

The Mental Health Index by LifeWorks™

United States of America | August 2021



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One in four Americans do not feel a sense
of belonging or acceptance at work or are unsure.
This is an increase from one in five prior to the pandemic. 3

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August 2021 highlights

Key insight: One in four Americans do not feel a sense of belonging or acceptance at work or are unsure. This is an increase from one in five prior to the pandemic.

Forty percent of Americans do their job when feeling unwell at least one day per week

- Those who work when feeling unwell have significantly lower isolation scores than the national average.
- 60% of parents work when feeling unwell at least one day per week compared to 40% of non-parents.
- 58% of people who never work when feeling unwell have a mental health score more than four points above the pre-2020 benchmark.

On average, Americans report giving 87% of their energy to work on a typical day, compared to the benchmark of 89% prior to 2020

- Those who report giving more energy to their work have better mental health than those who report giving less effort.
- Among the group of those who work when feeling unwell, the average amount of energy put into work is 76%, which is 11% lower than the 87% of individuals who feel well.

Employees saying that their organization is a great place to work is linked to better mental health

- 69% of Americans who consider their organization a great place to work have among the most favorable mental health scores.

The mental health of Americans reached a high in August 2021 but remains below the pre-2020 benchmark

- The Mental Health Index for August 2021 is three-points below the pre-2020 benchmark.
- Those without emergency savings continue to experience a lower mental health score (-21.1) than the overall group (-3.0) and those with emergency savings (1.1).
- For the 17th consecutive month, full-time post-secondary students have the lowest mental health score (-18.9) and the most significant increase in mental stress (60.4).

- 13% of Americans who do not consider their organization a great place to work have among the least favorable mental health scores, more than triple the national average.
- Those who recommend their organization as a great place to work have a productivity level of 88% compared to 82% among those who are unsure, and 79% among those who would not recommend their organization as a great place to work.
- Managers are more likely than non-managers to consider their organization a great place to work.

One in four Americans do not feel a sense of belonging or acceptance at work or are unsure. This is an increase from one in five prior to the pandemic.

- Mental health scores for those who do not feel a sense of belonging and acceptance at work are significantly below the national average and distinctly below those who felt belonging and acceptance at work.
- Across all age groups, the percentage of Americans feeling a sense of belonging and acceptance at work has decreased from before the pandemic compared to currently.
- Those who feel a sense of belonging and acceptance at work have among the highest mental health scores and among the best isolation scores, both significantly better than national averages. Further, this group has higher productivity (88%) than those who do not feel a sense of belonging and acceptance at work (76%).

69%

of Americans
consider their
organization

a great place to work

60%

of parents work
when feeling
unwell

at least one day per week

42%

of Americans
do their job

when feeling unwell
at least 1 day per week

42%

of people do
not feel a sense
of belonging

and acceptance
at work or are unsure

Americans who work from home have worse isolation scores than those who work from the jobsite or split their time between the jobsite and home

- Among people working from home full-time or splitting their time between home and the jobsite, their sense of belonging and acceptance has declined from 77% pre-pandemic to 71% currently.

Managers continue to have poorer mental health and have been experiencing more mental strain than non-managers

- Since January 2021, the mental health scores of managers have been lower than non-managers and lower than the overall American average, except for March 2021.
- In August 2021, the mental health score of managers is -4.2 compared to -2.2 for non-managers.
- Managers also have a greater increase in mental stress (55.2) than non-managers (52.1).

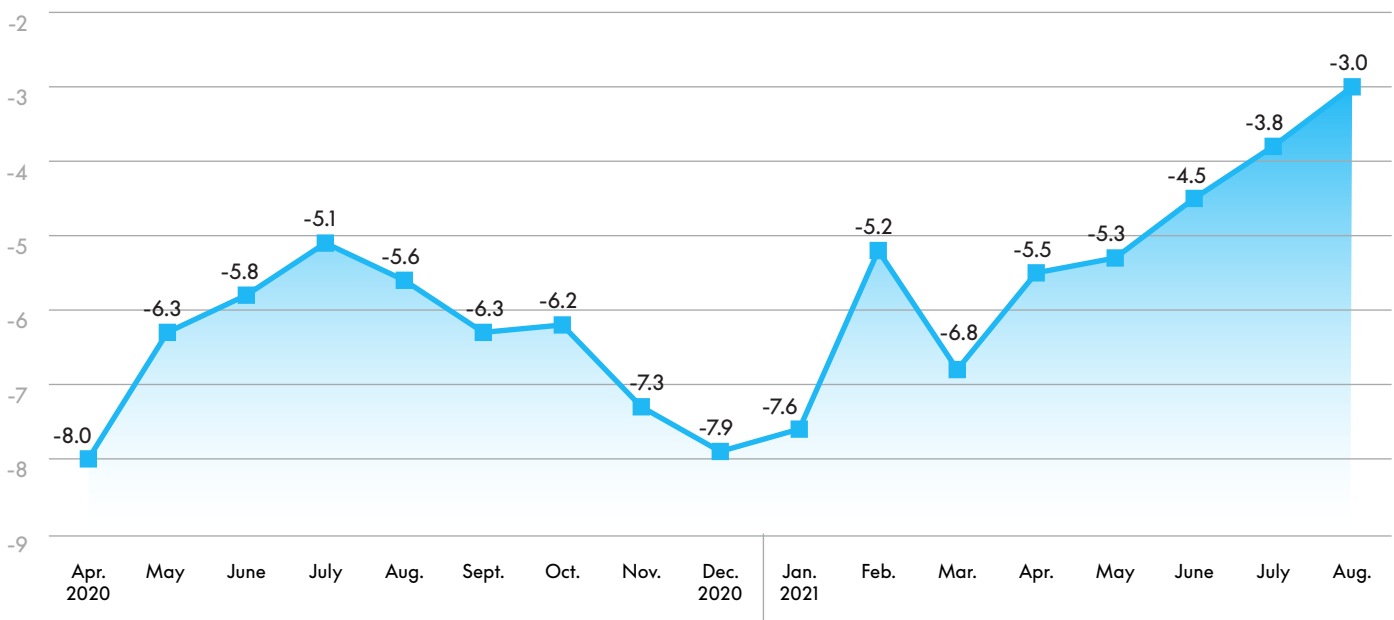
Mental health scores are strongly associated with productivity

- Lower mental health scores correspond to lower productivity and higher mental health scores correspond to higher productivity, a difference of 30 work days per year.
- The lowest productivity is seen among 5% of people with mental health scores below -40. This group also has the greatest number of unwell days per year (135 days).

The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark¹ of mental health and risk.

The overall Mental Health Index for August 2021 is -3.0 points. A three-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed 45th percent of the benchmark population.



MHI Current Month
August 2021

-3.0

July 2021

-3.8

¹ The benchmark reflects data collected in 2017, 2018 and 2019.

Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of isolation (-4.4), followed by depression (-4.2), anxiety (-4.2), work productivity (-3.9), and optimism (-3.3). General psychological health (4.4) and financial risk (11.4) are the only two sub-scores above the benchmark. Optimism and general psychological health sub-scores have declined compared to July 2021.

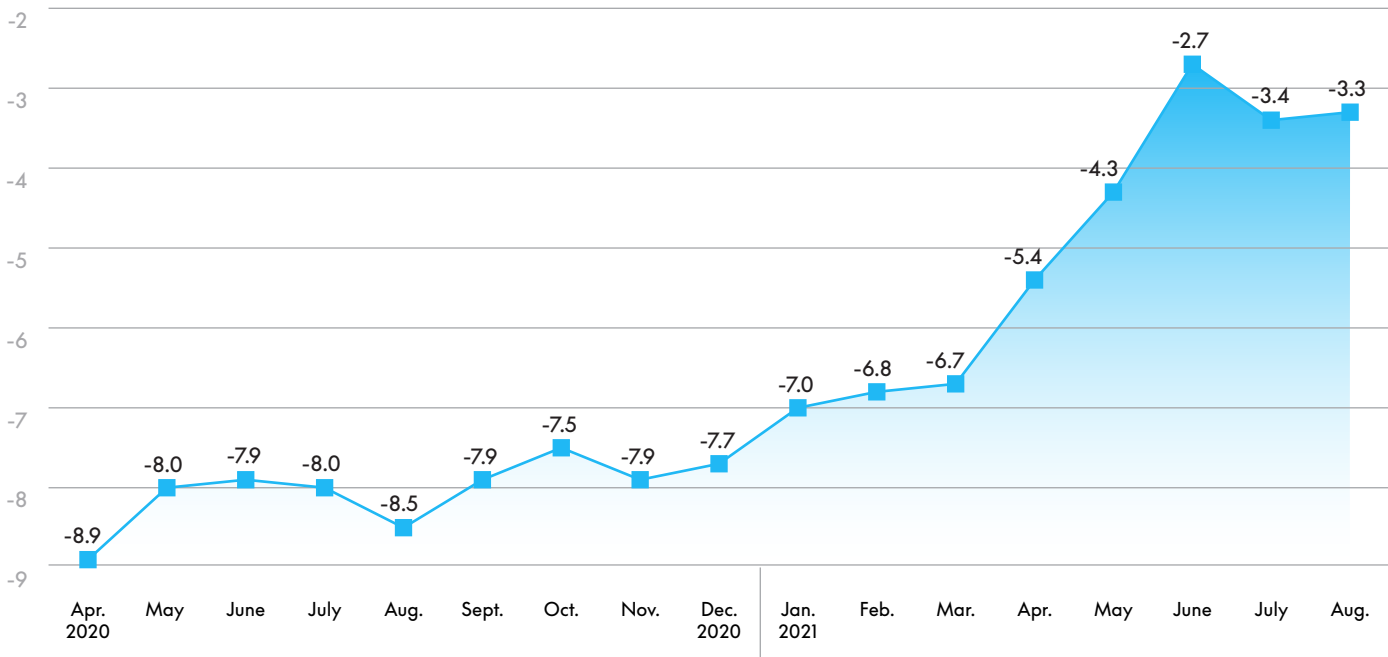
- All mental health sub-scores improved from the prior month.
- The financial risk sub-score has seen the most significant improvement (+1.9 points) from the prior month, continues to be the strongest of all sub-scores and remains significantly above the pre-2020 benchmark.

Mental Health Index™ Sub-scores ² 2021	August	July
Isolation	-4.4	-4.8
Depression	-4.2	-5.2
Anxiety	-4.2	-5.5
Work productivity	-3.9	-5.4
Optimism	-3.3	-3.4
Psychological health	4.4	3.7
Financial risk	11.4	9.5

² The demographic breakdown of sub-scores is available upon request.

Optimism

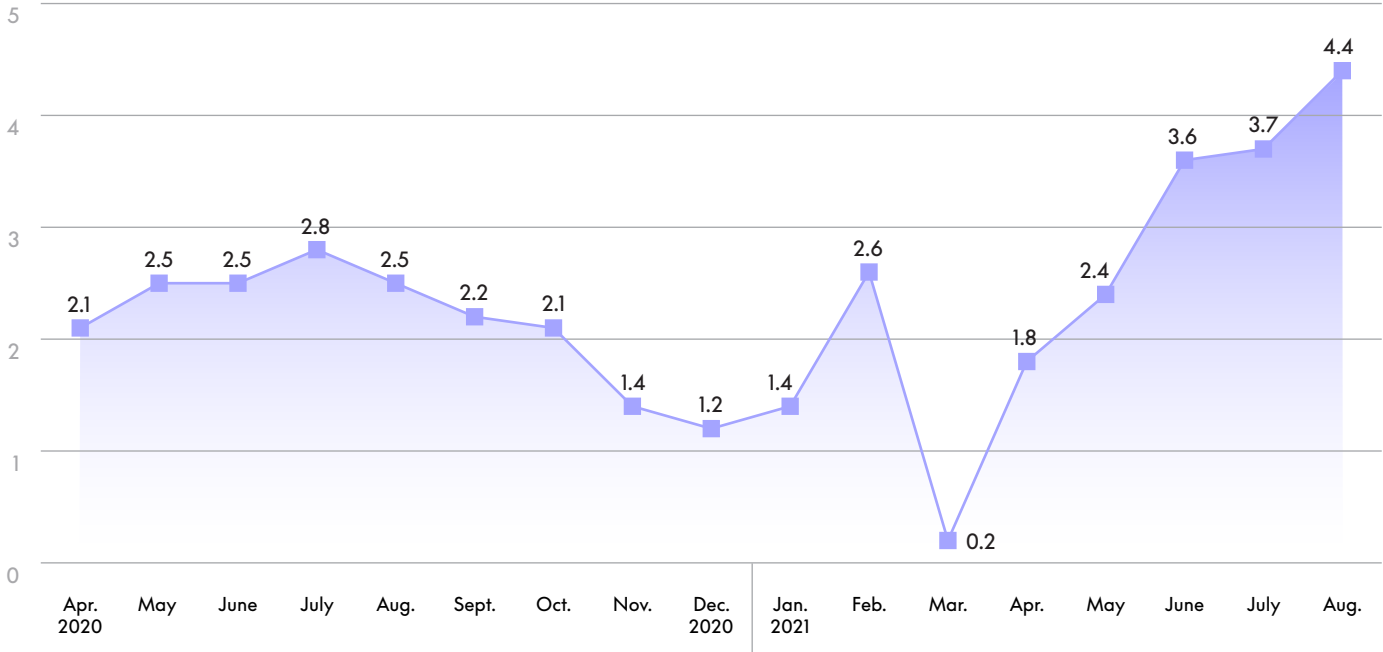
For more than one year, since the launch of the MHI in April 2020, optimism scores have remained significantly below the benchmark. From April 2021, the optimism scores have improved meaningfully and in June 2021, the score (-2.7) was approaching the pre-2020 benchmark. In August 2021, a modest improvement is observed over the prior month to -3.3.



General psychological health

The psychological health sub-score assesses individuals' self-perception of their overall level of psychological health.

While modest improvements to general psychological health were observed from April 2020 to July 2020 and from December 2020 to February 2021, the psychological health score of Americans dropped dramatically in March 2021 (0.2). Since March 2021, psychological health sub-scores have shown six continuous months of improvement, reaching a high of 4.4 in August 2021, more than 4-points above the pre-pandemic benchmark.

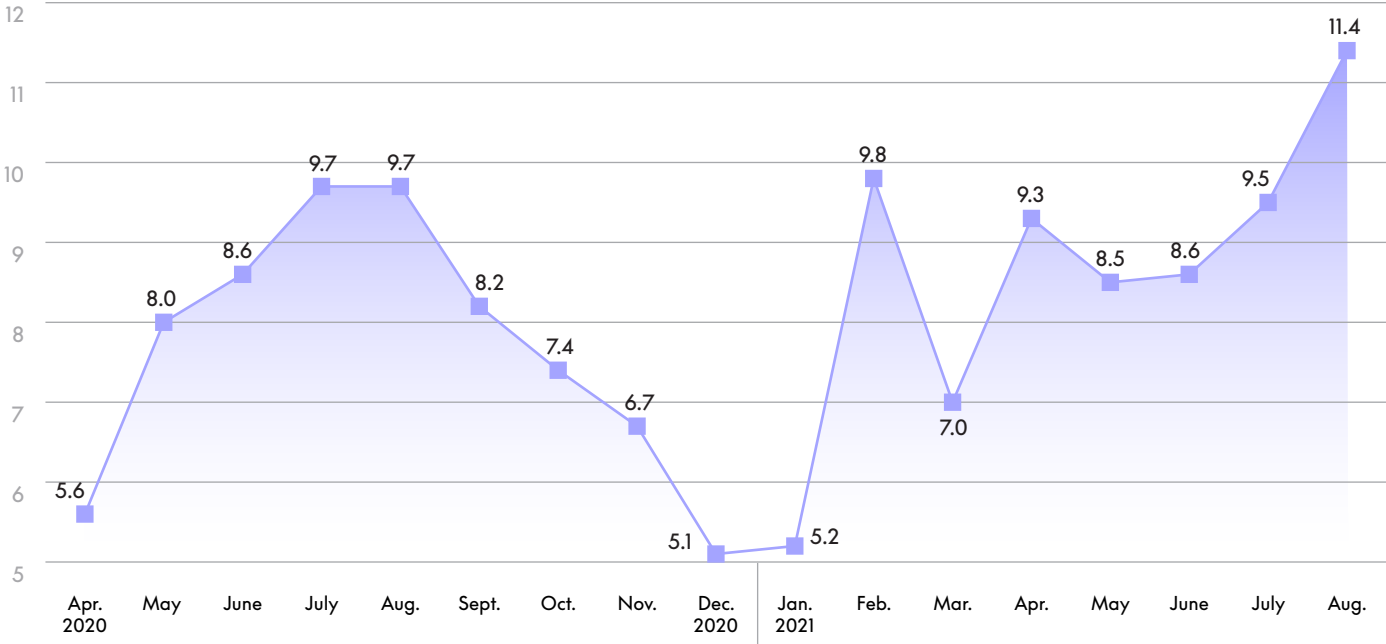


Financial risk

The financial risk sub-score measures the level of individuals' emergency savings.

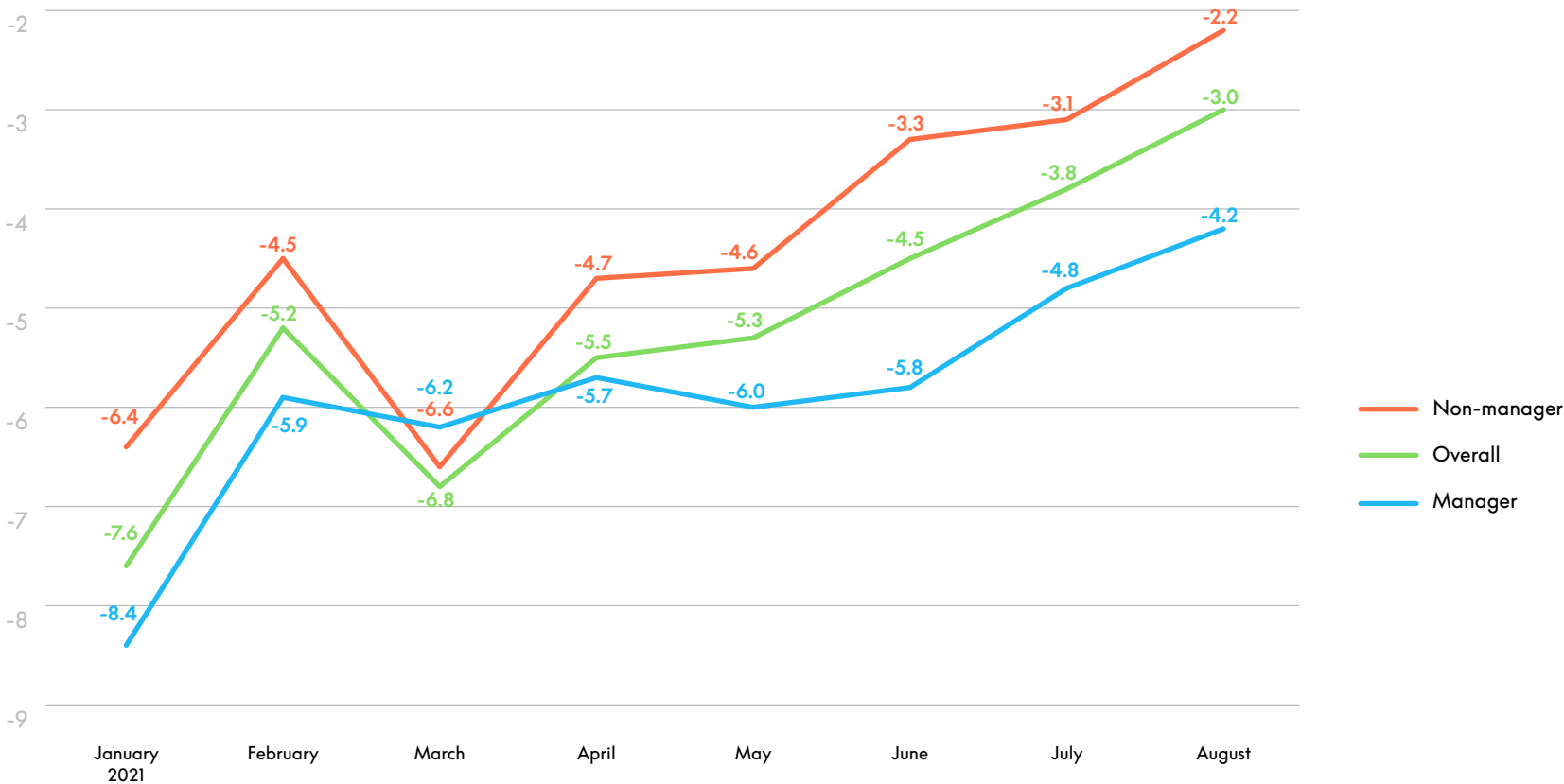
The financial risk sub-score in August 2021 (11.4) is at the highest point since launch of the Index in April 2020.

With a 1.9-point improvement over the prior month, the financial risk sub-score continues to be the strongest of all mental health sub-scores and indicates that people are more likely to maintain emergency savings compared to the pre-2020 benchmark.



Managers compared to non-managers

Since January 2021, the mental health scores of managers have been lower than non-managers and lower than the overall American average with the exception of March. In August 2021, the mental health score of managers is -4.2 compared to -2.2 for non-managers.



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In August 2021, the mental health score of women is -4.3 compared to -1.6 for men.
- In each of the past 17 months, mental health scores are better the older the age cohort.
- Differences in mental health scores between those with and without children have been reported since the launch of the Index in April 2020. More than one year later, this pattern continues with a lower score for those with at least one child (-8.8) compared to those without children (-0.8).

Employment

- Overall, four percent of respondents are unemployed³ and nine percent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (-17.7), followed by those reporting fewer hours (-12.6), and those not currently employed (-3.2).
- Managers have a lower mental health score (-4.2) than non-managers (-2.2).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (0.2).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (-6.5).

Emergency savings

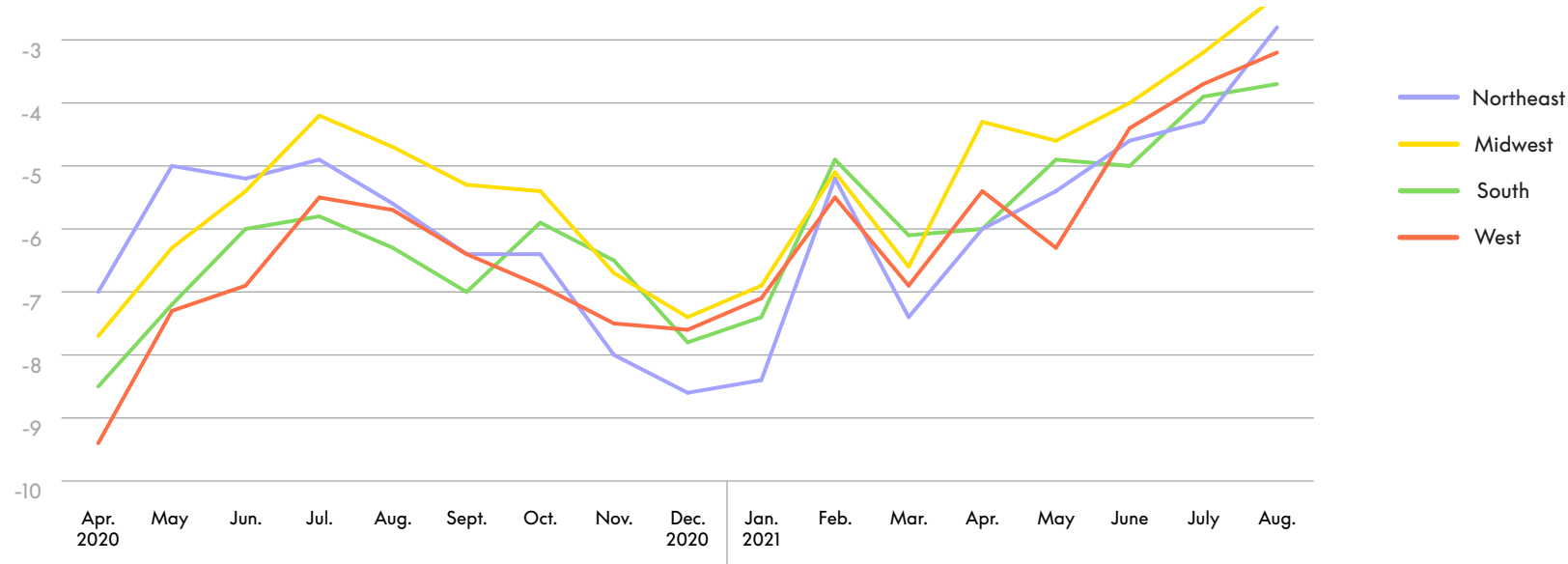
- Those without emergency savings continue to experience a lower mental health score (-21.1) than the overall group. Individuals with emergency savings have a mental health score of 1.1.

3 MHI respondents who have been employed in the past six months are included in the poll.

Mental Health Index™ (regional)

Since April 2020, regional mental health scores had shown general improvement through July 2020, followed by declines until December 2020. Since January 2021, mental health scores have been inconsistent although the overall trend is improving. In August 2021, the mental health scores for all regions have improved compared to the prior month.

- With a 0.8-point improvement from the prior month, the mental health score in the Midwest remains strongest (-2.3).
- Despite a 0.2-point improvement, the Western United States has the lowest mental health score in August 2021 (-3.7).
- The greatest improvement since July is in the Southern United States, a 1.5-point increase over the prior month.



Employment status	Aug. 2021	July 2021
Employed (no change in hours/salary)	-1.9	-2.5
Employed (fewer hours compared to last month)	-12.6	-14.7
Employed (reduced salary compared to last month)	-17.7	-18.9
Not currently employed	-3.2	-3.0
Age group	Aug. 2021	July 2021
Age 20-29	-15.4	-16.4
Age 30-39	-10.6	-11.4
Age 40-49	-6.1	-6.2
Age 50-59	-0.5	-0.3
Age 60-69	3.9	4.5
Number of children	Aug. 2021	July 2021
No children in household	-0.8	-1.7
1 child	-9.9	-9.2
2 children	-7.9	-8.7
3 children or more	-6.9	-8.4

Region	Aug. 2021	July 2021
Northeast	-3.2	-3.7
Midwest	-2.3	-3.2
South	-2.8	-4.3
West	-3.7	-3.9
Gender	Aug. 2021	July 2021
Men	-1.6	-2.1
Women	-4.3	-5.5
Household income	Aug. 2021	July 2021
<\$30K/annum	-10.8	-15.0
\$30K to <\$60K/annum	-7.5	-8.4
\$60K to <\$100K	-2.6	-3.1
\$100K to <\$150K	-1.7	-1.8
\$150K or more	3.2	3.0

Employer size	Aug. 2021	July 2021
Self-employed/sole proprietor	-2.4	-2.7
2-50 employees	-1.9	-3.2
51-100 employees	-6.4	-6.7
101-500 employees	-4.5	-5.3
501-1,000 employees	-6.5	-7.0
1,001-5,000 employees	-2.3	-3.0
5,001-10,000 employees	-1.0	-1.9
More than 10,000 employees	0.2	-1.1
Manager	Aug. 2021	July 2021
Manager	-4.2	-4.8
Non-manager	-2.2	-3.1

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Available upon request:

Specific cross-correlational and custom analyses

Mental Health Index™ (industry)

For the 17th consecutive month, full-time post-secondary students have the lowest mental health score (-18.9). This score continues to be significantly lower than the next lowest scores: individuals employed in Information and Cultural Industries (-11.4) and Food Services (-9.2).

Individuals employed in Real Estate, Rental and Leasing (2.7), Public Administration (2.3), and Transportation and Warehousing (1.3) have the highest mental health scores this month.

Individuals employed in Utilities, Management of Companies and Enterprises, and have seen the greatest improvement in mental health since last month.

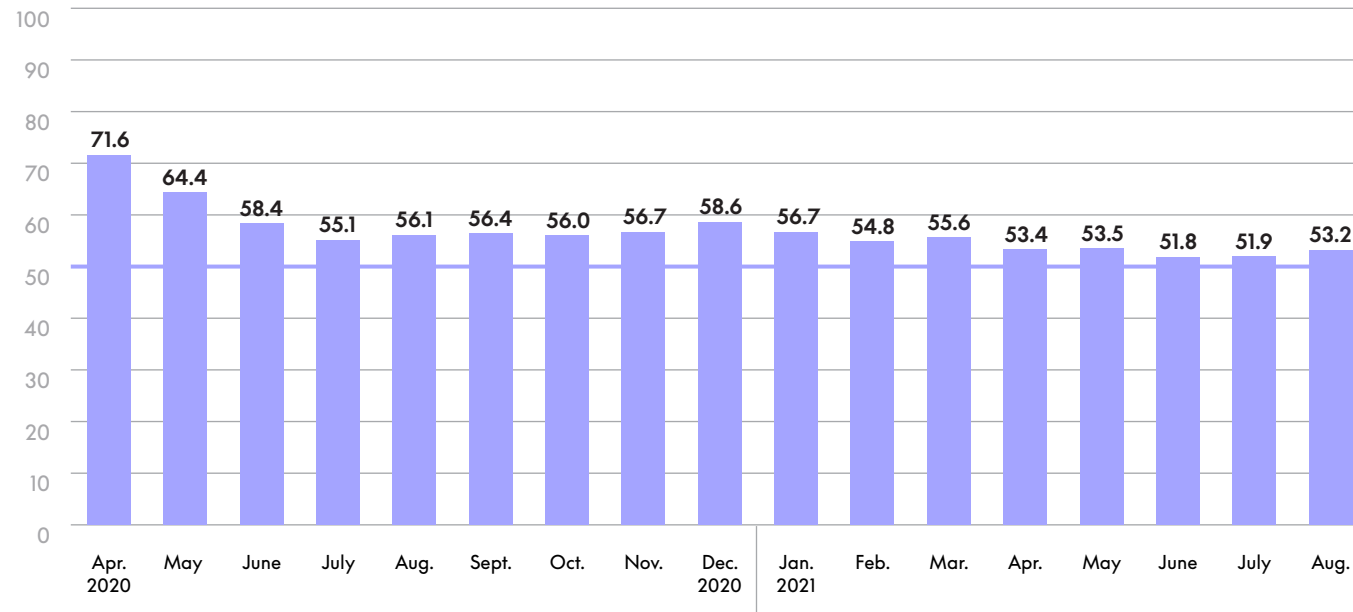
Changes from the prior month are shown in the table.

Industry	August 2021	July 2021	Change
Utilities	-1.9	-7.8	5.9
Management of Companies and Enterprises	-7.0	-11.8	4.9
Construction	-2.5	-6.9	4.4
Transportation and Warehousing	1.3	-1.5	2.8
Real Estate, Rental and Leasing	2.7	0.0	2.7
Mining and Oil and Gas Extraction	-8.1	-10.3	2.2
Agriculture, Forestry, Fishing and Hunting	-0.4	-2.6	2.2
Wholesale Trade	-8.4	-10.2	1.8
Other	-2.9	-4.6	1.8
I am a student	-18.9	-20.4	1.5
Arts, Entertainment and Recreation	-3.1	-4.6	1.5
Retail Trade	-4.5	-5.4	0.9
Administrative and Support services	-5.6	-6.4	0.8
Professional, Scientific and Technical Services	-0.5	-1.1	0.6
Finance and Insurance	-2.3	-2.7	0.4
Health Care and Social Assistance	-4.7	-4.9	0.2
Educational Services	-2.2	-2.2	0.0
Other services (except Public Administration)	-3.1	-2.9	-0.2
Public Administration	2.3	2.9	-0.6
Food Services	-9.2	-8.2	-1.1
Information and Cultural Industries	-11.4	-9.9	-1.5
Manufacturing	-1.6	0.0	-1.6
Accommodation	-4.3	1.2	-5.5

The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for August 2021 is 53.2.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 17 percent of the population is experiencing more mental stress compared to the prior month, with 10 percent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the American population.



- ▲ More mental stress
- 50 = No change from prior month
- ▼ Less mental stress

MStressChg Current
Month—August 2021

53.2

MStressChg
July 2021

51.9

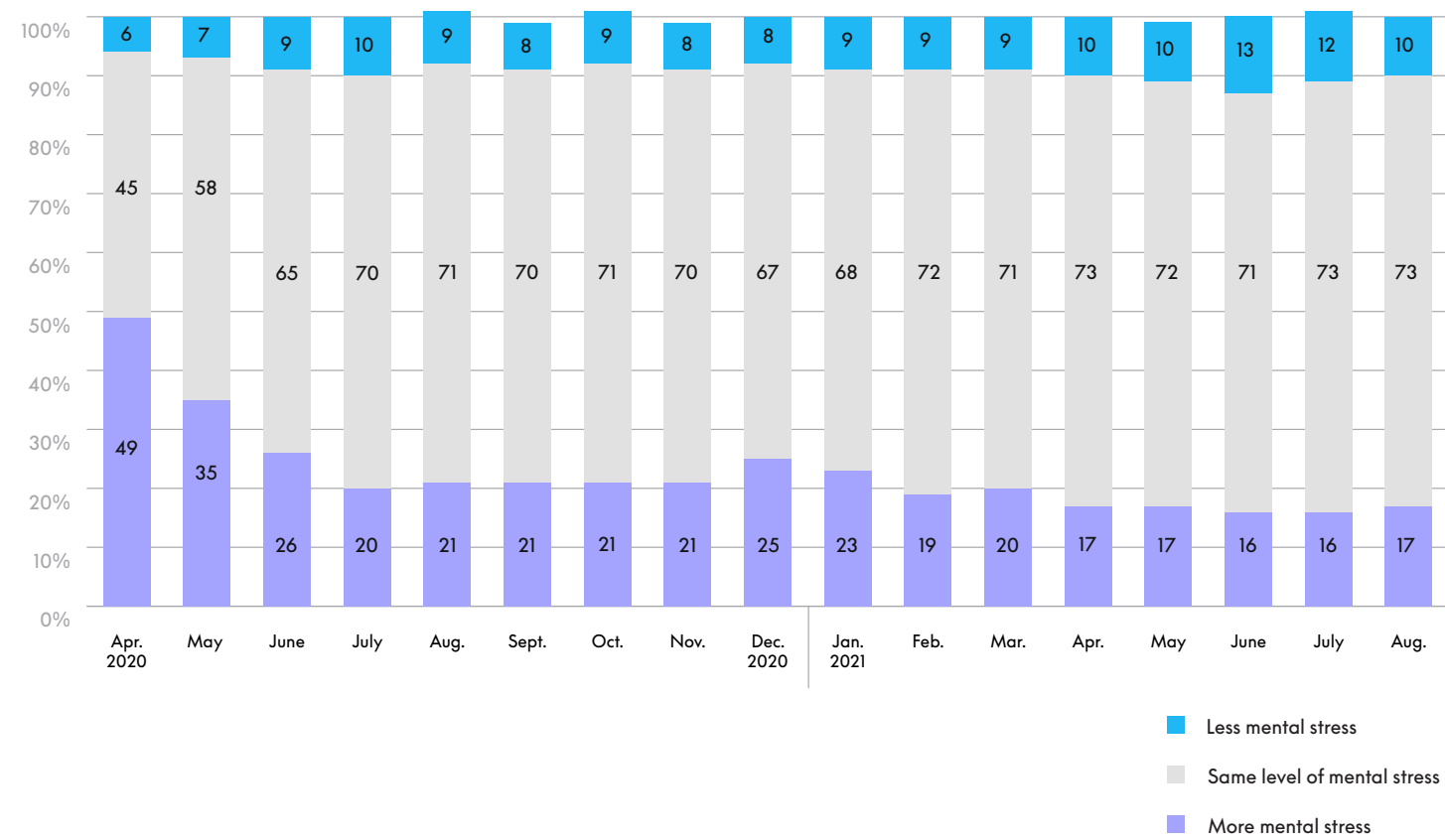
Mental Stress Change (percentages)

Mental Stress Change tracks stress changes each month. The percentages of those experiencing more stress, the same level of stress, and less stress for each month of the survey are shown in the graph.

For more than one year, the percentage of those experiencing more mental stress than the previous month has steadily decreased; however, the data showing this decline is too insignificant to lower the overall Mental Stress Change score to below 50 (the level at which stress is lower than the previous month). As the proportion of individuals reporting the same level of stress or more stress than the previous month continues to outweigh the proportion reporting less mental stress, the population will continue to feel the effects of significantly increased stress and will not be able to reach a more sustainable and healthy level of stress.

In April 2020, 49 percent of individuals reported an increase in mental stress. The number of respondents reporting increased month-over-month mental stress is 17 percent in August 2021, while 73 percent of respondents report the same level of mental stress and 10 percent report a decrease in mental stress.

Mental Stress Change by month



Demographics

- Since the launch of the MHI in April 2020, younger people have experienced a greater increase in mental stress month over month compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared to men. In August 2021, the mental stress change score for women is 53.7 compared to 52.8 for men.

Geography

- The greatest increase in month-over-month stress is for respondents living in the Midwest (53.6), followed by the Southern United States (53.3), the Northeast (53.0), and the Western United States (52.9).

Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (67.7), followed by employed people with reduced hours (57.7), unemployed people (51.1), and employed people with no change to salary or hours (52.6).
- Managers have a greater increase in mental stress (55.2) than non-managers (52.1).

Employment status	Aug. 2021	July 2021
Employed (no change in hours/salary)	52.6	50.9
Employed (fewer hours compared to last month)	57.7	59.9
Employed (reduced salary compared to last month)	67.7	69.0
Not currently employed	51.1	48.5
Age group	Aug. 2021	July 2021
Age 20-29	59.9	56.9
Age 30-39	57.4	55.7
Age 40-49	54.8	53.3
Age 50-59	51.4	49.8
Age 60-69	50.0	48.0
Number of children	Aug. 2021	July 2021
No children in household	51.8	50.3
1 child	58.4	56.6
2 children	56.4	54.8
3 children or more	53.8	54.1

Region	Aug. 2021	July 2021
Northeast	53.0	51.8
Midwest	53.6	50.8
South	53.3	52.2
West	52.9	52.8
Gender	Aug. 2021	July 2021
Men	52.8	51.3
Women	53.7	52.5
Household income	Aug. 2021	July 2021
<\$30K/annum	52.8	54.2
\$30K to <\$60K/annum	54.2	52.6
\$60K to <\$100K	52.3	51.6
\$100K to <\$150K	54.6	52.3
\$150K or more	52.7	50.5

Employer size	Aug. 2021	July 2021
Self-employed/sole proprietor	51.7	50.9
2-50 employees	53.6	51.9
51-100 employees	54.1	51.3
101-500 employees	53.0	53.8
501-1,000 employees	55.0	55.0
1,001-5,000 employees	53.4	50.6
5,001-10,000 employees	54.5	48.5
More than 10,000 employees	51.5	51.4
Manager	Aug. 2021	July 2021
Manager	55.2	53.2
Non-manager	52.1	51.2

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Available upon request:

Specific cross-correlational and custom analyses

The Mental Stress Change (industry)

In August 2021, individuals employed in Transportation and Warehousing (47.3), Utilities (49.0), and Construction (49.3) report less mental stress than the prior month. A score of 50 means that the proportion of the population experiencing more stress is balanced by the proportion experiencing less stress. A score below 50 indicates that the group is experiencing less stress than the prior month.

Full-time post-secondary students continue to have the most significant increase in mental stress (60.4), followed by Individuals employed in Information and Cultural Industries have the most significant increase in mental stress (59.8) followed by full-time post-secondary students, and those in Wholesale Trade (57.8).

Mental Stress changes from the last two months are shown in the table.

Industry	August 2021	July 2021
Transportation and Warehousing	47.3	49.4
Utilities	49.0	52.1
Construction	49.3	53.4
Management of Companies and Enterprises	50.0	53.1
Mining and Oil and Gas Extraction	50.0	56.3
Public Administration	51.2	49.4
Manufacturing	51.6	51.2
Retail Trade	52.0	52.7
Professional, Scientific and Technical Services	52.1	52.3
Other	52.3	50.0
Accommodation	52.4	42.9
Educational Services	52.8	48.3
Real Estate, Rental and Leasing	53.2	50.5
Agriculture, Forestry, Fishing and Hunting	53.9	50.9
Other services (except Public Administration)	53.9	53.0
Food Services	54.1	53.2
Arts, Entertainment and Recreation	54.1	52.9
Administrative and Support services	55.3	53.1
Finance and Insurance	55.5	53.9
Health Care and Social Assistance	55.7	53.7
Wholesale Trade	57.8	58.3
I am a student	58.0	60.4
Information and Cultural Industries	59.8	58.6

Spotlight

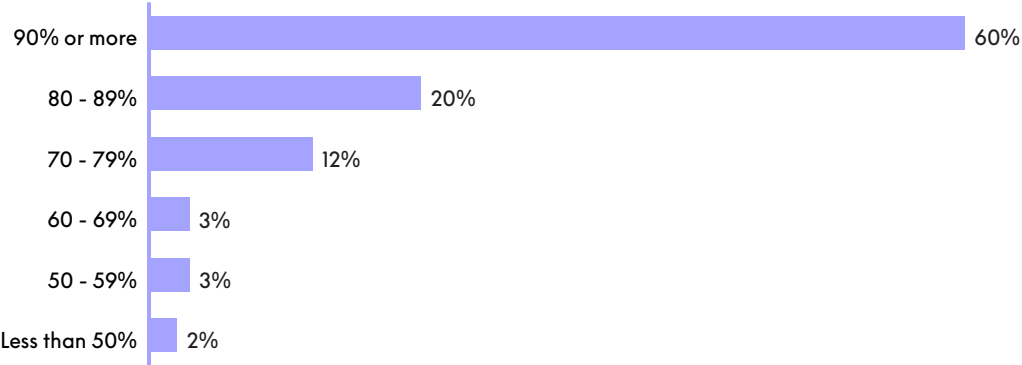
Productivity

Discretionary effort

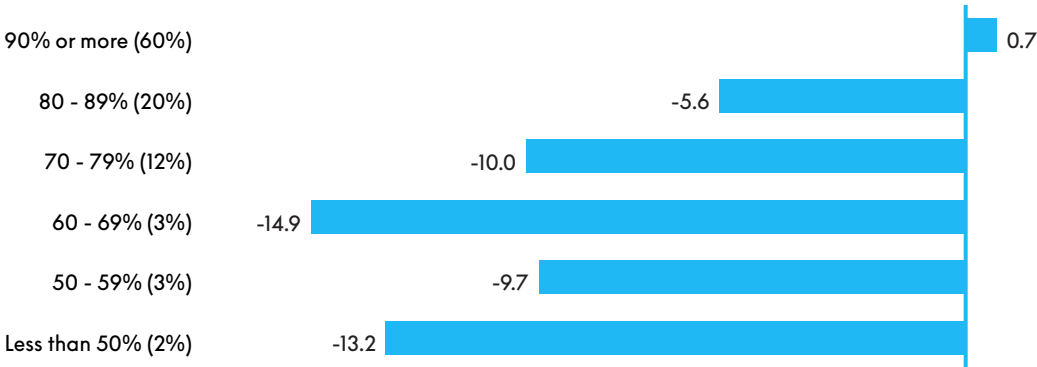
In August 2021, Americans were asked how much energy they give to their work on a typical day. Among U.S. respondents in August, the average energy given to their work is 87 percent compared to the pre-2020 benchmark of 89 percent.

- Six in 10 (60 percent) Americans report giving 90 percent or more of their energy to their work and this group has the most favorable mental health score (0.7).
- Respondents under the age of 30 are less likely (56 percent) to give 90 percent or more of their energy into work compared to respondents older than 50 (66 percent).

Energy given to work on a typical day



MHI score by energy given to work on a typical day

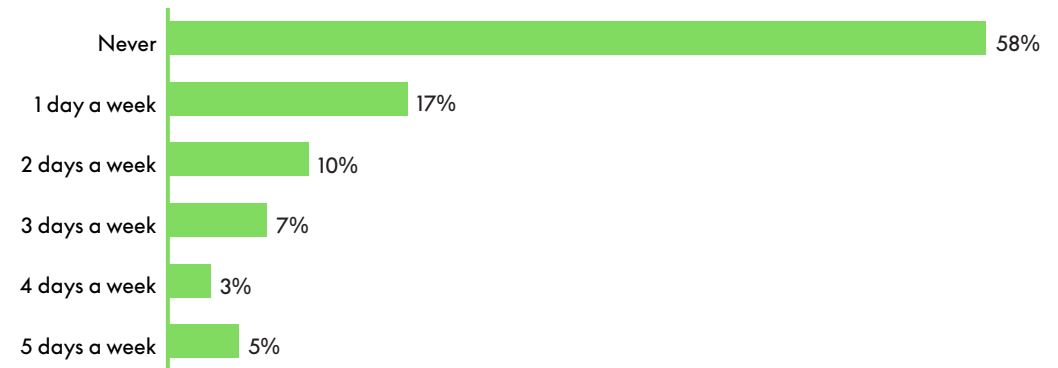


Presenteeism

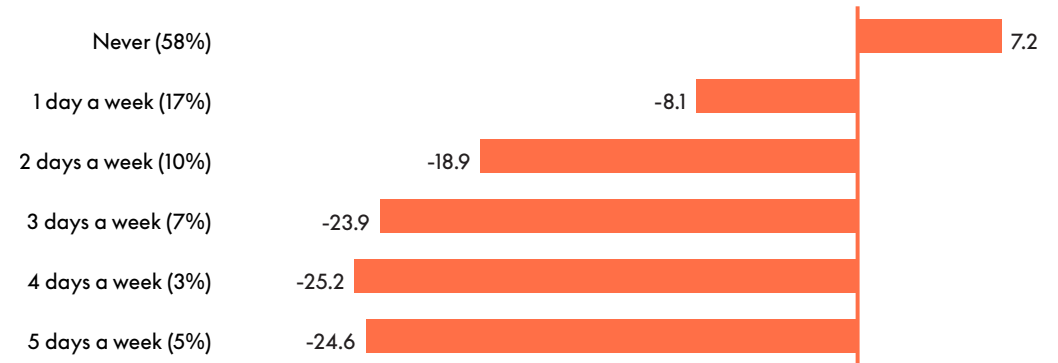
Presenteeism refers to productivity loss when someone is working while unwell⁴. Respondents were asked how often they worked when feeling unwell, physically, or psychologically, in a typical week.

- More than 40 percent (42 percent) report doing their job when feeling unwell at least 1 day per week. The mental health scores among this group are significantly below those who report never working while feeling unwell.
- The most favorable mental health score, at more than seven points above the pre-2020 benchmark (7.2), is seen among 58 percent of people reporting that they never work when feeling unwell.
- Employed people with no change to salary or hours are more than twice as likely to report never working when feeling unwell compared to employed people with reduced salary.
- Sixty percent of parents work when feeling unwell at least one day per week compared to 40 percent of non-parents.

Number of days working when feeling unwell



MHI score by number of days working when feeling unwell



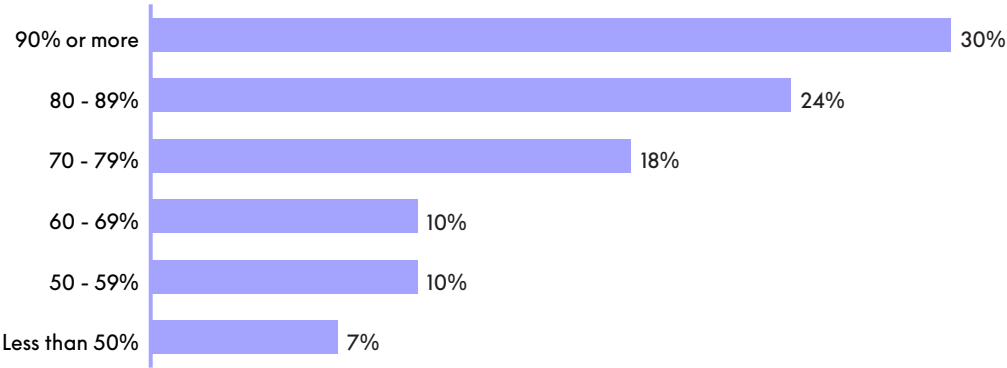
⁴ Schultz, Chen, and Edington, The cost and impact of health conditions on presenteeism to employers: a review of the literature, *Pharmacoeconomics*. 2009; 27(5): 365-78. doi: 10.2165/00019053-200927050-00002.

Work effort when feeling unwell

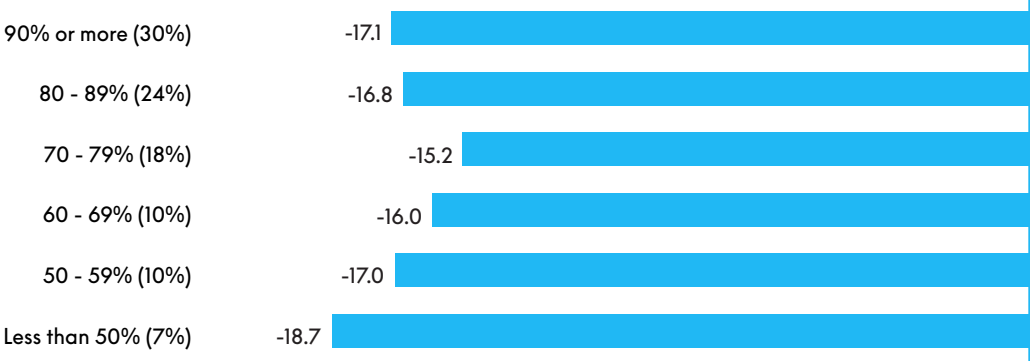
Respondents who reported working when feeling unwell, physically, or psychologically, at least one day per week were asked how much energy they give to their work.

- Among this group, the average amount of energy put into work each day while feeling unwell is 76 percent, 11 percent less than when they feel well.
- While nearly one-third (30 percent) report giving 90 or more percent of their energy into work while being unwell, this group has a distinctly lower mental health score (-17.1) compared to the national average (-3.0).

Energy given to work when feeling unwell

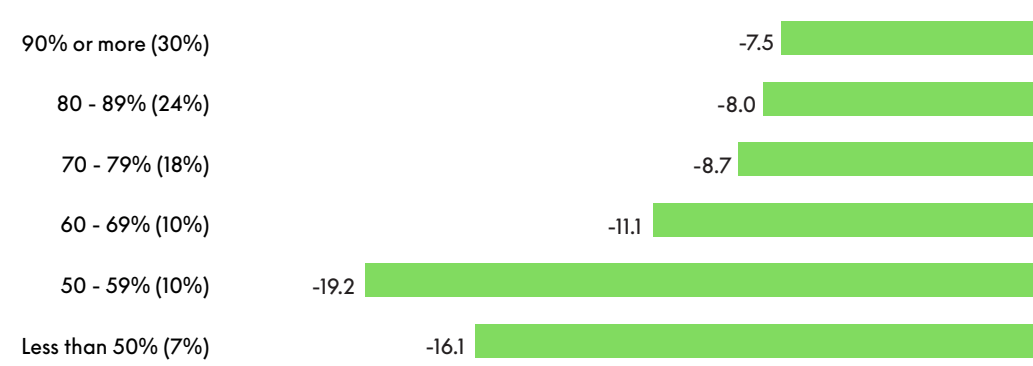


MHI score by energy given to work when feeling unwell



- Those who work when feeling unwell have significantly lower isolation scores than the national average.
- Seven percent give less than 50 percent of their energy to work when they are unwell, and this group has the least favorable mental health score (-18.7).

Isolation score by energy given to work when feeling unwell



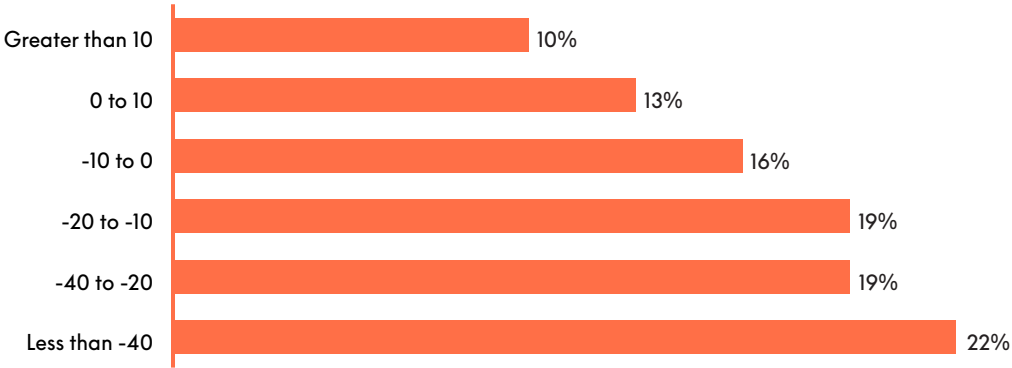
Productivity loss

Productivity, as it is defined here, is impacted by three main elements: absenteeism, discretionary effort, and presenteeism.

While absenteeism contributes to a loss in productivity, benchmark data indicates that this is a small proportion of the overall loss. The greater impacts to productivity loss are from discretionary effort and presenteeism. The following section estimates⁴ the productivity loss using the discretionary effort and presenteeism data collected in August 2021.

- Mental health scores are strongly associated with productivity. Lower mental health scores correspond to greater productivity loss and higher mental health scores correspond to less productivity loss.
- Five percent of respondents have a mental health score of -40 or lower. The productivity loss of this group is 12 percent lower than the 31 percent of respondents who have a mental health score of 10 or higher.

Average productivity loss by MHI score



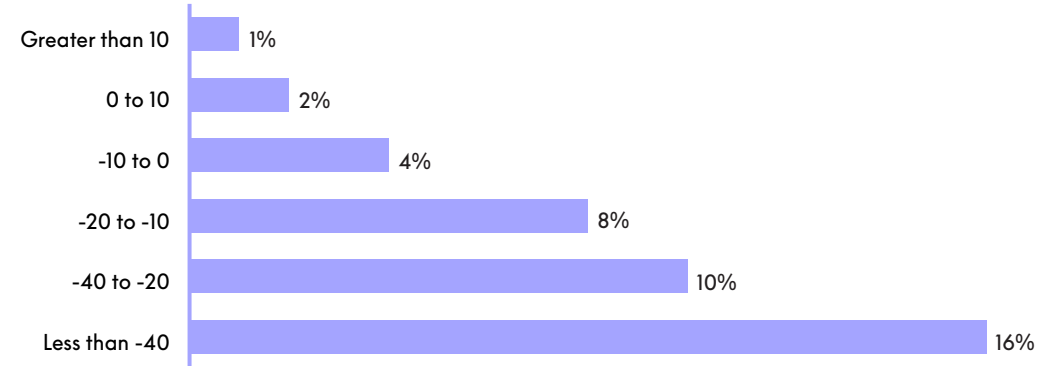
4 The premise of this estimate assumes an average of 240 workdays per year.

Losses due to presenteeism

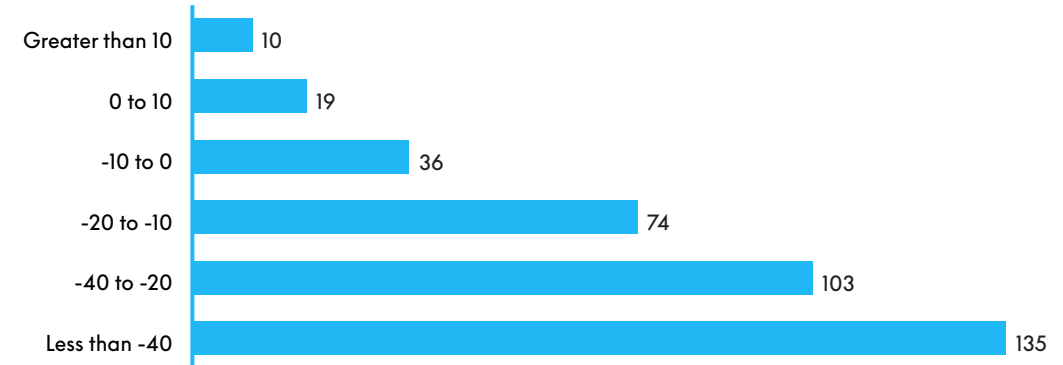
Nearly one-quarter (23 percent) of the respondent group have mental health scores below -20. Among this group, presenteeism has a greater contribution to productivity loss than discretionary effort.

- Presenteeism-related productivity losses account for one percent of those with the highest mental health scores, corresponding to an average of 10 unwell days per year.
- The highest productivity losses are seen among five percent with mental health scores below -40. This group also has the greatest number of unwell days per year (135 days).

Average productivity loss due to presenteeism by MHI score



Average days unwell by MHI score



Engagement

Respondents were asked whether they would recommend their organization as a great place to work.

- Nearly 70 percent (69 percent) consider their organization a great place to work, and this group has the most favorable mental health score (0.1).
- The least favorable mental health score (-10.3) is seen among 13 percent who do not consider their organization a great place to work.
- Non-managers are 40 percent more likely than managers to disagree that their organization is great place to work.

My organization is a great place to work



MHI score by my organization is a great place to work

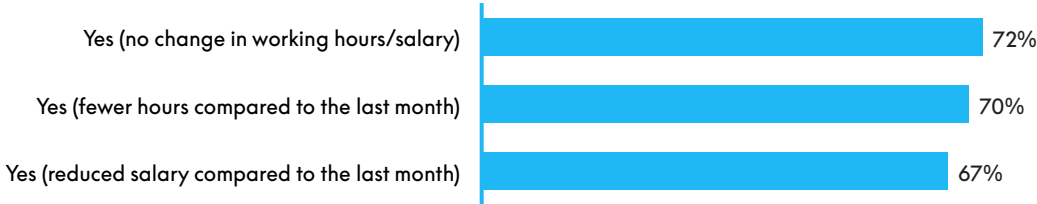


Individuals who recommend their organization as a great place to work have 88 percent productivity compared to 82 percent among those who are unsure, and 79 percent among those who would not recommend their organization as a great place to work.

My organization is a great place to work (age)



My organization is a great place to work (employment status)



My organization is a great place to work (productivity)



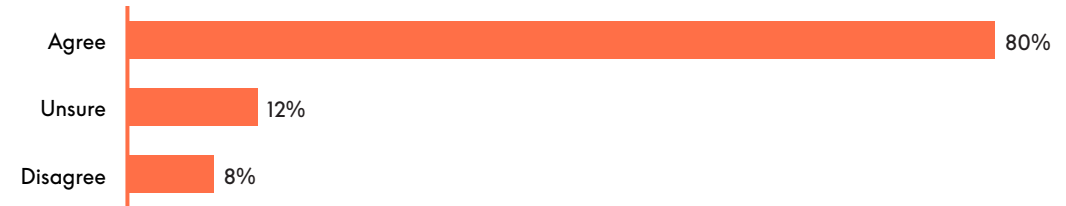
Workplace belonging and acceptance

Workplace belonging and acceptance pre-pandemic

Respondents were asked whether they felt a sense of belonging and acceptance at work before the pandemic.

- Twenty percent felt unsure or did not feel a sense of belonging and acceptance at work before the pandemic. These individuals have mental health scores significantly below the national average and significantly below those who felt belonging and acceptance at work.
- Eight in ten (80 percent) felt a sense of belonging and acceptance at work before the pandemic and this group has the most favorable mental health score (0.2).

Sense of belonging and acceptance at work before the pandemic



MHI score by sense of belonging and acceptance at work before the pandemic

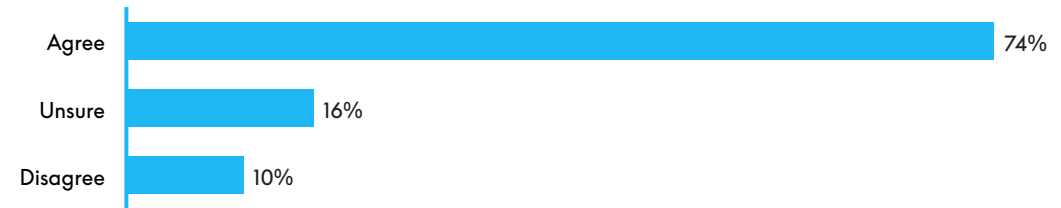


Workplace belonging and acceptance currently

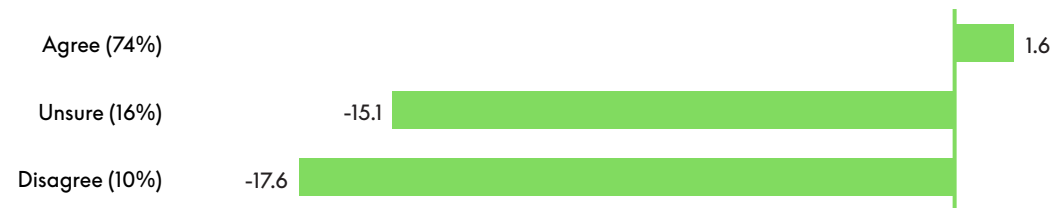
Respondents were asked whether they have felt a sense of belonging and acceptance at work during the past month.

- While 80 percent report having felt a sense of belonging and acceptance at work prior to the pandemic, only 74 percent have that same feeling in the past month.
- The highest mental health score (-1.6) and the best isolation score (0.5) are seen among the group who feel a sense of belonging and acceptance at work in the past month. Both scores are notably higher than the national averages.
- More than one-quarter (26 percent) feel unsure or do not feel a sense of belonging and acceptance at work in the past month. Both groups have mental health and isolation scores distinctly below those who feel belonging and acceptance at work.

Sense of belonging and acceptance at work currently



MHI score by sense of belonging and acceptance at work currently



Isolation score by sense of belonging and acceptance at work currently



Among the group of 3,000 Americans who completed both the April 2021 and August 2021 survey results:

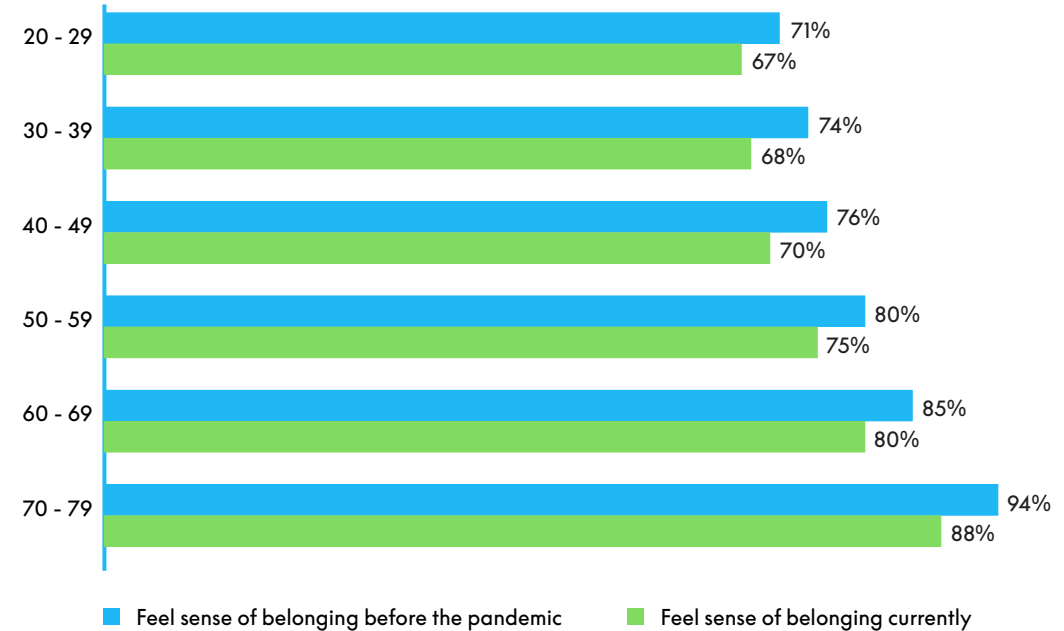
- Sixty-five percent who are working at the jobsite feel a sense of belonging and acceptance at work.
- Those who are working exclusively from home have worse isolation scores (-2.5) than those working from the jobsite (0.4) and those splitting time between home and the jobsite (-1.6).
- Among individuals working from home full-time or splitting their work between the home and the jobsite during the pandemic, their sense of belonging and acceptance has declined from 77 percent pre-pandemic to 71 percent currently.

The [July 2021 MHI report](#) showed that for 35 percent of Americans, working at the jobsite full-time is their ideal work situation, 29 percent want to work from home-part-time and 36 percent want to work from home full-time. Considering the results of July 2021 and August 2021 for the same respondents, the isolation score for those who want to work at the jobsite full-time is 3.9 compared to -2.1 for those who want to work from home part-time, and -8.0 for those who want to work from home full-time.

Sense of belonging and acceptance: a comparison of groups

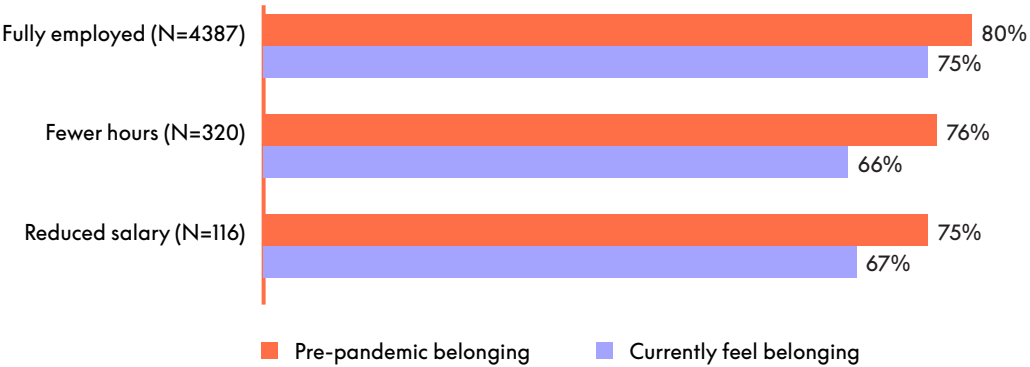
- Across all age groups, the percentage of Americans reporting feeling a sense of belonging and acceptance at work has decreased from before the pandemic compared to currently.
- While there is a decrease in feeling a sense of belonging and acceptance at work across all age groups compared to before the pandemic, the proportion of people who report a sense of belonging and acceptance at work increases with older age groups.

Feeling a sense of belonging and acceptance at work before the pandemic and currently (age)



Employed people with no change to salary or hours have greatest sense of belonging and acceptance at work both pre-pandemic (80 percent) and in the past month (75 percent) compared to those working fewer hours (76 percent to 66 percent) and those with reduced salary (75 percent to 67 percent).

Feeling a sense of belonging and acceptance at work before the pandemic and currently (employment status)



**Sense of belonging and acceptance at work:
productivity**

Individuals who feel a sense of belonging and acceptance at work have higher productivity (88 percent) than those who do not feel a sense of belonging and acceptance at work (76 percent).

Productivity among those who feel a sense of belonging and acceptance at work currently



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 people who live in the United States and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United States.

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™ has been published monthly since April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between July 30 and August 5, 2021.

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 (percentage reporting less mental stress + 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 world leader in providing digital and in-person solutions that support the total wellbeing of individuals. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.

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