

Appendix D

Nebraska Tobacco Quitline Reporting Requirements

Request for Proposal Number 4715Z1

I. MONTHLY REPORTS

Provide for current month and contract year-to-date.

A. CALL DATA

1. TOTAL INCOMING CALLS

- a. Method of entry
 - i. First time callers, Web, Fax
- b. Reconnected callers

2. CALLER TYPE

Tobacco user, proxy and /or provider

- a. How heard about Quitline by county
- b. Tobacco users by race, ethnicity, gender, age, education
- c. Pregnancy status
- d. Tobacco users by type of tobacco
- e. Stage of readiness to quit
- f. Tobacco users by chronic conditions:
 - i. Asthma
 - ii. CAD
 - iii. COPD
 - iv. Diabetes (Type 1 or Type 2)
- g. Tobacco Users by Mental Health Condition:
 - i. Anxiety
 - ii. Bi-Polar
 - iii. Depression
 - iv. Drug or Alcohol Abuse
 - v. PTSD
 - vi. Schizophrenia
- h. Tobacco users by income and marital status
- i. Registrations by county
- j. Callers by health plan

3. TOTAL SERVICES PROVIDED IN CURRENT MONTH

- a. Services provided to tobacco users in current month
- b. Services provided to providers in current month
- c. Services provided to proxy callers in current month
- d. Services provided to clients during month, regardless of registration date:
 - i. Single call intervention: registered, completed, attempt letter, materials only
 - ii. Multiple call intervention: registered, completed 1st, 2nd, 3rd, 4th, 5th calls, etc. attempt letter, ad-hoc calls
 - iii. Materials sent to registrants (number by type)

II. QUARTERLY REPORTS

A. SUMMARY OF CALL VOLUME AND ACTIVITY

- 1. Total Inbound calls,
- 2. Abandoned calls
- 3. Direct to Quitline specialists
- 4. Nebraska Quitline calls
 - a. Incoming calls
 - b. Calls during business hours
 - c. Calls answered without wait
 - d. Abandonment rate
 - e. Voicemail
- 5. DEJELOYA Calls
 - a. Incoming calls
 - b. Calls during business hours
 - c. Calls answered without wait
 - d. Abandonment rate
 - e. Voicemail
- 6. Nebraska Quitline Spanish
 - a. Incoming calls
 - b. Calls during business hours
 - c. Calls answered without wait
 - d. Abandonment rate
 - e. Voicemail
- 7. Race by county
- 8. Gender by county
- 9. Ethnicity by county
- 10. Tobacco type by county
- 11. How Heard about Quitline by county
- 12. Pregnancy status by county

B. REPONSES TO CDC MONTHLY QUESTIONS TO CAPTURE FEEDBACK ON NATIONAL MEDIA CAMPAIGNS

1. Does not Know
2. No
3. Refused
4. Yes
5. Missing

Note: Employer name must be included in client database, but not reported in monthly or quarterly reports.