

TABLE 4

## TESTS OF LIKERT SCALING ASSUMPTIONS USING REVISED ITEMS

	Range of Item-Scale Correlations* (Assumption 1, 4)	Item Scaling Tests (Assumption 2)	Measures of Equal Item Variance (Assumption 3)		Cronbach's Alpha (Assumption 5)
Scale		Success/Total Scaling Success Rate	Scott's Homogeneity‡	Intraclass Correlation§	
First contact—accessibility	0.34-0.63	28/28	0.39	0.38	0.71
First contact—utilization	0.35-0.53	21/21	0.37	0.37	0.64
Ongoing care	0.38-0.72	140/140	0.38	0.37	0.92
Coordination of services	0.54-0.71	64/64	0.48	0.48	0.88
Comprehensiveness					
Services available	0.52-0.78	147/147	0.49	0.48	0.95
Services received	0.53-0.91	91/91	0.52	0.51	0.93
Community orientation	0.62-0.83	35/35	0.61	0.62	0.89

\*Range of correlations between items and their revised (parent) items scale (Item-total correlation).

†Each item in each scale is tested to assure that its correlation with the revised (parent) scale is substantially greater than its correlation with any other (non-parent) scale. In this ratio, the denominator represents the total number of item-scale correlations tested (i.e. all items in the scale tested against all scales). The numerator represents the number of these correlations for which the items in these scale correlate significantly higher with the parent scale than with any other scale. The scaling success rate translates this ratio into a percentage; 100% represents perfect scaling success.

‡Average interitem correlation for standardized items.

§Average of interitem correlations.