

TABLE 5

ESTIMATES OF CENTRAL TENDENCY AND DISPERSION OF PCAT-AE SCALES

First Contact Community	First Contact		Coordination	Comprehensiveness	Comprehensiveness		
	Accessibility	Utilization	Ongoing Care of Services	Service Available	Service Received	Orientation	
Number of Items	4	3	21	8	20	13	5
Mean	11.25	10.67	63.44	25.64	65.55	35.77	10.28
25th percentile	9.00	9.00	55.00	22.00	59.14	28.60	7.00
50th percentile	11.41	12.00	66.00	28.00	68.00	36.11	10.00
75th percentile	13.35	12.00	75.00	32.00	74.00	44.78	13.00
Observed range	4.0-16.0	3.0-12.0	21.0-84.0	8.0-32.0	24.4-80.0	13.0-52.0	5.0-20.00
SD	2.92	2.02	15.18	6.66	11.21	10.48	4.02
Skewness	-0.25	-1.71	-0.80	-1.12	-0.94	-0.28	0.42
Kurtosis	-0.63	2.71	-0.04	0.48	0.49	-0.71	-0.46

SD denotes standard deviation.