



California Smokers' Helpline

1-800-NO-BUTTS

Q: What services does the Helpline offer?

A: The Helpline offers self-help materials, referral to local resources, and telephone counseling. Clients requesting counseling receive up to six sessions with a counselor on a proactive basis.

Q: What languages and specialized services does the Helpline offer?

A: Helpline services are available in: English, Chinese (Mandarin and Cantonese), Korean, Spanish and Vietnamese as well as a TDD line for the hard of hearing. There are also specialized services for teens and pregnant women, as well as a line for tobacco chewers.

Q: How much does counseling from the Helpline cost?

A: All Helpline services are free of charge to anyone in California.

Q: Does the Helpline provide NRT or other FDA-approved cessation medications?

A: No, but the Helpline does work with Medi-Cal enrollees to utilize their benefits. Medi-Cal provides FREE pharmacotherapy for enrollees who participate in a behavior-modification program, such as the Helpline, and have a prescription from their doctor. Some FDA-approved cessation medications require a Treatment Authorization Request (TAR). The Helpline counselors assist all clients with their questions regarding quitting aids.

Q: What hours does the Helpline operate?

A: Staff are available Monday through Friday 7:00 am to 9:00 pm and on Saturday from 9:00 am to 1:00 pm. If clients call after hours they have the option of leaving a message and/or listening to a number of automated messages on topics such as the benefits of quitting, use of quitting aids and information for pregnant callers.

Q: Who should call the Helpline?

A: Anyone wanting to quit smoking or using chewing tobacco. In addition, family and friends of tobacco users can receive information to help their family member or friend to quit.

Q: Why should a smoker who wants to quit call the Helpline?

A: Quitting smoking is the single most important action a person can take to improve his or her health. The Helpline has been proven in clinical trials to double a smoker's chances of successfully quitting. The service is free, confidential, and convenient.

See back →

Website www.nobutts.org **Chew** 1-800-844-CHEW **Chinese** 1-800-838-8917
English 1-800-NO-BUTTS **Korean** 1-800-556-5564 **Spanish** 1-800-45-NO-FUME
TDD/TYY 1-800-933-4TDD **Vietnamese** 1-800-778-8440

Q: For most smokers, it is very difficult to quit smoking. Do you have any words of encouragement?

A: Most smokers know it is difficult to quit. It often takes many tries, but it is possible to quit. Currently there are more former smokers in California than current smokers. Helpline counselors help clients to set up a personalized plan. These counselors are well-trained, caring, and nonjudgmental.

Q: How is the Helpline funded?

A: The Helpline is funded by tobacco taxes, through the California Department of Health Services and First 5 California. The Helpline is operated out of the Moores Cancer Center at the University of California, San Diego.

Q: How many people have called the Helpline since its start? How many call each day?

A: Since its inception in 1992, close to 400,000 Californians have received service from the Helpline. Daily call volume varies, but the average is around 200.

Q: What is the process when someone calls the Helpline? What can a caller expect?

A: Clients are asked some questions to determine their needs, are given a choice of services (materials and/or counseling) and if they choose counseling are given the option of beginning counseling immediately or scheduling an appointment to be called back at another time. The initial counseling session lasts on average 40 minutes. After the initial call, the counselor will provide as many as five additional counseling sessions at a predetermined time.

Q: What credentials/experience do the Helpline counselors have?

A: Counselors at the Helpline have a range of educational backgrounds from bachelor's degrees through master's degrees in psychology, social work, or other health related fields. Regardless of educational background and counseling experience, all counselors complete a 48-hour in-house training program and a one-month apprenticeship at the Helpline. All counselors are trained extensively on the empirically validated protocol. A licensed psychologist oversees all clinical work.

Q: Where can I find more information about the Helpline?

A: The Helpline's website at www.nobutts.org contains information for individuals wanting to quit, as well as information for professionals referring smokers, including an online order form for promotional materials. You may also call the Outreach Department at 858-300-1010 or send an email to cshoutreach@ucsd.edu.