servicesIncludes all services such as counseling, materials, and medications, if the quitline supplies them.
- Quitline budget for promotionIncludes the total amount of funds budgeted for quitline promotion, either by the quitline or by agencies other than the quitline, from all sources including state (e.g., settlement, excise tax, and other funds), provincial, federal, and non-government sources. Estimates for earned media or free media are not included.
- Reactive callsCalls placed by someone to a quitline.

APPENDIX A

Repeat callers	Refers to those who called for services within a 12 month period, regardless of what service they received initially.
Tobacco cessation materials	Materials refers to self-help or those designed to be used with cessation counseling.
Tobacco users	Tobacco users can be smokers, chewers, etc. and can be current or recent quitters interested in staying quit.
Total tobacco control funding	Includes the total amount of funds budgeted for tobacco control programs from all sources, including state (e.g., settlement, excise tax, and other funds), provincial, federal, and non-government sources.
Types of phone counseling	Includes Minimal/brief intervention (1-10 minutes); Single-session (>10 minutes); Multiple-sessions—client initiated (reactive); Multiple-sessions—counselor initiated (proactive).
Web-based services	Includes information about the quitline, information about tobacco cessation, self-directed web-based intervention to help tobacco users quit, automated email messages, chat rooms, and interactive counseling and/or email messaging to cessation specialist/counselor to help tobacco users quit.

Select NAQC Survey Questions

The following are questions from the 2005 survey that were used to provide information for the Quitline Profiles, for Canada and the United States. (To view the full 2005 survey instrument for North America, please visit www.NAQuitline.org.)

Note: Some questions in this survey asked about budget and service provided during the fiscal year. Respondents were asked to indicate how they define the fiscal year. Fiscal Year (FY) defined as: April through March; July through June; or Other, specify.

General Service Information

- Please provide contact information for your quitline: State/Province; Name of quitline
- Toll-free phone numbers to call for service, Specify language/population
- Quitline-specific website
- What date did the quitline first begin **providing** telephone-counseling services? (Month / Year)
Note: Counseling here refers to a person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller.
- Has quitline service ever been disrupted for more than 30 consecutive days?
If yes, provide dates during which service was not available.

Hours of Operation

- What are the standard **hours and days of operation** of the quitline?
Note: Live or real time response includes calls picked up directly and those routed to staff through a caller menu selection.
- Hours for live or real time response: Incoming calls (i.e., intake); Counseling assistance
- On which holidays is the quitline closed?

Languages

- Does your quitline use a **translation** service (e.g., AT&T) when providing counseling?
If yes, in what languages is **counseling** conducted through translation by a third party (see [Q5] for the definition of counseling)? **Select all that apply.**
 - English, Spanish, French, Cantonese, Mandarin, Korean, Vietnamese, Russian, Other, specify, None of the above
- In which of the following languages does your quitline offer **counseling** in language, not translated through a third party (see [Q5] for the definition of counseling)? **Select all that apply.**
 - English, Spanish, French, Cantonese, Mandarin, Korean, Vietnamese, Russian, Other, specify

(continues on next page)

Services Offered

Which of the following services does your quitline provide? **Select all that apply.**

Note: Counseling here refers to a person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller. If the interaction does not meet this standard, classify it as a minimal/brief intervention below (consistent with AHRQ Clinical Practice Guideline definition).

Phone counseling—indicate which type(s) **Select all that apply**

- Minimal/brief intervention—1-10 minutes
- Single session counseling—>10 minutes
- Multiple sessions—client-initiated (i.e., reactive, client calls in for each follow up)
- Multiple sessions—counselor-initiated (i.e., proactive, cessation specialist/counselor calls client for follow up)

Internet-based—indicate which type(s) **Select all that apply**

- Information about the quitline
- Information about tobacco cessation
- Self-directed web-based intervention to help tobacco users quit
- Automated email messages
- Chat rooms
- Interactive counseling and/or email messaging to cessation specialist/counselor to help tobacco users quit
- Other, please describe

Other services—indicate which type(s) **Select all that apply**

- Voice mail with call backs
- Recorded messages for help with quitting (e.g., phone tree)
- Referral to other services (quit smoking group programs, professional services)
- Fax referral for healthcare providers and other referral sources
- Mailed information or self-help resources
- Other, please describe

Counseling Intervention Description and Eligibility

Note: Counseling here refers to a caller-centered, person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller.

- Briefly describe the **standard counseling** available to an adult smoker who is interested in quitting. If the quitline provides more than one counseling protocol, use the **most comprehensive** service to answer the following.
 - How many sessions does the protocol provide for the typical smoker?
 - How long is a typical first counseling session?
If provided, how long are typical follow up sessions?

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- What is the timing of the counseling sessions (e.g., weekly; negotiated with client; timed around the quit date as in 1, 3, 7, 14, 28 days post-quit)?
- In many states, eligibility for services is based on readiness to quit or insurance status, etc. Are there **eligibility criteria** for receiving counseling through your quitline?
Note: Counseling here refers to a person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller. This question does not refer to minimal or brief interventions as described in [Q6.]
If Yes, the eligibility criteria include: age, insurance status, readiness to quit, special population (specify), other criteria (specify)

Free and Discounted Medications

- During Fiscal Year 04-05, did your quitline provide **free** quitting medications (i.e., quitting aids) to clients?
If Yes, please indicate the types of products provided and the number of clients (unique individuals) provided with products in FY 04-05.
 - Nicotine replacement therapy (NRT): Medication, Patch, Gum, Other NRT, specify
 - Medication: Zyban® (Bupropion), other meds (Specify)
- What criteria made a caller **eligible** to receive free quitting medications from the quitline in FY 04-05?
 - Eligibility criteria included: insurance status, addiction level, special population (specify), other criteria (specify)
- During Fiscal Year 04-05, did your quitline provide **discounted** quitting medications (i.e., quitting aids) to clients?
If Yes, please indicate the types of products provided and the number of clients provided with products in FY 04-05.
 - Nicotine replacement therapy (NRT) Medication, Patch, Gum, Other NRT, specify
 - Medication: Zyban® (Bupropion), other meds (Specify)
- What criteria made a caller **eligible** to receive discounted quitting medications from the quitline in FY 04-05?
 - Eligibility criteria included: insurance status, addiction level, special population (specify), other criteria (specify)

Specialized Materials

- Do you send **specialized tobacco cessation materials** for any of the following populations? If so, indicate the name and publisher, if known. **Select all that apply**
Note: Materials can be for self-help or those designed to be used with cessation counseling.
 - Pregnant tobacco users
 - Large print for the visually impaired
 - Youth, 12 – 17

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APPENDIX B

- Young adults, 18 – 24
 - Older tobacco users (e.g. 55+)
 - Smokeless tobacco users
 - Racial/Ethnic populations, specify
 - Lesbian, Gay, Bisexual, Transgendered
 - Chronic Mentally Ill or with Psychiatric Conditions
 - Multiple Addictions: Tobacco and Alcohol or Other Drugs
 - Other (describe population)
- Many quitlines send materials to callers who are not tobacco users or recent quitters, such as those seeking help for others or professionals inquiring about the quitline as a resource. If your quitline sends specialized materials to other callers, please report below. **Select all that apply** [Name of materials; Publisher (indicate if published in-house)]
 - Health professionals
 - Those who want to help others quit (i.e., proxy callers)
 - Other, please describe:

Operation

Please indicate the organization that delivers the **counseling service** for the quitline.

- American Cancer Society Quitline®; American Legacy Foundation; American Lung Association; Canadian Cancer Society, Ontario Division; Canadian Cancer Society and Conseil québécois sur le tabac et la santé; Capital Health Authority; Clinidata; Free and Clear, Inc.; Information and Quality Healthcare; JSI Research and Training Institute, Inc.; Leade Health, Inc.; Lung Association of Newfoundland and Labrador; Mayo Clinic Tobacco Quitline; McKennan; National Jewish Medical and Research Center; National Cancer Institute’s Cancer Information Service; Partners in Corporate Health, LLC, a beBetter Company; Providence Healthcare of Alaska; Roswell Park Cancer Institute; Telemedik; University of Arizona; University of California, San Diego; University of Iowa; University of Nevada at Reno; Wellplace; Other, please specify:

Funder

Please identify the organization that awards the contract/agreement to the quitline service delivery organization (i.e., service operator) named in Q11, above.

(continues on next page)

Funding Sources

What types of funders support your quitline? **Select all that apply**

Note: Only include funders that supply money, not those that supply “in-kind” funds only.

Public sector/government

- State/provincial government
- Tobacco tax revenues
- MSA funds
- Other/unknown state/provincial funds
- Federal government organization
- Local government

Private sector/non-government

- Health care institution
- Insurance company
- Charitable foundation
- For-profit company
- Non-governmental
- Employer organization

Other, please specify

Select ENQ Survey Questions

The following are questions from the 2005 survey that were used to provide information for the Quitline Profiles, for the European Union.

Note: Some questions in this survey asked about budget and service provided during the fiscal year. Respondents were asked to report in euros and indicate how they define the fiscal year. Fiscal Year (FY) defined as: January through December; July through June; or Other, specify.

General Service Information

- Please provide contact information for your quitline: Country; Name of quitline
- Access phone numbers to call for service, Specify language/population
- Quitline-specific website
- What date did the quitline first begin **providing** telephone-counseling services? (Month / Year)
Note: Counseling here refers to a person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller.
- Has quitline service ever been disrupted for more than 30 consecutive days?
If yes, provide dates during which service was not available.

Hours of Operation

- What are the standard **hours and days of operation** of the quitline?
Note: Live or real time response includes calls picked up directly and those routed to staff through a caller menu selection.
- Hours for live or real time response: Incoming calls (i.e., intake); Counseling assistance
- On which holidays is the quitline closed?

Languages

- Does your quitline use a **translation** service when providing counseling?
If yes, in what languages is **counseling** conducted through translation by a third party (see [Q5] for the definition of counseling)? **Please list.**
- In which of the following languages does your quitline offer **counseling** in language, not translated through a third party (see [Q5] for the definition of counseling)? **Please list**

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Services Offered

Which of the following services does your quitline provide? **Select all that apply.**

Note: Counseling here refers to a person-tailored, in-depth, motivational interaction that occurs between cessation specialist/counselor and caller. If the interaction does not meet this standard, classify it as a minimal/brief intervention below (consistent with AHRQ Clinical Practice Guideline definition).

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 If Yes, the eligibility criteria include: age, insurance status, readiness to quit, special population (specify), other criteria (specify)

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 If Yes, please indicate the types of products provided and the number of clients (unique individuals) provided with products in FY 04-05.
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 - Pregnant tobacco users
 - Large print for the visually impaired
 - Youth, 12 – 17
 - Young adults, 18 – 24

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- Older tobacco users (e.g. 55+)
 - Smokeless tobacco users
 - Racial/Ethnic populations, specify
 - Lesbian, Gay, Bisexual, Transgendered
 - Chronic Mentally Ill or with Psychiatric Conditions
 - Multiple Addictions: Tobacco and Alcohol or Other Drugs
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 - Health professionals
 - Those who want to help others quit (i.e., proxy callers)
 - Other, please describe:

Operation

Please indicate the organization that delivers the **counseling service** for the quitline.

Funder

Please identify the organization that awards the contract/agreement to the quitline service delivery organization (i.e., service operator) named in [Q11], above.

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What types of funders support your quitline? **Select all that apply**

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- State/provincial government
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- Federal government organization
- Local government

Private sector/non-government

- Health care institution
- Insurance company
- Charitable foundation
- For-profit company
- Non-governmental
- Employer organization

Other, please specify

Select Tobacco Cessation Resources

■ Canada

- **CANADIAN CANCER SOCIETY**

www.cancer.ca

A national, community-based organization of volunteers, whose mission is the eradication of cancer and the enhancement of the quality of life of people living with cancer.

- **CANADIAN CANCER SOCIETY'S QUIT SMOKING SECTION**

www.smokershelplineworks.ca

This website provides information for smokers and healthcare providers on smokers' telephone helplines including toll-free access numbers and hours of operation for each helpline.

- **CANADIAN COUNCIL FOR TOBACCO CONTROL (CCTC)**

www.cctc.ca

The CCTC is committed to ensuring the timely and practical transfer of critical knowledge and skill development for effective local, provincial, and national action on tobacco issues.

- **HEALTH CANADA**

www.gosmokefree.ca

Health Canada is the federal department responsible for helping Canadians maintain and improve their health, while respecting individual choices and circumstances. The gosmokefree.ca section provides information on an array of issues in tobacco control and cessation.

- **THE CANADIAN LUNG ASSOCIATION**

www.lung.ca

The Lung Association works at the national, provincial and community levels to improve and promote lung health.

- **NORTH AMERICAN QUITLINE CONSORTIUM**

www.naquitline.org

The Consortium strives to unite state health departments, quitline service providers, researchers, and national organizations, in the United States and Canada.

- **GET ON TRACK**

www.on.lung.ca

A self-help manual for smokers who want to quit, published by the Ontario Lung Association, offers common sense advice on how to get ready to quit; what to do when quitting; and how to stay a non-smoker after quitting.

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- ONE STEP AT A TIME

www.cancer.ca

A 90-page booklet, published by the Canadian Cancer Society, for those who want to quit smoking.

- ON THE ROAD TO QUITTING – GUIDE TO BECOMING A NON-SMOKER

www.gosmokefree.ca

The On the Road to Quitting program, published by Health Canada, is a self-help online program created to help build motivation and self-confidence to quit smoking.

■ European Union

- EUROPEAN NETWORK FOR SMOKING PREVENTION

www.ensp.org

The European Network for Smoking Prevention (ENSP) is an international non-profit making organization whose mission is to develop a strategy for coordinated action among organizations active in tobacco control in Europe.

- EUROPEAN NETWORK OF QUITLINES (ENQ)

www.ENQonline.org

The Network strives to maximize collaboration between those European countries providing Quitline services and helping to develop Quitline services further in European and former Accession countries.

- TREATOBACCO.NET—DATABASE & EDUCATIONAL RESOURCE FOR TREATMENT OF TOBACCO DEPENDENCE

<http://www.treatobacco.net/home/home.cfm>

Treatobacco.net is a unique source of evidence-based data and practical support for the treatment of tobacco dependence.

- THE EUROPEAN GUIDE TO BEST PRACTICES FOR QUITLINES

www.enqonline.org.

The Guide aims to promote best practice in Quitlines development, delivery, and research across Europe. It was published to assist existing Quitlines in developing their services and aid colleagues in establishing new Quitlines. The Guide identifies the following seven components for best practice: Definition of a quitline; implementation; access to services; data collection and analysis; research; promotion; and behavior modification.

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■ United States

- **ADDRESSING TOBACCO IN MANAGED CARE**
www.atmc.wisc.edu
ATMC promotes the integration of effective smoking cessation interventions into the basic health care provided by managed care organizations.
- **AMERICAN CANCER SOCIETY**
www.cancer.org/docroot/ped/ped_10.asp
This section of the Society's website contains tips for quitting and other resources.
- **AMERICAN LEGACY FOUNDATION: QUIT SMOKING**
www.americanlegacy.org
The Quit Smoking section of the Foundation's Website provides online resources, tips, toolkits and research findings about cessation.
- **AMERICAN LUNG ASSOCIATION: TOBACCO CONTROL**
www.lungusa.org/tobacco/
The Tobacco Control section of www.lungusa.org, found under the Quit Smoking tab, includes information about quitting smoking and tobacco control for the general population, women and teens. The State Legislated Actions on Tobacco Initiatives report provides data on youth access laws, smoke free workplaces, cigarette taxes, and state spending on tobacco control programs.
- **ASSOCIATION FOR THE TREATMENT OF TOBACCO USE AND DEPENDENCE**
www.attud.org
ATTUD is an organization of providers dedicated to the promotion of and increased access to evidence-based tobacco treatment for the tobacco user.
- **CALIFORNIA TOBACCO CONTROL ALLIANCE**
www.tobaccofreealliance.org
A California statewide coalition working to reduce tobacco use through collaboration with traditional tobacco control constituencies and inclusion of partners not traditionally associated with tobacco control.
- **CAMPAIGN FOR TOBACCO FREE KIDS: QUITTING SMOKING**
www.tobaccofreekids.org/research/webresources/quitting.shtml
The online resources include links to fact sheets and resources related to cessation.

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- **CANCER CONTROL PLANET**
www.cancercontrolplanet.cancer.gov/tobacco_control.html
The online resource portal provides access to data and resources that can help planners, program staff, and researchers to design, implement and evaluate evidence-based cancer control programs, including useful tobacco control information.
- **CDC'S CESSATION RESOURCE CENTER**
www.cdc.gov/tobacco/crc
Hosted by the Centers for Disease Control and Prevention, this Web page contains cessation-focused resources that have been developed and tested by state tobacco control programs and national partners, and other relevant materials.
- **CENTER FOR TOBACCO CESSATION**
www.ctcinfo.org
CTC serves as a source for the best available science on tobacco cessation and works with national partners to expand the use of effective tobacco dependence treatments. Online resources include research articles, toolkits, newsletters and other publications.
- **CIRCLE OF FRIENDS®**
www.join-the-circle.org
An American Legacy Foundation® initiative that highlights the importance of supporting smokers who want to quit.
- **GREAT START**
www.americanlegacy.org/greatstart/html/home.html
A free counseling service for pregnant smokers who want to quit sponsored by the American Legacy Foundation®.
- **MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH – QUITWORKS**
www.quitworks.org/
Quitworks is a free, evidence-based stop-smoking service developed by the Massachusetts Department of Public Health in collaboration with all major health plans in Massachusetts.
- **MINNESOTA PARTNERSHIP FOR ACTION AGAINST TOBACCO**
www.mpaat.org
MPAAT is an independent, non-profit organization whose mission is to enhance life for all Minnesotans by reducing tobacco use and exposure to secondhand smoke through research, action and collaboration.

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- **NATIONAL CANCER INSTITUTE**

www.cancer.gov/cancertopics/tobacco

NCI's online resource includes data and statistics, research articles, services and treatments, prevention and more.

- **NATIONAL PARTNERSHIP TO HELP PREGNANT SMOKERS QUIT**

www.helppregnant smokersquit.org

A coalition of diverse organizations joining forces to improve the health of this and future generations by increasing the number of pregnant smokers who quit. Online resources include statistics, research articles, toolkits and more.

- **NORTH AMERICAN QUITLINE CONSORTIUM**

www.NAQuitline.org

The Consortium unites state health departments, quitline service providers, researchers, and national organizations in the United States and Canada. The website provides information and links to all quitlines in North America and a variety of cessation resources and materials.

- **PACIFIC CENTER ON HEALTH & TOBACCO**

www.paccenter.org

A five-state coalition of agencies and state health departments working to implement comprehensive tobacco cessation programs in their own states and collaborating to provide the support and technical assistance needed for other states to design and implement effective programs. Online resources include technical guides.

- **PARTNERS WITH TOBACCO USE RESEARCH CENTERS**

www.tturcpartners.com

Partners is a national effort with support of The Robert Wood Johnson Foundation and the National Institutes of Health to study new ways of combating tobacco use and nicotine addiction, and to help translate the results and implications of this work for policy makers, practitioners, and the public.

- **PROFESSIONAL ASSISTED CESSATION THERAPY**

www.endsmoking.org

An independent consortium of smoking cessation therapy professionals working to lower barriers to broader utilization of treatment through education and advocacy. Online resources include toolkits and guides.

- **QUITNET**

www.quitnet.com

A Web-based cessation program.

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- **SMOKE FREE FAMILIES**
www.smokefreefamilies.org
A program dedicated to innovations to stop smoking during and beyond pregnancy.
- **SMOKEFREE.GOV**
www.smokefree.gov
Online resource with tools and information that have been effective in helping smokers quit, including state and national resources, free materials, and quitting advice from the National Cancer Institute and its partners.
- **SMOKING CESSATION LEADERSHIP CENTER**
www.smokingcessationleadership.ucsf.edu/index.html
A national program of The Robert Wood Johnson Foundation at the University of California, San Francisco, with a mission to raise the number of health professionals and health care institutions that successfully help their patients to quit smoking.
- **SMOKING CESSATION LEADERSHIP NETWORK**
www.tcln.org
The network links states and national cessation leaders together to share information, resources and strategies.
- **SMOKING CESSATION, QUALITY OF LIFE AND OLDER PERSONS**
www.tcsg.org/tobacco/cessation.htm
Information on tobacco use cessation, links to a wide variety of articles, bibliographies, and other resources provided by the National Center for Tobacco-Free Older Persons, The Center for Social Gerontology.
- **SOCIETY FOR RESEARCH ON NICOTINE AND TOBACCO**
www.srnt.org
An organization dedicated to stimulating the generation of new knowledge concerning nicotine in all its manifestations from molecular to societal. Online resources include new research findings.
- **STATE AND PROVINCIAL QUITLINE WEB SITES**
Many states and provinces in North American provide online information about cessation resources in their areas. See www.NAQuitline.org for links to select state and provincial websites.
- **TOBACCO FREE NURSES**
www.tobaccofreenurses.org
An initiative focused on helping nurses to stop smoking funded by The Robert Wood Johnson Foundation.

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- **TOBACCO.ORG**
www.tobacco.org
Tobacco news and information, updated daily.
- **TREATOBACCO.NET**
www.treatobacco.net/home/home.cfm
An essential resource for anyone working on the treatment of tobacco dependence throughout the world, especially for those interested in evidence-based information.
- **TRY TO STOP**
www.trytostop.org
A resource for smokers interested in quitting sponsored by the Massachusetts Department of Health.
- **WORLD HEALTH ORGANIZATION TOBACCO FREE INITIATIVE**
www.tobacco.who.int/tobacco/e
The WHO project was created to focus international attention, resources, and action on the global tobacco pandemic that kills 4.9 million people a year.

- **Telephone Quitlines: A resource for development, implementation and evaluation**
Available in pdf online at: <http://www.cdc.gov/TOBACCO/quitlines.htm>
Prepared by the U.S. Department of Health and Human Services under the direction of the CDC Office on Smoking and Health, this resource is intended to help state health departments, health care organizations, and employers to contract for and monitor telephone-based tobacco cessation services. It is also intended to help states, health care organizations, and quitline operators enhance existing quitline services, and to inform those who are interested in learning more about population-based approaches to tobacco cessation.
- **Quitline Operations: A Practical Guide to Promising Approaches**
Available in pdf online at: www.naquitline.org/pdfs/quitline_approaches.pdf
This resource guide is a compilation of shared information and discussion resulting from a series of NAQC sponsored conference calls: Quitline Operations: Current, Promising and Best Practices. The Guide also contains additional tools and highlights promising approaches for quitline operations.

North American Quitline Consortium

Connecting with Quitlines around the world

The North American Quitline Consortium (NAQC) strives to unite state and provincial quitline administrators, quitline service providers, researchers, and national organizations, in the United States and Canada.

NAQC helps to facilitate shared learning, encourage a better understanding of the operations, promotion, and effectiveness of Quitlines, and ultimately improve quitline services.

NAQC's mission is to:

- Maximize the access, use, and effectiveness of Quitlines;
- Provide leadership and a unified voice to promote Quitlines; and
- Offer a forum to link those interested in quitline operations.

Research & Evaluation

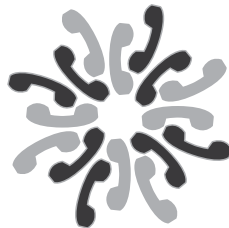
Dedicated to strengthening research and evaluation of Quitlines and quitline services in North America.

Operations & Services

Committed to providing a forum for members and Quitlines to stay current with emerging technology, best practices for Quitlines, and promising approaches for quitline operations.

Policy & Communications

Educating on the health and economic benefits of tobacco cessation quitlines and facilitating information and strategy exchange on effective approaches to quitline promotion.



NORTH AMERICAN
QUITLINE
CONSORTIUM

For more information on NAQC please contact NAQC@americanlegacy.org
or visit www.NAQuitline.org.

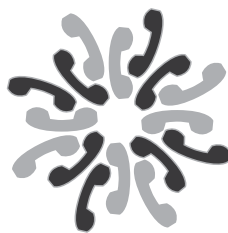
An invitation to participate in the NAQC Annual Quitline Survey in 2006

The NAQC 2005 Quitline Survey was developed to describe Quitlines in terms of their organization, services, promotion, outreach, and other important characteristics.

This survey was fielded to the U.S. states, Canadian provinces, and E.U. nations with open access public quitlines.

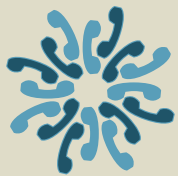
NAQC invites other Quitlines throughout our global community to participate in the upcoming NAQC Annual Survey—FY 2006.

Join in strengthening the global quitline community—together we can fortify the effectiveness and reach of Quitlines through shared experiences, common goals and unique perspectives.



NORTH AMERICAN
QUITLINE
CONSORTIUM

If you are interested in participating, or would like further information, please contact NAQC@americanlegacy.org or visit www.NAQuitline.org.



NORTH AMERICAN
QUITLINE
CONSORTIUM

www.NAQuitline.org