



# 2012 Arkansas Tobacco Quitline Evaluation

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**2012 Arkansas Tobacco Quitline  
Evaluation**

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## **Evaluation of the Arkansas Tobacco Quitline** **January, 2012 – December, 2012**

### **Key Findings:**

- A total of 15,648 unique tobacco users registered for tobacco cessation intervention services during 2012. This number represents a significant increase in the number of registrants compared to 2011 (11,024 registrants).
- An analysis of the benefits programs assigned to tobacco users when registering for services shows that 79% of registrants were enrolled in the “5 Call-Benefits” program that included eligibility for Nicotine Replacement Therapy (NRT).
- Among follow-up survey participants, 27.5% of those receiving multiple call intervention plus NRT report 30-day abstinence and 34.0% for those receiving multiple call intervention without NRT at the 7-month interval. The differences in these two rates are not significant.
- A total of 52% of the 8,949 registrants who enrolled after the addition of the mental health questions indicated they had at least one mental health diagnosis.
- The Smokeless tobacco users who participated in the 4-month follow-up showed a 30-day quit rate of 28.5%. Hispanic tobacco users had a 30-day quit rate of 34.8%. Tobacco users who reported having one or more mental health disorders showed a 30-day quit rate of 24.4%.
- The 2012 cost per quitter is estimated to be \$495. This represents a 6% increase in cost per quitter compared to 2011.
- Approximately one in five Quitline registrants (22%) enter the Quitline system via a fax referral from a health professional.
- A total of 479 individual Arkansas health clinics sent fax referrals to Alere in 2012.
- A total of 7,927 fax referrals were sent to Alere during 2012 with 44% of the referrals resulting in a registration.

## **Analysis of Client Demographic, Service, and Treatment Data**

From January 1, 2012 through December 31, 2012, a total of 15,648 tobacco users registered with the ATQ to receive tobacco cessation intervention. This total represents a 42% increase in the number of registrants compared to the total for 2011.

Of all the 2012 registrants, 79% received the multiple-call cessation services program while 21% received the single-call cessation service. The focus for this report is tobacco users enrolled in either the single-call (n=3,314) or multiple-call (n=12,334) intervention. Of the total multiple call registrants, 11,013 individual registrants (89%) received multiple call intervention plus nicotine replacement therapy (NRT). Of the total single-call registrants, only 63 registrants received single call intervention plus nicotine replacement therapy (NRT). Of all NRT recipients, 75% received the nicotine patch, 11% received nicotine lozenges, and 14% received nicotine gum. Exhibit 1 shows demographic breakdowns for the 2012 ATQ registrants.

**Exhibit 1: Demographic Characteristics of Registrants Receiving Intervention Services (n=15,648)**

		JAN - DEC 2012	
Gender	Female	10200	65%
	Male	5445	35%
	Missing/Refused	3	0%
Female	Pregnant	313	2%
	Planning Pregnancy	155	1%
	Breastfeeding	60	0%
Race	White	11679	75%
	American Indian or Alaska Native	371	2%
	Black or African American	2796	18%
	Other	379	2%
	Missing/Refused	423	3%
Ethnicity	Hispanic-Eng. Int	257	2%
	Hispanic-Span Int	52	0%
	Non-Hispanic	14892	95%
	Not Collected/Asked	305	2%
	Don't Know/Refused	142	1%

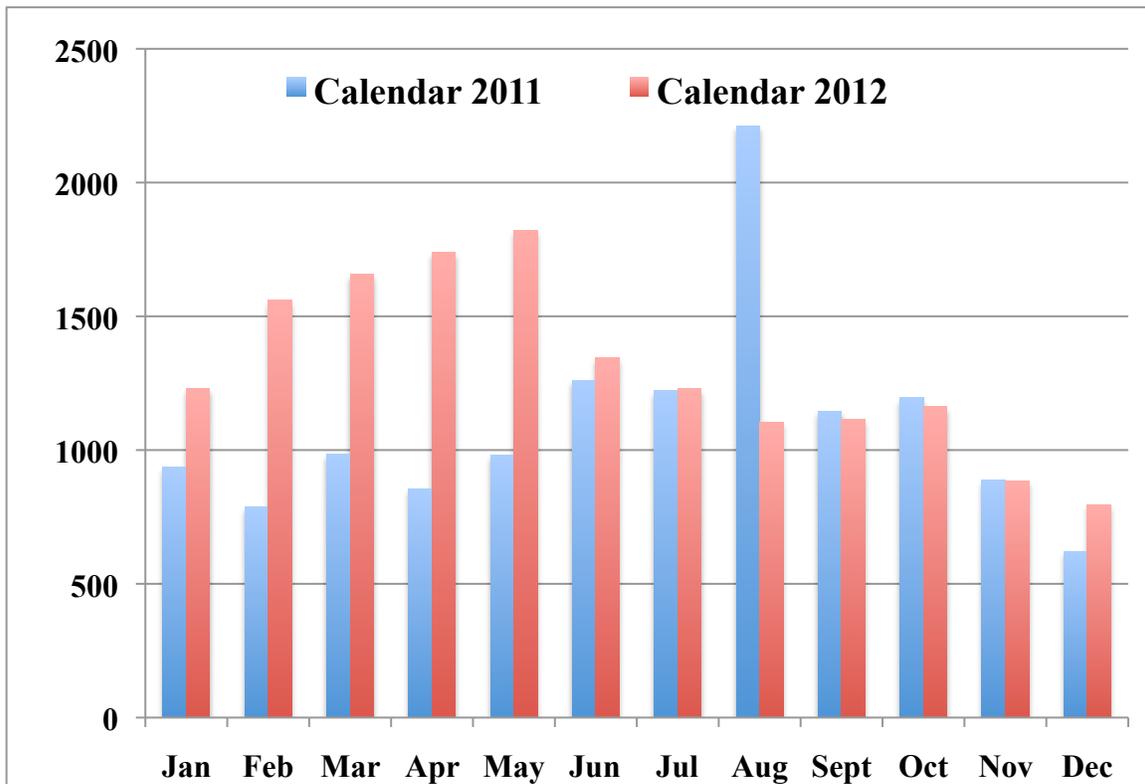
**Exhibit 1: Demographic Characteristics of Registrants Receiving Intervention Services  
(continued)**

		JAN - DEC 2012	
Age	13-17	87	1%
	18-24	1875	12%
	25-34	3521	23%
	35-44	3089	20%
	45-54	3804	24%
	55-64	2410	15%
	65-74	725	5%
	75+	121	1%
	Missing	16	0%
Education	Less than grade 9	724	5%
	Grade 9-11, no degree	2723	17%
	High School Degree or GED	5855	37%
	Some College or Voc. School	4338	28%
	College or University Degree	1477	9%
	Not Collected/Asked	399	3%
	Don't Know/Refused	132	1%
Chronic Disease	Diabetes	1642	10%
	Asthma	2504	16%
	COPD	2544	16%
	CAD	1429	9%
Sexual Orientation	Heterosexual	14058	90%
	Homosexual	281	2%
	Bisexual	245	2%
	Transgender	9	0%
	Missing/Refused	1055	7%
Online Activity	Provided Email	7336	47%
	Enrolled in Web Coach	7404	47%
	Consented to Follow-Up Survey	14534	93%
Mental Health*	Depression	3089	35%
	Schizophrenia	333	4%
	Other	348	4%
	Anxiety	2897	32%
	Bi-polar Disorder	1135	13%
	Drug/Alcohol Dep	747	8%

\*New series of intake questions started May 2012

An examination of the number of tobacco users registering for services shows an average enrollment of 1,304 new registrants per month which is a 20% increase from the 2011 average of 1,090 registrants per month (Exhibit 2). Of note is the significant increase in the number of registrations over the four-month period of February through May, demonstrating the impact of the local Quitline and national CDC media campaigns.

**Exhibit 2: Number of Tobacco Users Who Registered for Services per Month**



**Mental Health Intake Questions**

Starting in May, 2012 a new series of intake questions were added to examine the association between types of mental illness and the likelihood of smoking and smoking cessation in Arkansas. Nationally, nearly 41% of current smokers report having a mental health condition. According to data collected between May, 2012 and December, 2012, 52% of the 8,949 registrants who enrolled after the addition of the mental health questions indicated they had at least one mental health diagnosis. Thirty-four percent (34%) of these registrants reported Depression, 32% reported Anxiety, and 13% reported Bi-polar Disorder (Exhibit 3).

**Exhibit 3: Number of Registrants Indicating a Mental Health Diagnosis (n=8,949)**

<b>Disorder</b>	<b>Count</b>	<b>Percent</b>
Depression	3089	35%
Anxiety	2897	32%
Bi-polar Disorder	1135	13%
Drug/Alcohol Dep	747	8%
Schizophrenia	333	4%
Other	348	4%

**Method of Entry**

Tobacco users who registered for services are flagged with the method of entry into the Quitline system. While the majority of respondents (76%) register via an inbound call to the Quitline, approximately one in five registrants (22%) enrolled via a fax referral from a health professional. (Exhibit 4).

**Exhibit 4: Registrants Method of Entry into the Quitline System**

<b>Method of Entry</b>	<b>Percent</b>
Fax	22%
Phone Inbound	76%
Phone Outbound	1%
Web	0%

An analysis of the fax referral records was conducted for the calendar year. These records show that a total of 7,927 fax referrals were made over the 12-month period. Fax referrals from a health clinic can result in a variety of final dispositions. Exhibit 5 shows the breakdown of the final status of all fax referrals sent in 2012.

**Exhibit 5: Final Status of Clinic Fax Referrals**

<b>Final Status</b>	<b>Percent</b>
Accepted/Enrolled in QL	46%
Declined	4%
Unreachable/No Contact	44%
Other	6%

## Fax Referrals

A total of 479 different health clinics sent fax referrals to Alerre in 2012. The number of fax referrals sent by each clinic varied greatly with 24% of the clinics sending in only one fax referral in the past year. The fifteen clinics with a great number of fax referrals are shown in Exhibit 6. These 15 clinics accounted for 29% of all of the referrals sent in 2012.

### Exhibit 6: Clinics with the Highest Number of Fax Referrals in 2012

<b>Clinic</b>	<b>Number of Referrals</b>
GREAT RIVER MEDICAL CENTER	302
OUACHITA COUNTY HEALTH UNIT	257
CENTER FOR HEALING HEARTS & SPIRITS	198
SALINE CO HEALTH UNIT	180
EAST ARK FAMILY HEALTH CENTER	169
AMMC- RENEE GARDNER	136
GREENE COUNTY HEALTH DEPARTMENT	135
HEMPSTEAD COUNTY HEALTH UNIT	129
MILLER COUNTY HEALTH UNIT	120
MONTICELLO COMMUNITY HEALTH CTR	115
WHITE COUNTY HEALTH UNIT	113
MEDICAL CENTER OF SOUTH ARKANSAS	109
CRAIGHEAD COUNTY HEALTH DEPARTMENT	105
SEBASTIAN COUNTY HEALTH DEPARTMENT	103
JEFFERSON REGIONAL MEDICAL CENTER	102

## **Follow-Up Interviews with Quitline Registrants**

Telephone interviews were conducted with a sample of Quitline registrants for 4- and 7-month follow-up between January 2012 and December 2012. The 4- and 7-month follow-up cohorts are a sample of Quitline tobacco user registrants in both the single call and multiple call interventions. In total, 2,499 interviews were conducted in 2012. Exhibit 7 describes the completions, response rates, cooperation rates, and refusal rates for each of the follow-up surveys by cohort. A total of 1,429 registrants were interviewed at the 4-month interval and 1,070 registrants were interviewed at the 7-month interval. At the 4-month follow-up, the response rate was 41%, which represents a 9-percentage point increase compared to the last reporting period. This significant increase in the response rate is due to the extra efforts that the SRC takes in contacting and tracking respondents that are hard-to-reach due to moving or changes in contact information. At the 7-month follow-up, the response rate was 58% which again represents a significant increase from the last reporting period response rate of 50%. The response rate is the number of completed interviews divided by the total number of Quitline registrants in the sample. A total of 13% of registrants contacted refused to participate in the 4-month follow-up study. A lower percentage (10%) refused to participate at the 7-month follow-up.

### **Exhibit 7: Sample Sizes, Completions, and Response Rates**

	QUOTA SELECTION	
	4-month Sep 11-Aug 12	7-month Jun 11-May 12
Total Sample	4427	2199

	COMPLETES	
	4-month Sep 11-Aug 12 Respondents	7-month Jun 11-May 12 Respondents
Single Call Completes	291	147
Multiple Call Completes	1138	923
Total Completes	1429	1070

	RATES	
	4-month Sep 11-Aug 12	7-month Jun 11-May 12
Response Rate	41%	58%
Cooperation Rate	76%	85%
Refusal Rate	13%	10%

In addition to the stratified random sample of 20% for both the single call and multiple call registrants, three special population groups were oversampled. These groups included a 100% sampling of Hispanics, Pregnant Women, and Smokeless Tobacco Users. Quitline participants may be members of more than one special population cohort. Only registrants who were successfully contacted and agreed to participate are reflected in Exhibit 8.

**Exhibit 8: Completed Interviews from Special Populations**

Special Population	COMPLETES	
	4-month Sep 11-Aug 12 Respondents	7-month Jun 11-May 12 Respondents
Hispanic	92	43*
Pregnant/Planning/BrFeed	61	24*
Smokeless	186	116

\*Sample size does not allow quit rates to be calculated for this group.

**Quit Experiences Reported at the 4- and 7-month Follow-up**

Thirty-day abstinence rates are calculated at both follow-up intervals (4- and 7-months). Quit rates are calculated by intervention type. In the survey, respondents were asked whether they had used tobacco in the previous 30 days and if they used NRT since calling the Quitline.

Respondents were classified in the No NRT/NRT groups based upon their use of any NRT, regardless of type or length of use. Respondents who were identified by the vendor as being sent NRT but did not use the NRT were classified in the No NRT group. Respondents who were identified by the vendor as not being sent NRT but indicated during the interview that they had individually bought and used NRT were classified in the NRT group.

For each calculated quit rate, a 95% confidence interval (CI) was calculated and reported. This CI provides a range of values, within which, we are 95% confident that the “true” quit rate lies. Because our calculated quit rates are based on a sample of the population, some uncertainty will exist about the accuracy of the estimate. The CI is interpreted as the plausible range of values for the true quit rate. Generally, a wide CI indicates that the sample size is small, and the precision of the estimated quit rate is poor. These results should be interpreted with caution. When comparing the quit rates between treatment groups or over time, the overlap (or lack of overlap) in the CIs indicates when the differences are likely to be meaningful.

### 30-Day Abstinence

The standard measure of the effectiveness of the Arkansas Tobacco Quitline is the 30-day abstinence rate. At each follow-up interval, respondents were asked whether they have used tobacco in the previous thirty days. Abstinence rates and confidence intervals (CIs) were calculated for registrants enrolled in the Single and Multiple Call programs and by NRT usage.

Among Arkansas Tobacco Quitline registrants participating in the follow-up surveys, 24.7% of registrants receiving Single Call/NRT and 30.2% of registrants receiving Multiple Call/NRT reported tobacco abstinence at 4-months (Exhibit 9a). The similarities in abstinence rates indicate that there is no significant difference between registrants that received a single quit session and registrants that received multiple quit sessions when NRT is used. However, abstinence rates are significantly different between registrants that received a single quit session and registrants that received multiple quit sessions without the use of NRT. Only 12.6% of the registrants receiving Single Call/NoNRT were successful in 30-day abstinence as compared to 27.0% of Multiple Call/NoNRT registrants.

The 30-day abstinence rate for Multiple Call/NRT respondents is 27.5% at 7-month follow-up. The 30-day abstinence rate for Multiple Call/No NRT respondents increased to 34.0% at the 7-month interval but neither of the rates are significantly different from the 4-month rates. (Exhibit 9b).

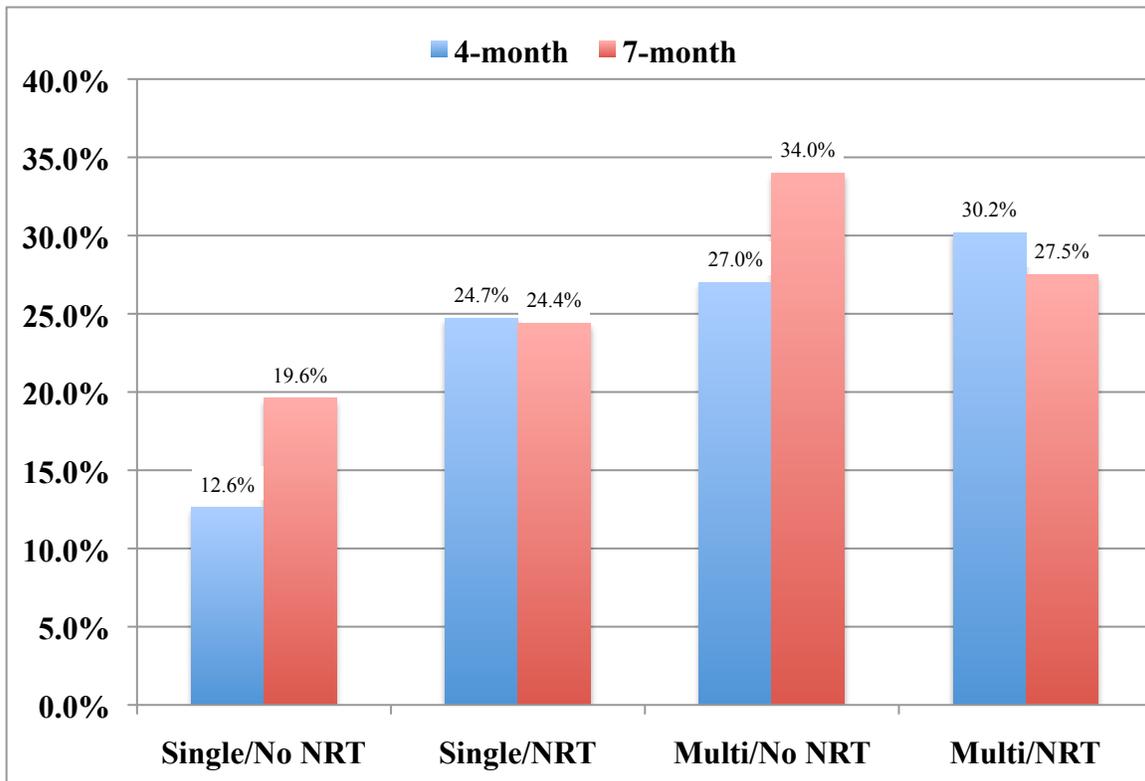
**Exhibit 9a: Respondents Abstinent 30 or More Days at 4-month Follow-up by NRT**

	<b>Intervention/NRT Status</b>			
	<b>Single Call</b>		<b>Multiple Call</b>	
	<b>No NRT</b>	<b>NRT</b>	<b>No NRT</b>	<b>NRT</b>
Abstinent	<b>26</b>	<b>21</b>	<b>58</b>	<b>279</b>
Total N	<b>206</b>	<b>85</b>	<b>215</b>	<b>923</b>
Percent	<b>12.6%</b>	<b>24.7%</b>	<b>27.0%</b>	<b>30.2%</b>
Confidence Range	<b>8.8 - 17.9%</b>	<b>16.8 - 34.8%</b>	<b>21.5 - 33.3%</b>	<b>27.4 - 33.3%</b>

**Exhibit 9b: Respondents Abstinent 30 or More Days at 7-Month Follow-up by NRT**

	<b>Intervention/NRT Status</b>			
	<b>Single Call</b>		<b>Multiple Call</b>	
	<b>No NRT</b>	<b>NRT</b>	<b>No NRT</b>	<b>NRT</b>
Abstinent	<b>20</b>	<b>11</b>	<b>101</b>	<b>172</b>
Total N	<b>102</b>	<b>45</b>	<b>297</b>	<b>626</b>
Percent	<b>19.6%</b>	<b>24.4%</b>	<b>34.0%</b>	<b>27.5%</b>
Confidence Range	<b>13.1% - 28.4%</b>	<b>14.2 - 38.7%</b>	<b>28.9% - 39.6%</b>	<b>24.1 - 31.1%</b>

**Exhibit 9c: Quitline Participants Abstinent 30 or More Days at Follow-up by NRT Status**



**Exhibit 9d: Respondents Abstinent 30 or More Days at 4-month Follow-up by Month**

Monthly Counts	4-month Count	4-month quit rate
Sep-11	30	29%
Oct-11	37	38%
Nov-11	36	32%
Dec-11	25	24%
Jan-12	29	26%
Feb-12	27	25%
Mar-12	26	20%
Apr-12	40	25%
May-12	49	28%
Jun-12	25	19%
Jul-12	31	30%
Aug-12	29	31%
<b>All Months</b>	<b>384</b>	<b>27%</b>

## **Quit Rate Measures**

To account for the loss of follow-up respondents and potential bias in the estimates calculated for these respondents, the 7-month/30-day quit rate measures were calculated using *Adjusted* and *ITT* (Intent-To-Treat) responder rate methods (Exhibit 10). The *Adjusted* method includes completes, refusals, and no-answers in the denominator (n=1,847). This method assumes that all participants with these final call dispositions continue to be tobacco users. The *ITT* method is the most conservative and includes all tobacco users who were randomly selected for follow-up. This denominator includes participants with incorrect contact information such as Not-in-service or Wrong number (n=2,202).

### **Exhibit 10: Comparison of 7-month/30-day Quit Rate Measures by Intervention and NRT Status**

<b>Quit Measure Method</b>	<b>7-month Single Call</b>		<b>7-month Multiple Call</b>	
	<b>No NRT</b>	<b>NRT</b>	<b>No NRT</b>	<b>NRT</b>
Follow-up Quit Rate n=1070	19.6%	24.4%	34.0%	27.5%
Adjusted Quit Rate n=1847	11.4%	14.2%	19.7%	15.9%
ITT Quit Rate n=2202	9.5%	11.9%	16.5%	13.4%

### **Estimated Total Quitters and Investment Per Quitter**

The estimated total quitters are calculated using the 7-month/30-day quit rates and the total number of registrants for each quit group. Using the vendor total services and medications costs, the 2012 cost per quitter is estimated to be approximately \$495 (Exhibit 11). This 2012 cost per quitter is 6% higher than the 2011 cost per quitter.

### **Exhibit 11: Estimated Total Quitters and Cost per Quitter (Jan 12 – Dec 12)**

	<b>Quit Rate</b>	<b>Total Registrants</b>	<b>Estimated Quitters</b>
Single Call – No NRT	<b>19.6%</b>	<b>3,251</b>	<b>637</b>
Single Call - NRT	<b>24.4%</b>	<b>63</b>	<b>15</b>
Multiple Call – No NRT	<b>34.0%</b>	<b>1,321</b>	<b>449</b>
Multiple Call - NRT	<b>27.5%</b>	<b>11,013</b>	<b>3,026</b>
Total			<b>4,128</b>
Total Vendor Costs	<b>\$1,933,438</b>		
Cost per Quitter	<b>\$495</b>		

**Focus on Special Populations**  
**January, 2012 – December, 2012**

*Special Population Analysis*

Calculations of the 30-day abstinence rate for the three special populations were conducted at both the 4-month follow up and the 7-month follow up. Calculations of the 30-day abstinence rate for a new population of registrants reporting mental health disorders were conducted at the 4-month. (Exhibit 12)

The Smokeless Tobacco Users (exclusive and combination) who participated in the 4-month follow-up had an observed 30-day quit rate of 28.5% at the 4-month interval and 35.3% at the 7-month interval.

Hispanic respondents who participated in the 4-month follow-up had an observed 30-day quit rate of 34.8% at the 4-month interval. Of the respondents who indicated they were pregnant, planning pregnancy, or currently breastfeeding, 34.4% reported 30-day abstinence at the 4-month follow-up.

Starting in May 2012, respondents were asked about mental health disorders during the Alere registration. Those respondents that identified having one or more mental health disorders who participated in the 4-month follow-up had an observed 30-day quit rate of 24.4% at the 4-month interval.

The wide CIs for the all four populations indicate that the sample sizes are still small and the precision of the estimated quit rate for this group at this time is still not good. These results should be interpreted with caution.

**Exhibit 12: Special Populations: 30-day Abstinence at 4- and 7-Month Follow-up Interval**

Special Populations	30 Days Abstinent					
	4-month			7-month		
	Total N	Percent Abstinent	95% CI	Total N	Percent Abstinent	95% CI
Smokeless	186	28.5%	(22.5-35.4)	116	35.3%	(27.2-44.4)
Hispanic	92	34.8%	(25.8-50.0)	43*		
Pregnant/Planning/Breastfeeding	61	34.4%	(23.8-47.0)	24*		
Mental Health Disorders	258	24.4%	(19.6-30.0)	-		

\*Sample size does not allow quit rates to be calculated for this group

## **Validation of Free & Clear Service Records and Costs**

As part of the evaluation efforts of the Arkansas Tobacco Quitline, the SRC completes a monthly validation of Free & Clear invoices and vendor service records. For January, 2012 through December 2012 very few registrations were identified that needed clarification and research. Ultimately all credits and adjustments were made to resolve any necessary issues. Alere has been very cooperative and responsive to all questions in reconciling the monthly invoices.

**APPENDIX A**  
**7-month follow-up interview questions and percentage results**

*7-month: June 2011 - May 2012 cohorts*

**Q1) Do you currently smoke cigarettes every day, some days, or not at all?**

		102	45	297	626
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	61%	51%	44%	48%
2	Some days	12%	20%	14%	15%
3	Not at all	27%	29%	41%	37%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q1a) How many cigarettes do you smoke per day on the days that you smoke?**

		74	32	174	394
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
0-5	1-5 cigarettes	19%	28%	23%	24%
6-10	6-10 cigarettes	28%	28%	32%	31%
11-19	11-19 cigarettes	9%	6%	11%	12%
20	1 pack	32%	28%	21%	24%
21-39	Less than 2 packs	5%	0%	10%	6%
40+	2 packs or more	5%	9%	2%	4%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q1b) Is your usual cigarette brand menthol or non-menthol?**

		74	32	174	395
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Menthol	35%	34%	45%	30%
2	Non-menthol	61%	63%	53%	69%
3	No usual type	4%	3%	2%	1%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		102	45	297	626
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	74%	73%	61%	65%
2	No	26%	27%	39%	35%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		102	45	297	626
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	11%	4%	4%	8%
2	No	89%	96%	96%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		102	45	297	626
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	2%	0%	2%	1%
2	No	98%	100%	98%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		102	45	297	626
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	6%	7%	8%	5%
2	No	94%	93%	92%	95%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		102	45	297	626
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	6%	7%	8%	5%
2	No	94%	93%	92%	95%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q3) What types of other products do you use?**

		0	0	0	2
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Bidis	-	-	-	0%
2	Kreteks/Clove flavored cigarettes	-	-	-	0%
3	Tobacco pouches or snus	-	-	-	0%
4	Tobacco orbs	-	-	-	0%
5	Tobacco strips or straws	-	-	-	0%
6	Water pipes or hookahs	-	-	-	0%
8	Snus	-	-	-	100%
77	Don't Know	-	-	-	0%
99	Refused	-	-	-	0%
Total		-	-	-	100%

**Q4b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		11	2	13	51
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Every day	36%	50%	23%	41%
2	Some days	64%	50%	62%	51%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	92%

**Q5b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		11	2	11	47
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	18%	0%	36%	11%
1-9	1-9	45%	0%	45%	47%
10-100	10-99	27%	50%	9%	30%
100+	100+	9%	50%	9%	13%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q4c) Do you currently smoke a pipe every day, some days, or not at all?**

		2	0	5	12
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	0%	#DIV/0!	20%	8%
2	Some days	0%	#DIV/0!	20%	25%
3	Not at all	100%	#DIV/0!	60%	8%
7	Don't Know	0%	#DIV/0!	0%	0%
9	Refused	0%	#DIV/0!	0%	0%
Total		100%	#DIV/0!	100%	42%

**Q5c) How many pipes do you smoke per week during the weeks that you smoke?**

		0	0	2	4
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	-	-	0%	0%
1-9	1-9	-	-	50%	100%
10+	10+	-	-	50%	0%
777	Don't Know	-	-	0%	0%
999	Refused	-	-	0%	0%
Total		-	-	100%	100%

**Q4d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

		6	3	25	32
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	67%	33%	56%	69%
2	Some days	33%	67%	36%	25%
3	Not at all	0%	0%	8%	6%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q5d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

		6	3	23	30
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	33%	0%	22%	13%
1-5	1-5 tins	67%	100%	61%	70%
6+	6 or more tins	0%	0%	17%	17%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q4e) Do you currently use other types of tobacco, such as «insert tobacco given in Q3» every day, some days, or not at all?**

		0	0	0	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	-	-	-	0%
2	Some days	-	-	-	100%
3	Not at all	-	-	-	0%
7	Don't Know	-	-	-	0%
9	Refused	-	-	-	0%
	Total	-	-	-	100%

**Q5e) How much [how many] other types of tobacco, such as «insert tobacco given in Q3» do you use per week during the weeks that you use other tobacco?**

		0	0	0	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	-	-	-	0%
1+	1 or more	-	-	-	100%
777	Don't Know	-	-	-	0%
999	Refused	-	-	-	0%
	Total	-	-	-	100%

**Q6a) How soon after you wake up do you smoke your first cigarette?**

		75	33	183	412
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Within five minutes	32%	33%	31%	27%
2	6 to 30 minutes	36%	36%	37%	39%
3	31 to 60 minutes	13%	9%	13%	14%
4	More than 60 minutes	19%	21%	19%	20%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q6b) How soon after you wake up do you use tobacco other than cigarettes?**

		17	5	35	85
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Within five minutes	6%	20%	14%	16%
2	6 to 30 minutes	24%	20%	20%	15%
3	31 to 60 minutes	6%	20%	14%	15%
4	More than 60 minutes	65%	40%	46%	52%
7	Don't Know	0%	0%	3%	0%
9	Refused	0%	0%	3%	1%
	Total	100%	100%	100%	100%

**Q7a) Do you intend to quit using cigarettes within the next 30 days?**

		75	33	183	412
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	59%	76%	65%	67%
2	No	37%	21%	32%	31%
7	Don't Know	4%	3%	3%	2%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q7b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		11	2	13	51
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	64%	100%	69%	63%
2	No	36%	0%	31%	31%
7	Don't Know	0%	0%	0%	6%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7c) Do you intend to quit using a pipe within the next 30 days?**

		2	5	5	12
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	50%	80%	60%	67%
2	No	50%	20%	40%	33%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		6	3	25	32
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	33%	67%	44%	66%
2	No	67%	33%	56%	34%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q3» within the next 30 days?**

		0	0	0	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	-	-	-	100%
2	No	-	-	-	0%
7	Don't Know	-	-	-	0%
9	Refused	-	-	-	0%
	Total	-	-	-	100%

**Q8) Since you first called the Quitline on «registration date», 7 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	61%	84%	85%	90%
2	No	39%	16%	15%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q8a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		61	38	252	562
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	1 time	52%	26%	46%	42%
2	2 times	20%	32%	25%	23%
3	3 times	13%	13%	13%	15%
4	4 times	5%	8%	6%	6%
5	5 times	5%	11%	4%	5%
6-9	6-9 times	3%	3%	3%	4%
10+	10+ times	0%	5%	3%	4%
777	Don't Know	2%	3%	1%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q9) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?**

		0	4	11	171
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	-	100%	9%	98%
2	No - Didn't use but received NRT	-	0%	82%	2%
3	No - Never received NRT	-	0%	9%	1%
7	Don't Know	-	0%	0%	0%
9	Refused	-	0%	0%	0%
Total		-	100%	100%	100%

**Q9NRTO) Since your call to the Quitline on «registration date», 7 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

		102	41	296	459
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	0%	100%	0%	100%
2	No	100%	0%	100%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q9a) Which NRT did you use?**

		0	41	0	459
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Patches	-	71%	-	73%
2	Gum	-	29%	-	30%
3	Lozenges	-	12%	-	13%
4	Inhaler	-	0%	-	1%
5	Nasal Spray	-	0%	-	0%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	0%

**Q9b-1, Q9b-2, & Q9b-3) How many days did you use the Nicotine Replacement Therapy?**

		0	45	0	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	None (0 days)	-	0%	-	0%
2	1-7 days	-	42%	-	34%
3	8-13 days	-	18%	-	6%
4	14 days - 2 weeks	-	13%	-	28%
5	15-21 days	-	7%	-	6%
6	22-28 days	-	0%	-	2%
7	29-49 days	-	16%	-	13%
8	56 days - 8 weeks	-	4%	-	10%
77	Don't Know	-	0%	-	1%
99	Refused	-	0%	-	0%
	Total	-	100%	-	100%

**Q9c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.**

		0	4	0	39
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	I decided not to take it	-	0%	-	3%
2	I didn't feel I needed it	-	0%	-	5%
3	I worried about the side effects	-	0%	-	23%
4	I had problems using it	-	0%	-	3%
5	I was too busy with other things	-	0%	-	10%
6	I simply forgot	-	0%	-	3%
7	I had too many other medications to take	-	0%	-	3%
8	I successfully quit	-	0%	-	3%
10	Not ready to quit/Still smoking	-	0%	-	21%
11	Never received/Not sent full dose	-	0%	-	0%
12	Cost	-	0%	-	3%
88	Other [Specify]	-	0%	-	26%
77	Don't Know	-	0%	-	3%
99	Refused	-	100%	-	0%

**Q9d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?**

		0	4	0	167
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	-	25%	-	34%
2	No	-	75%	-	66%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	0%
	Total	-	100%	-	100%

**Q10) Since you first called the Quitline seven months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	6%	11%	11%	9%
2	No	94%	89%	89%	91%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q10a) What types of pills or medication did you use?**

		6	5	33	57
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Zyban	0%	0%	6%	4%
2	Bupropion	0%	0%	3%	5%
3	Wellbutrin	17%	40%	15%	28%
4	Chantix or Varenicline	83%	60%	67%	60%
8	Other [Specify]	0%	0%	3%	4%
7	Don't Know	0%	0%	6%	0%
9	Refused	0%	0%	0%	0%

**Q11) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months, such as advice from a health professional or other kinds of quitting assistance?**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	12%	9%	8%	9%
2	No	88%	91%	92%	91%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q11a) What did you use?**

		13	5	24	62
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Advice from a health professional	15%	60%	42%	40%
2	Website or web-based program	0%	0%	0%	3%
3	Group or counseling cessation program	0%	0%	0%	6%
4	Self-help materials	15%	0%	21%	8%
8	Something else [Specify]	69%	40%	38%	42%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q11b) Who was the health professional whose advice you used? Was it a . . .**

		2	3	11	29
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Physician	100%	0%	82%	66%
2	Nurse	0%	33%	9%	17%
3	Pharmacist	0%	0%	0%	0%
4	Dentist	0%	33%	9%	0%
8	Other [Specify]	0%	33%	0%	17%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q12&Q12a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	80%	76%	66%	73%
2	No	20%	24%	34%	27%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13a) When was the last time you smoked a cigarette, even a puff?**

		75	33	181	410
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	99%	85%	90%	89%
1	1 to 4 days	1%	6%	5%	6%
2	5 to 9 days	0%	6%	1%	3%
3	10 to 17 days	0%	0%	2%	1%
4	18 to 24 days	0%	0%	2%	1%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	3%	1%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	1%	0%
Total		100%	100%	100%	100%

**Q13b) When was the last time you smoked a cigar, even a puff?**

		11	2	13	51
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	55%	100%	46%	55%
1	1 to 4 days	27%	0%	8%	14%
2	5 to 9 days	0%	0%	15%	14%
3	10 to 17 days	0%	0%	0%	6%
4	18 to 24 days	9%	0%	8%	6%
5	25 to 29 days	9%	0%	15%	6%
6	30+ days or more (1 month or more)	0%	0%	8%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13c) When was the last time you smoked a pipe, even a puff?**

		2	5	5	12
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	0%	20%	0%	8%
1	1 to 4 days	50%	60%	40%	50%
2	5 to 9 days	0%	0%	40%	17%
3	10 to 17 days	0%	20%	20%	17%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	50%	0%	0%	8%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		6	3	25	32
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	67%	67%	64%	78%
1	1 to 4 days	33%	33%	16%	13%
2	5 to 9 days	0%	0%	4%	0%
3	10 to 17 days	0%	0%	8%	6%
4	18 to 24 days	0%	0%	0%	3%
5	25 to 29 days	0%	0%	4%	0%
6	30+ days or more (1 month or more)	0%	0%	4%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q3», even a puff or pinch?**

		0	0	0	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	-	-	-	0%
1	1 to 4 days	-	-	-	0%
2	5 to 9 days	-	-	-	0%
3	10 to 17 days	-	-	-	0%
4	18 to 24 days	-	-	-	50%
5	25 to 29 days	-	-	-	0%
6	30+ days or more (1 month or more)	-	-	-	50%
555	Never - Don't smoke cigarettes	-	-	-	0%
777	Don't Know	-	-	-	0%
999	Refused	-	-	-	0%
	Total	-	-	-	100%

**Q14) How motivated are you to stop using tobacco? Would you say . . .**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	A great deal	41%	71%	62%	57%
2	A lot	34%	18%	17%	24%
3	A little	16%	9%	13%	14%
4	Not at all	8%	2%	7%	6%
7	Don't Know	1%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q15) How confident are you that you could stop using tobacco? Would you say . . .**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Very confident	36%	42%	54%	46%
2	Somewhat confident	25%	29%	19%	26%
3	A little confident	19%	20%	16%	16%
4	Not confident at all	18%	7%	10%	12%
7	Don't Know	2%	2%	1%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q16) What is your single greatest motivation for wanting to stop using tobacco?**

		102	45	297	626
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	2%	0%	0%
3	Health	66%	53%	65%	68%
4	Cost of tobacco products	9%	18%	8%	6%
5	Family/Friends	22%	27%	20%	22%
7	Religious reasons	0%	0%	1%	1%
8	Smell	3%	0%	1%	1%
88	Other (Specify)	1%	0%	3%	2%
77	Don't Know	0%	0%	1%	0%
99	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q17) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

	102	45	297	626
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code 1	39%	53%	65%	68%
2	19%	20%	14%	16%
3	19%	13%	13%	11%
4	20%	13%	6%	4%
7	3%	0%	0%	0%
9	1%	0%	1%	0%
Total	100%	100%	100%	100%

**SEX**

	102	45	297	626
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Male	39%	33%	36%	39%
Female	61%	67%	64%	61%
Total	100%	100%	100%	100%

**AGE**

	102	45	297	626
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
15-24	10%	13%	10%	5%
25-34	13%	13%	13%	16%
35-44	14%	20%	15%	18%
45-54	42%	24%	29%	29%
55-64	18%	22%	24%	21%
65-74	4%	7%	8%	9%
75+	0%	0%	1%	1%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

**RACE**

	102	45	296	624
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
White	55%	69%	59%	73%
Black or African American	34%	22%	36%	21%
Am Indian or Alaska Native	5%	4%	1%	3%
Asian	0%	0%	0%	0%
Other	1%	4%	1%	2%
Not asked/Not collected	5%	0%	1%	1%
Don't Know	0%	0%	0%	0%
Refused	0%	0%	0%	0%
Total	100%	100%	100%	100%

**PREGNANT**

	102	45	297	626
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Pregnant/Planning/BreastFeeding	2%	9%	9%	2%

**HISPANIC**

	102	45	297	626
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Hispanic	4%	0%	4%	4%

**SMOKELESS TOBACCO USER**

	102	45	297	626
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Smokeless	11%	11%	13%	10%

## APPENDIX B

### 4-month follow-up interview questions and percentage results

4-month: September 2011 - August 2012 cohorts

**Q1) When you spoke with the Arkansas Tobacco Quitline and registered for services how would you rate your registration experience? Would you say . . .**

		206	85	215	923
Code	Category	4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Excellent	41%	39%	55%	58%
2	Good	37%	44%	37%	34%
3	Average	15%	13%	7%	6%
4	Poor	5%	4%	2%	2%
7	Don't Know	1%	1%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2) After your registered with the Quitline, approximately how many minutes was your first intervention call with the Quit Coach?**

		206	85	215	923
Code	Category	4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1-4	1-4 minutes	9%	8%	7%	5%
5-9	5-9 minutes	16%	12%	10%	13%
10-15	10-15 minutes	27%	33%	33%	35%
16-20	16-20 minutes	5%	8%	11%	13%
21+	More than 20 minutes	9%	15%	23%	19%
555	Never Spoke to Quit Coach	31%	20%	10%	8%
777	Don't Know	3%	4%	5%	6%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q3) How would you rate the amount of time you spoke with the Quit Coach? Was it . . .**

		142	68	194	853
Code	Category	4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Just right	75%	82%	82%	83%
2	Too short	12%	6%	4%	4%
3	Too long	11%	9%	13%	11%
4	N/A - Didn't speak to Quit Coach	1%	3%	1%	1%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	0%
Total		100%	100%	100%	100%

**Q4) About how many coaching sessions did you receive from the Quit Coach?**

			193	847
Code	Category	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT
0	0 sessions	-	-	2%
1	1 session	-	-	26%
2	2 sessions	-	-	16%
3	3 sessions	-	-	18%
4	4 sessions	-	-	10%
5	5 sessions	-	-	8%
6+	6+ sessions	-	-	17%
77	Don't Know	-	-	2%
99	Refused	-	-	2%
Total		-	-	100%

**Q5) Do you think the number of sessions you received from the Quit Coach was . . .**

				193	848
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	-	-	77%	72%
2	Too many	-	-	9%	11%
3	Not enough	-	-	11%	16%
7	Don't Know	-	-	1%	1%
9	Refused	-	-	2%	1%
	Total	-	-	100%	100%

**Q6) Besides the first registration call, how many times did you call the Arkansas Tobacco Quitline?**

		206	85	215	923
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 times	45%	32%	48%	51%
1	1 time	14%	19%	20%	17%
2	2 times	15%	16%	14%	15%
3	3 times	6%	11%	4%	6%
4	4 times	4%	5%	2%	2%
5	5 times	1%	1%	1%	2%
6+	6+ times	2%	1%	1%	2%
555	Never Spoke to Quit Coach	12%	13%	7%	4%
777	Don't Know	0%	2%	0%	0%
999	Refused	0%	0%	1%	1%
	Total	100%	100%	100%	100%

**Q7) How would you rate your experience with the Quit Coach? Was it . . .**

		139	66	188	836
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	45%	36%	50%	53%
2	Good	32%	44%	37%	36%
3	Average	17%	15%	8%	7%
4	Poor	4%	5%	3%	3%
5	Never Spoke to Coach	1%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	2%	1%
	Total	100%	100%	100%	100%

**Q8) Did you use the educational materials the Quitline sent you?**

		206	85	215	923
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	50%	65%	70%	85%
2	No	22%	15%	19%	11%
8	N/A - Never received materials	0%	0%	0%	0%
7	Don't Know	27%	20%	9%	3%
9	Refused	1%	0%	1%	1%
	Total	100%	100%	100%	100%

**Q8a) How helpful were the materials in helping you quit? Were these . . .**

		102	55	150	781
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	38%	42%	49%	51%
2	Somewhat helpful	40%	55%	37%	40%
3	Not at all helpful	22%	4%	15%	9%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q8b) Did you share the materials you received with a friend, family member, or anyone else?**

		102	55	150	781
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	49%	51%	47%	61%
2	No	51%	49%	53%	39%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q9) How helpful was the Quitline in providing information about medications for quitting tobacco such as the nicotine patch? Would you say . . .**

		206	85	215	923
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Very helpful	42%	55%	66%	74%
2	Somewhat helpful	20%	22%	17%	21%
3	Not at all helpful	27%	18%	13%	5%
5	Not applicable	10%	5%	3%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	1%
	Total	100%	100%	100%	100%

**Q10) How helpful was the Quit Coach in suggesting ways to help you quit tobacco, such as dealing with urges and getting social support? Would you say . . .**

		137	66	188	834
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Very helpful	53%	68%	74%	72%
2	Somewhat helpful	26%	21%	18%	21%
3	Not at all helpful	15%	8%	5%	6%
5	Not applicable	4%	3%	1%	1%
7	Don't Know	1%	0%	1%	0%
9	Refused	1%	0%	2%	1%
	Total	100%	100%	100%	100%

**Q11) Did the Quit Coach provide you with a referral for other resources in your community to help you in your quit process?**

		137	66	188	834
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	43%	55%	52%	50%
2	No	49%	39%	39%	43%
5	N/A - Caller didn't want referral	3%	2%	2%	1%
7	Don't Know	4%	5%	5%	4%
9	Refused	1%	0%	2%	1%
	Total	100%	100%	100%	100%

**Q11a) How satisfied were you with the referrals your Quit Coach provided you to assist you in your quit attempt? Were you . . .**

		59	36	97	419
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Very satisfied	51%	50%	57%	55%
2	Mostly satisfied	27%	33%	24%	22%
3	Somewhat satisfied	12%	8%	9%	12%
4	Not at all satisfied	2%	0%	1%	1%
7	Don't Know	8%	8%	9%	9%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q11b) Did you find these other resources helpful in your quit attempt?**

		57	36	97	411
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	82%	64%	67%	74%
2	No	14%	28%	31%	23%
7	Don't Know	4%	8%	2%	3%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q12) Since calling the Quitline, have you used any of the following programs or services in your community to help you with your quit process? How about . . .**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Other telephone counseling programs	0%	0%	0%	1%
2	In-person class or group	2%	2%	2%	2%
3	Websites	5%	6%	2%	4%
4	Hypnosis or acupuncture	0%	0%	1%	1%
5	Nothing	92%	92%	93%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	2%	1%

**Q13) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Very satisfied	37%	51%	60%	62%
2	Mostly satisfied	18%	22%	16%	18%
3	Somewhat satisfied	22%	12%	12%	14%
4	Not at all satisfied	19%	15%	9%	5%
7	Don't Know	2%	0%	0%	0%
9	Refused	1%	0%	3%	1%
Total		100%	100%	100%	100%

**Q14) Did the Arkansas Tobacco Quitline meet your expectations?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	65%	74%	81%	87%
2	No	32%	25%	16%	12%
7	Don't Know	1%	1%	0%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q15) Would you recommend the Arkansas Tobacco Quitline to others?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	79%	87%	89%	93%
2	No	19%	13%	7%	5%
7	Don't Know	0%	0%	1%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q16) Do you currently smoke cigarettes every day, some days, or not at all?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Every day	57%	42%	46%	39%
2	Some days	18%	24%	17%	21%
3	Not at all	23%	34%	34%	39%
7	Don't Know	2%	0%	3%	1%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q16a) How many cigarettes do you smoke per day on the days that you smoke?**

		155	56	135	554
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
0-19	Less than 1 pack	63%	63%	69%	71%
20	1 pack	23%	29%	26%	20%
21-39	Less than 2 packs	6%	4%	4%	4%
40+	2 packs or more	8%	5%	1%	5%
777	Don't Know	1%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q16b) Is your usual cigarette brand menthol or non-menthol?**

		155	56	135	554
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Menthol	41%	36%	39%	36%
2	Non-menthol	56%	64%	61%	62%
3	No usual type	2%	0%	0%	2%
5	Not asked	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
Total		100%	100%	100%	100%

**Q17a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	78%	68%	64%	62%
2	No	20%	32%	33%	37%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q17b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	12%	11%	5%	6%
2	No	85%	89%	92%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q17c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	1%	2%	2%	1%
2	No	97%	98%	95%	98%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q17d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	13%	11%	8%	8%
2	No	85%	89%	89%	91%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q17e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		206	85	215	923
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	0%	1%	0%	0%
2	No	97%	99%	97%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	3%	1%
Total		100%	100%	100%	100%

**Q18) What types of other products do you use?**

		1	1	1	2
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	100%	100%	0%	100%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	100%	0%
Total		100%	100%	100%	100%

**Q19b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		25	9	11	54
Code		4-month	4-month	4-month	4-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Every day	8%	0%	45%	26%
2	Some days	68%	100%	45%	67%
3	Not at all	24%	0%	9%	7%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q20b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		19	8	10	49
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	11%	38%	20%	12%
1-9	1-9	63%	63%	20%	55%
10+	10 or more	26%	0%	60%	33%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q19c) Do you currently smoke a pipe every day, some days, or not at all?**

		2	2	4	10
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Every day	0%	0%	25%	20%
2	Some days	100%	50%	75%	60%
3	Not at all	0%	50%	0%	20%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20c) How many pipes do you smoke per week during the weeks that you smoke?**

		2	1	4	8
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	0%	0%	25%	13%
1-9	1-9	100%	100%	25%	50%
10+	10+	0%	0%	25%	38%
777	Don't Know	0%	0%	25%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q19d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

		26	9	18	70
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Every day	54%	44%	56%	43%
2	Some days	46%	56%	39%	51%
3	Not at all	0%	0%	6%	6%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

		26	9	17	66
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	23%	0%	18%	23%
1-9	1-9 tins	73%	100%	65%	76%
10+	10 or more tins	4%	0%	18%	2%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q19e) Do you currently use other types of tobacco, such as «insert tobacco given in Q18» every day, some days, or not at all?**

		1	1	1	2
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Every day	0%	0%	0%	0%
2	Some days	0%	100%	100%	50%
3	Not at all	100%	0%	0%	50%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20e) How much [how many] other types of tobacco, such as «insert tobacco given in Q18» do you use per week during the weeks that you use other tobacco?**

		0	0	1	1
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	-	-	0%	0%
1+	1 or more	-	-	100%	100%
777	Don't Know	-	-	0%	0%
999	Refused	-	-	0%	0%
	Total	-	-	100%	100%

**Q21a) How soon after you wake up do you smoke your first cigarette?**

		161	59	138	573
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Within five minutes	35%	27%	38%	31%
2	6 to 30 minutes	30%	36%	34%	32%
3	31 to 60 minutes	12%	8%	8%	11%
4	More than 60 minutes	21%	25%	20%	25%
7	Don't Know	0%	2%	0%	0%
9	Refused	1%	2%	0%	1%
	Total	100%	100%	100%	100%

**Q21b) How soon after you wake up do you use tobacco other than cigarettes?**

		50	17	27	118
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Within five minutes	18%	18%	26%	13%
2	6 to 30 minutes	14%	12%	22%	9%
3	31 to 60 minutes	4%	6%	15%	16%
4	More than 60 minutes	58%	59%	33%	59%
7	Don't Know	2%	6%	0%	2%
9	Refused	4%	0%	4%	1%
	Total	100%	100%	100%	100%

**Q22a) Do you intend to quit using cigarettes within the next 30 days?**

		160	59	138	572
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	71%	86%	70%	73%
2	No	27%	14%	28%	24%
7	Don't Know	1%	0%	3%	2%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		25	9	11	54
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	76%	78%	73%	69%
2	No	24%	22%	27%	31%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22c) Do you intend to quit using a pipe within the next 30 days?**

		2	2	4	10
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	50%	100%	75%	90%
2	No	50%	0%	25%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		26	9	18	70
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	46%	67%	56%	61%
2	No	50%	33%	44%	37%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	0%	1%
	Total	100%	100%	100%	100%

**Q22e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q18» within the next 30 days?**

		1	1	1	2
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	100%	100%	100%	50%
2	No	0%	0%	0%	50%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q23) Since you first called the Quitline on «registration date», 4 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		206	85	215	923
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	59%	86%	69%	89%
2	No	37%	14%	28%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	3%	1%
	Total	100%	100%	100%	100%

**Q23a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		121	73	149	820
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	1 time	40%	49%	50%	46%
2	2 times	21%	19%	23%	22%
3	3 times	19%	11%	11%	16%
4	4 times	9%	4%	3%	7%
5	5 times	4%	5%	3%	2%
6-9	6-9 times	2%	4%	4%	3%
10+	10+ times	3%	4%	3%	3%
777	Don't Know	1%	3%	1%	0%
999	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q24) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?**

		4	18	68	802
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	0%	100%	0%	97%
2	No - Didn't use but received NRT	75%	0%	79%	1%
3	No - Never received NRT	25%	0%	18%	0%
7	Don't Know	0%	0%	3%	0%
9	Refused	0%	0%	0%	2%
	Total	100%	100%	100%	100%

**Q24NRTO) Since your call to the Quitline on «registration date», 4 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

		206	67	215	146
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	0%	100%	0%	91%
2	No	96%	0%	96%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	3%	9%
	Total	100%	100%	100%	100%

**Q24a) Which NRT did you use?**

		0	67	0	133
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Patches	-	58%	-	63%
2	Gum	-	42%	-	35%
3	Lozenges	-	16%	-	14%
4	Inhaler	-	3%	-	4%
5	Nasal Spray	-	0%	-	1%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	1%

**Q24b-1, Q24b-2, & Q24b-3) How many days did you use the Nicotine Replacement Therapy?**

		5	85	68	910
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	None (0 days)	100%	0%	100%
2	1-7 days	0%	42%	0%	34%
3	8-13 days	0%	8%	0%	7%
4	14 days - 2 weeks	0%	25%	0%	35%
5	15-21 days	0%	7%	0%	5%
6	22-28 days	0%	1%	0%	3%
7	29-49 days	0%	9%	0%	9%
8	56 days - 8 weeks	0%	7%	0%	7%
77	Don't Know	0%	0%	0%	1%
99	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q24c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.**

		3	9	54	155
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	I decided not to take it	0%	0%	6%
2	I didn't feel I needed it	0%	0%	13%	12%
3	I worried about the side effects	0%	0%	19%	1%
4	I had problems using it	0%	0%	7%	28%
5	I was too busy with other things	0%	0%	6%	3%
6	I simply forgot	0%	0%	2%	0%
7	I had too many other medications to take	0%	0%	0%	1%
8	I successfully quit	0%	0%	6%	5%
10	Not ready to quit/Still smoking	33%	0%	31%	26%
11	Never received/Not sent full dose	0%	0%	0%	1%
88	Other [Specify]	67%	100%	9%	17%
77	Don't Know	0%	0%	0%	1%
99	Refused	0%	0%	2%	1%

**Q24d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?**

		0	18	0	795
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	-	28%	-
2	No	-	72%	-	73%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	0%
Total		-	100%	-	100%

**Q25) Since you first called the Quitline four months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

		206	85	215	923
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	5%	9%	9%
2	No	91%	91%	87%	91%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	4%	2%
Total		100%	100%	100%	100%

**Q25a) What types of pills or medication did you use?**

		10	8	20	66
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Zyban	0%	13%	5%
2	Bupropion	0%	0%	0%	5%
3	Wellbutrin	10%	38%	15%	38%
4	Chantix or Varenicline	80%	75%	70%	55%
8	Other [Specify]	0%	0%	5%	3%
7	Don't Know	10%	0%	5%	2%
9	Refused	0%	0%	0%	0%

**Q26) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past four months, such as advice from a health professional or other kinds of quitting assistance?**

		206	85	215	923
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	8%	15%	9%
2	No	88%	85%	87%	88%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	4%	2%
Total		100%	100%	100%	100%

**Q26a) What did you use?**

		16	13	19	95
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Advice from a health professional	63%	46%	42%
2	Website or web-based program	0%	0%	0%	2%
3	Group or counseling cessation program	0%	8%	11%	3%
4	Self-help materials	13%	8%	11%	15%
8	Something else [Specify]	25%	38%	42%	41%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q26b) Who was the health professional whose advice you used? Was it a . . .**

		10	6	8	41
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Physician	70%	83%	75%
2	Nurse	0%	33%	38%	20%
3	Pharmacist	20%	0%	0%	2%
4	Dentist	10%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	20%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q27&Q27a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

		206	85	215	923
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	83%	75%	69%
2	No	13%	25%	27%	30%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	4%	2%
Total		100%	100%	100%	100%

**Q28a) When was the last time you smoked a cigarette, even a puff?**

		160	58	137	569
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	91%	74%	88%	82%
1	1 to 4 days	4%	14%	7%	11%
2	5 to 9 days	1%	7%	1%	3%
3	10 to 17 days	3%	2%	0%	2%
4	18 to 24 days	0%	2%	2%	1%
5	25 to 29 days	1%	0%	0%	1%
6	30+ days or more (1 month or more)	1%	2%	1%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	1%	0%	1%	1%
Total		100%	100%	100%	100%

**Q28b) When was the last time you smoked a cigar, even a puff?**

		25	9	11	54
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	36%	11%	55%	37%
1	1 to 4 days	24%	22%	18%	28%
2	5 to 9 days	4%	22%	0%	15%
3	10 to 17 days	28%	22%	9%	13%
4	18 to 24 days	0%	0%	0%	4%
5	25 to 29 days	0%	0%	9%	4%
6	30+ days or more (1 month or more)	8%	22%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	9%	0%
Total		100%	100%	100%	100%

**Q28c) When was the last time you smoked a pipe, even a puff?**

		2	2	4	10
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	50%	50%	50%	30%
1	1 to 4 days	0%	50%	0%	30%
2	5 to 9 days	0%	0%	25%	10%
3	10 to 17 days	0%	0%	0%	10%
4	18 to 24 days	50%	0%	25%	10%
5	25 to 29 days	0%	0%	0%	10%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q28d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		26	9	18	70
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	54%	78%	50%	60%
1	1 to 4 days	31%	11%	17%	19%
2	5 to 9 days	4%	11%	11%	3%
3	10 to 17 days	0%	0%	0%	6%
4	18 to 24 days	4%	0%	0%	7%
5	25 to 29 days	0%	0%	6%	0%
6	30+ days or more (1 month or more)	0%	0%	17%	4%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	8%	0%	0%	1%
Total		100%	100%	100%	100%

**Q28e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q18», even a puff or pinch?**

		1	1	1	2
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	100%	0%	50%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	50%
5	25 to 29 days	100%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	100%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q29) How motivated are you to stop using tobacco? Would you say . . .**

		206	85	215	923
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	A great deal	42%	55%	59%	56%
2	A lot	30%	34%	17%	24%
3	A little	16%	9%	14%	12%
4	Not at all	7%	1%	6%	5%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	4%	2%
	Total	100%	100%	100%	100%

**Q30) How confident are you that you could stop using tobacco? Would you say . . .**

		206	85	215	923
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Very confident	40%	52%	52%	52%
2	Somewhat confident	26%	31%	22%	22%
3	A little confident	18%	14%	13%	13%
4	Not confident at all	11%	2%	9%	10%
7	Don't Know	0%	1%	0%	0%
9	Refused	5%	0%	4%	2%
	Total	100%	100%	100%	100%

**Q31) What is your single greatest motivation for wanting to stop using tobacco?**

		206	85	215	923
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	0%	0%	0%
3	Health	55%	68%	62%	63%
4	Cost of tobacco products	10%	8%	5%	6%
5	Family/Friends	27%	22%	23%	24%
7	Religious reasons	0%	0%	0%	1%
8	Smell	0%	1%	0%	1%
88	Other (Specify)	1%	0%	3%	2%
77	Don't Know	0%	0%	0%	0%
99	Refused	5%	0%	4%	2%
	Total	100%	100%	100%	100%

**SEX**

		206	85	215	923
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	Male	40%	44%	30%	40%
	Female	59%	56%	70%	60%
	Total	100%	100%	100%	100%

**AGE**

	206	85	215	923
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
15-24	15%	8%	15%	8%
25-34	22%	20%	19%	18%
35-44	19%	18%	18%	18%
45-54	25%	28%	26%	30%
55-64	14%	21%	14%	17%
65-74	4%	4%	6%	7%
75+	1%	1%	2%	1%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

**RACE**

	206	85	215	923
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
White	55%	55%	57%	69%
Black or African American	34%	34%	35%	24%
Am Indian or Alaska Native	2%	2%	3%	2%
Native Hawaiian or Pacific Islander	0%	1%	0%	0%
Asian	0%	0%	0%	0%
Other	3%	6%	4%	3%
Not asked/Not collected	5%	1%	1%	1%
Don't Know	0%	0%	0%	0%
Refused	0%	0%	0%	1%
Total	100%	100%	100%	100%

**PREGNANT**

	206	85	215	923
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Pregnant	9%	1%	17%	1%
Planning Pregnancy	2%	0%	1%	2%
Breast-Feeding	2%	1%	0%	1%

**HISPANIC**

	206	85	215	923
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Hispanic	7%	7%	5%	7%

**SMOKELESS TOBACCO USER**

	206	85	215	923
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Smokeless	13%	18%	12%	13%

**EDUCATION**

	206	85	215	923
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Less than 9th grade	3%	4%	7%	5%
Grade 9-11	20%	14%	13%	17%
High School Degree	28%	28%	27%	27%
GED	4%	2%	7%	8%
Some Technical or Trade School	1%	2%	2%	2%
Some College or University	25%	29%	25%	25%
Technical/Trade Degree	4%	1%	2%	4%
College or University Degree	9%	18%	12%	11%
Not asked/Not collected	5%	0%	3%	1%
Don't Know	0%	0%	0%	0%
Refused	1%	1%	0%	0%
Total	100%	100%	100%	100%



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