

The Mental Health Index by LifeWorks™

Regional Comparison

Australia, Canada, United Kingdom,
and United States | June 2021

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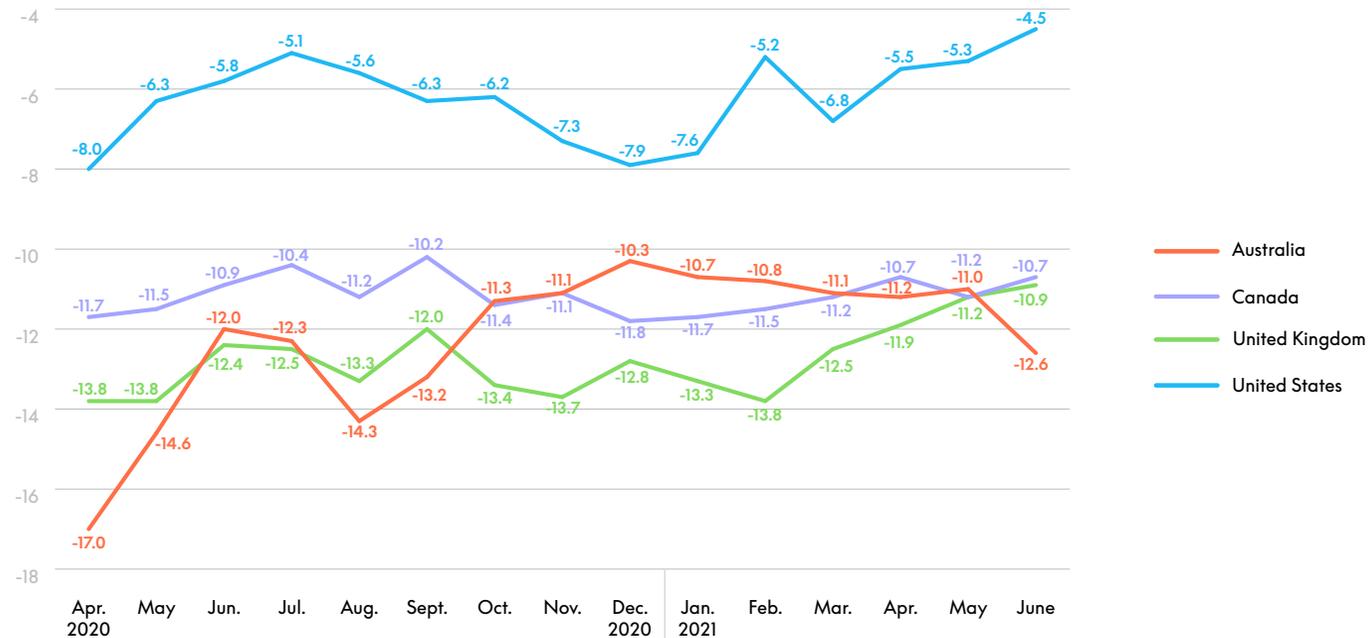
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The Mental Health Index™ by region

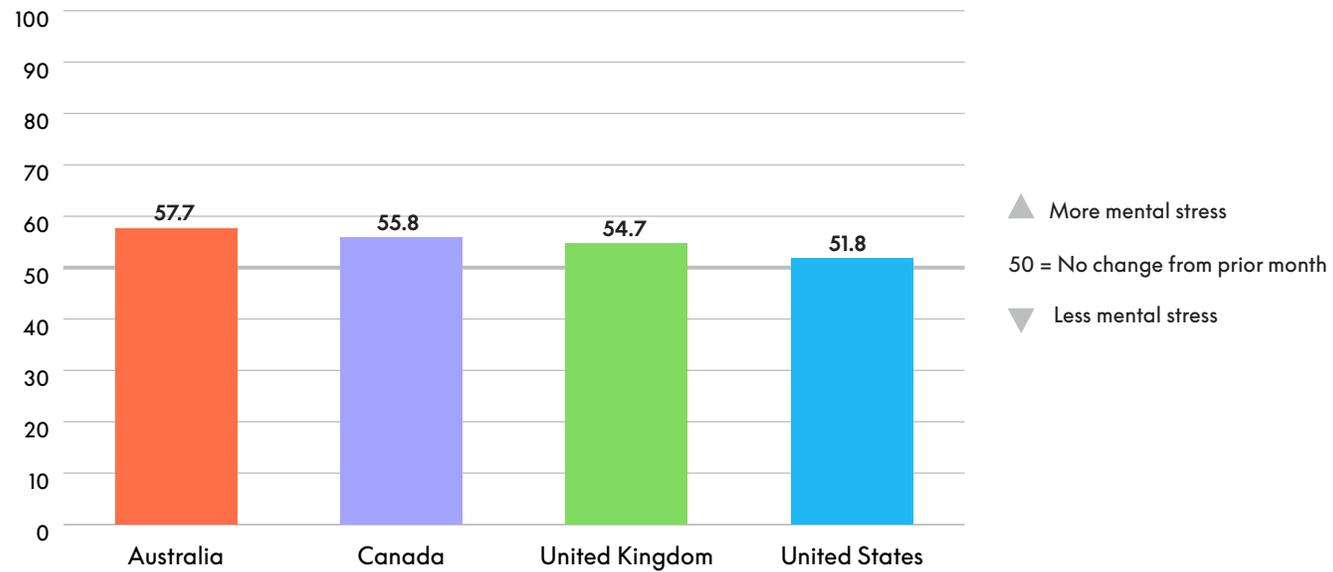
Overall, the Mental Health Index™ is lowest in Australia (-12.6), followed by the United Kingdom (-10.9), Canada (-10.7), and the United States (-4.5). Although mental health scores vary across regions, compared to the pre-2020 benchmark, all regions show a decline in mental health.

In June 2021, modest improvements in mental health are seen in the United States (0.8), Canada (0.5), and the United Kingdom (0.3) while Australia's mental health score declined 1.6-points from the prior month.



The Mental Stress Change score by region

Comparing May 2021 to June 2021, there is an increase in mental stress in all regions. The increase in mental stress is greatest in Australia (57.7), followed by Canada (55.8), the United Kingdom (54.7), and the United States (51.8).



Overview of the Mental Health Index by LifeWorks™

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index™ provides a measure of the current mental health status of employed adults in each geography compared to benchmarks collected in 2017, 2018 and 2019. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index™ report has three parts:

1. The overall Mental Health Index™ (MHI), which is a measure of change compared to the benchmark of mental health and risk.
2. A Mental Stress Change (MStressChg) score, which measures the level of reported mental stress compared to the prior month.
3. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 5,000 Americans, 3,000 Canadians, 2,000 Britons and 1,000 Australians. All those surveyed are currently employed or who were employed within the prior six months. The same respondents take part each month to remove a sampling bias.

Respondents are asked to consider the prior two weeks when answering each question. The Mental Health Index™ is published monthly starting in April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between May 28 to June 4, 2021 for all regions.

Calculations

To create the Mental Health Index™, the first step leverages a response scoring system turning individual responses to each question into a point value. Higher point values are associated with better mental health and less mental health risk. Everyone's scores are added and then divided by a total number of possible points to get a score out of 100. The raw score is the mathematical mean of the individual scores.

To demonstrate change, the current month's scores are then compared to the benchmark and the prior month. The benchmark comprises data from 2017, 2018 and 2019. This was a period of relative social stability and steady economic growth. **The change compared to the benchmark is the Mental Health Index™. A score of zero in the Mental Health Index™ reflects no change, positive scores reflect improvement, and negative scores reflect decline.**

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the calculation of the Mental Health Index™. The Mental Stress Change score is $(\text{percentage reporting less mental stress} + \text{percentage reporting the same level of mental stress} * 0.5) * -1 + 100$. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

Additional data and analyses

Demographic breakdown of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact MHI@lifeworks.com



About LifeWorks

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency. By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services. LifeWorks employs more than 7,000 employees who work with more than 24,000 client organizations that use our services in more than 160 countries. LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

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