

# The Mental Health Index by LifeWorks™

United States of America | June 2021



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# June 2021 highlights

## **Key insight: More than one-quarter of Americans are unclear of their employer's plan for work or do not believe that their employer has a plan**

More than 50% of the US population has received at least one COVID vaccine, (Teneo, June 2) and confirmed coronavirus cases in the United States have fallen to level not seen since March 2020 (Teneo, June 4). However, vaccine hesitancy is leading to a decline in vaccination rates, jeopardizing herd immunity and President Biden's goal of administering at least one vaccine dose to 70% of adults by July 4. While all states have seen at least a two-thirds decline from peak vaccination rates, declines are most notable in the South and the Midwest (Teneo, June 7).

### **Americans need clarity on employer return to work plans**

- 20% of Americans are unclear of their employer's plan for work/the worksite and another 8% do not believe that their employer has a plan.
- 48% believe that their employer will want everyone back working the way they were before the pandemic.
- 28% of people that work from home, and have always worked from home, or have the flexibility to choose their own work location have among the most favorable mental health scores.
- 4% of people believe that their employer will be flexible regarding where they work and this group has a higher-than-average mental health score.

## **Americans continue to struggle with their mental health**

- The Mental Health Index for June is 4.5-points below the pre-2020 benchmark.
- 55% of Americans have had difficulty with their mental health.
- Nearly one in five (17%) of Americans fear getting ill or a loved one getting ill with COVID-19.
- 14% of Americans indicate that isolation has been the most difficult for them in terms of their mental health.
- People who are fully vaccinated have better mental health scores than the overall group.
- People without emergency savings continue to experience a lower score in mental health (-21.4) than the overall group (-4.5) and those with an emergency savings (0.1).
- Managers continue to have lower mental health scores (-5.8) than non-managers (-3.3). The difference for June 2021 is the largest so far in 2021.

### The mental health of children has been impacted by the pandemic

- Mental health scores are significantly below the benchmark among parents indicating a decline in the mental health of their children compared to before the pandemic.
- Despite the strain of the pandemic, 22% of parents report an improved relationship with their children.

### Full-time post-secondary students continue to be beset with difficulties

- For the 15th consecutive month, full-time students have the lowest mental health score.
- 20% of students indicate that isolation has been the most difficult for them in terms of their mental health.
- Other difficulties affecting the mental health of students include job prospects after graduation (23%), change in income (22%), and online courses (20%).

**48%**

believe their employer will want work

to return to the way it was pre-pandemic

**28%**

are unclear of their employer's plan for work

or do not believe that their employer has a plan

**20%**

of students say that isolation

is affecting their mental health

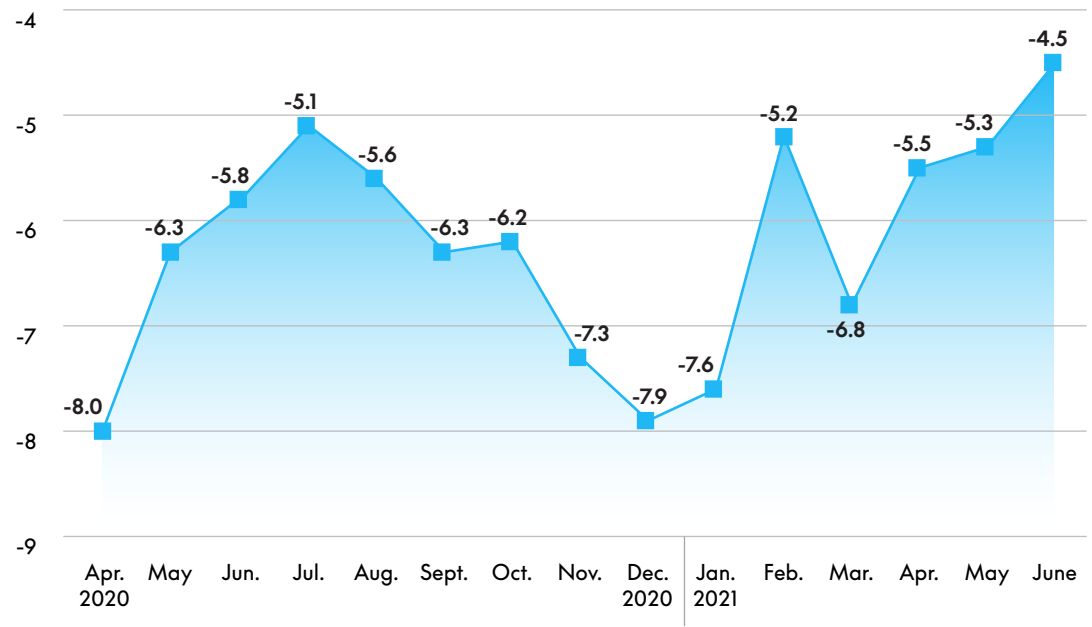
**4%**

believe that their employer will be flexible

regarding where they work and this group has a higher-than-average mental health score

# The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark<sup>1</sup> of mental health and risk. The overall Mental Health Index™ for June 2021 is -4.5 points. A 4.5-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed thirty-fifth percent of the benchmark population.



**MHI Current Month**  
**June 2021**

**-4.5**

**May 2021**

**-5.3**

<sup>1</sup> 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 work productivity (-6.9 points), followed by anxiety (-6.6), depression (-6.4), isolation (-6.3), and optimism (-2.7). Both general psychological health (3.6), and financial risk (8.6) are above the pre-pandemic benchmark.

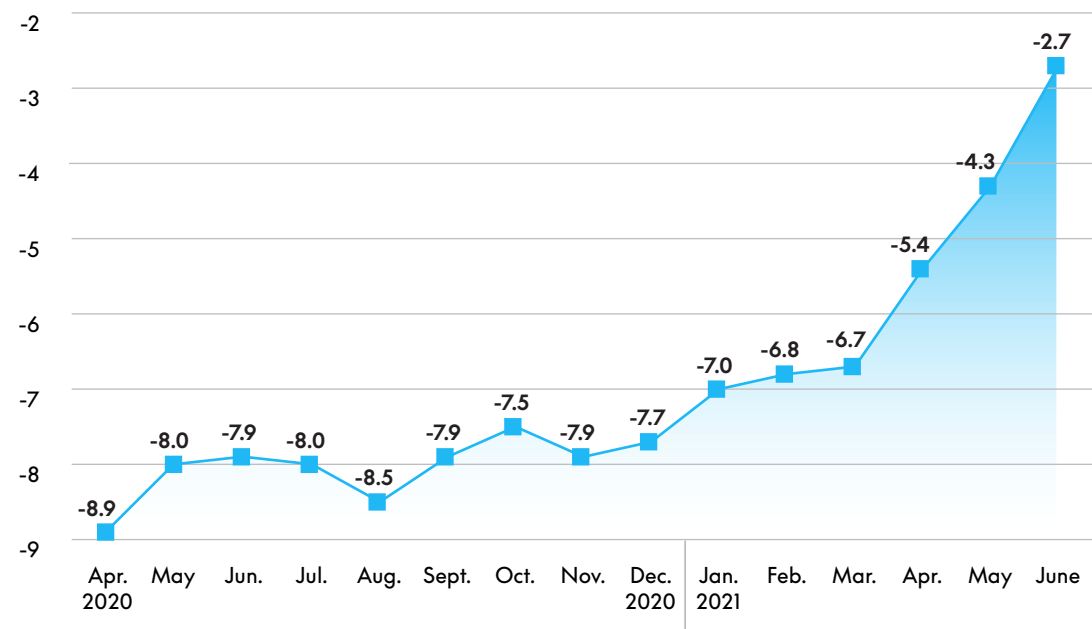
- All mental health sub-scores have improved from May 2021.
- With an 1.6-point increase, the optimism score has the greatest improvement from the prior month.
- The financial risk score in June 2021 (8.6) remains nearly equal to May 2021 (8.5) and continues to be the strongest of all sub-scores, well-above the pre-2020 benchmark.

Mental Health Index™ Sub-scores <sup>2</sup> 2021	June	May
Work productivity	-6.9	-8.2
Anxiety	-6.6	-6.9
Depression	-6.4	-7.5
Isolation	-6.3	-6.8
Optimism	-2.7	-4.3
Psychological health	3.6	2.4
Financial risk	8.6	8.5

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

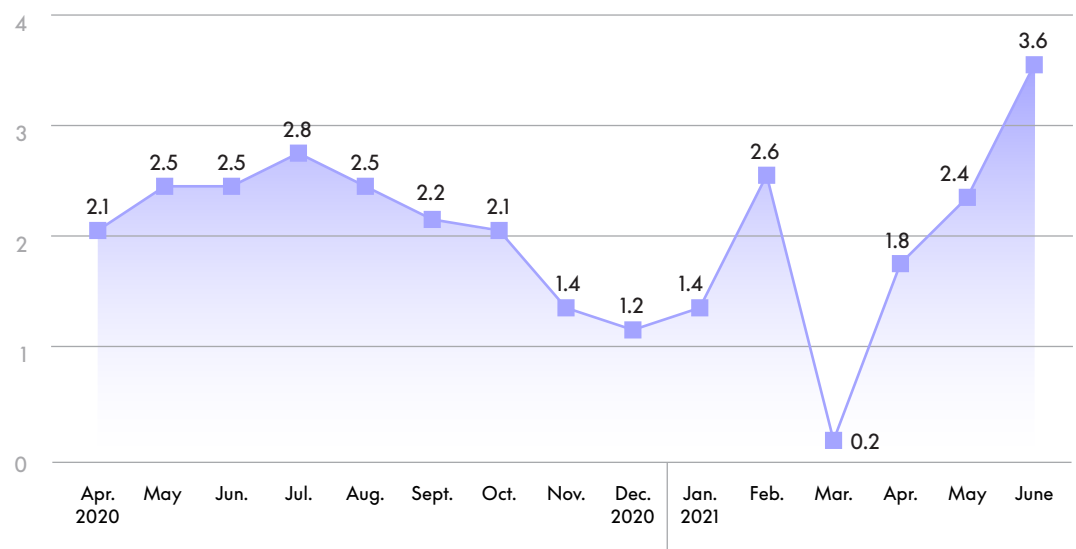
# Optimism

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 is approaching the pre-2020 benchmark. While it remains nearly 3-points below the benchmark, increases over the last three months suggest that working Americans are looking ahead to a return to pre-pandemic activity.



# General psychological health

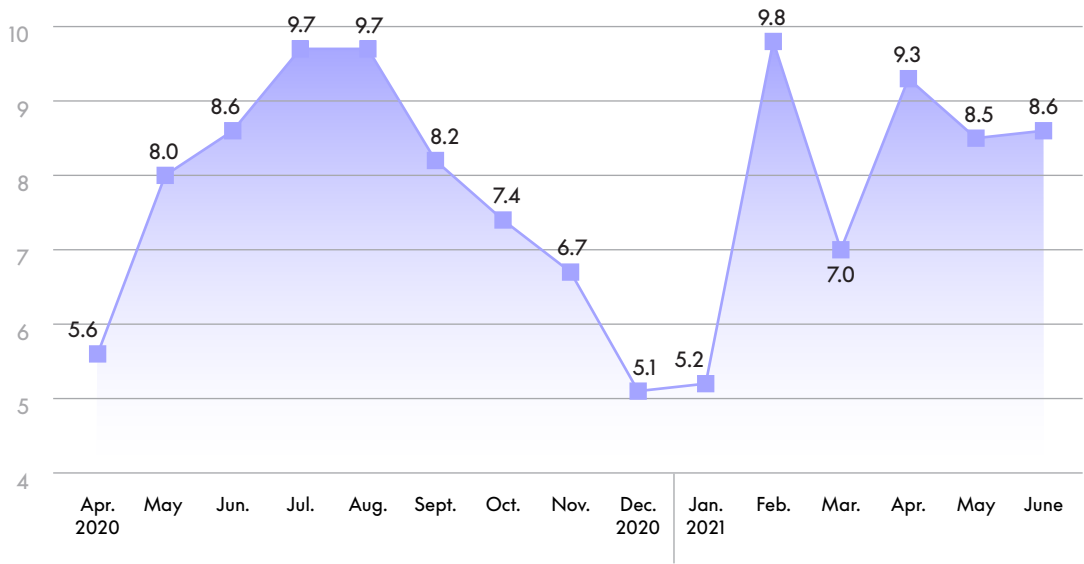
The psychological health measure assesses individuals' self-perception of their overall level of psychological health. While modest improvements to general psychological health were observed from April 2020 to July 2020 and from December 2020 to February 2021, the psychological health score of Americans dropped dramatically in March 2021 (0.2). Since then, general psychological health has improved dramatically to a new high of 3.6 in June 2021, nearly 4-points above the pre-pandemic benchmark.





Financial risk

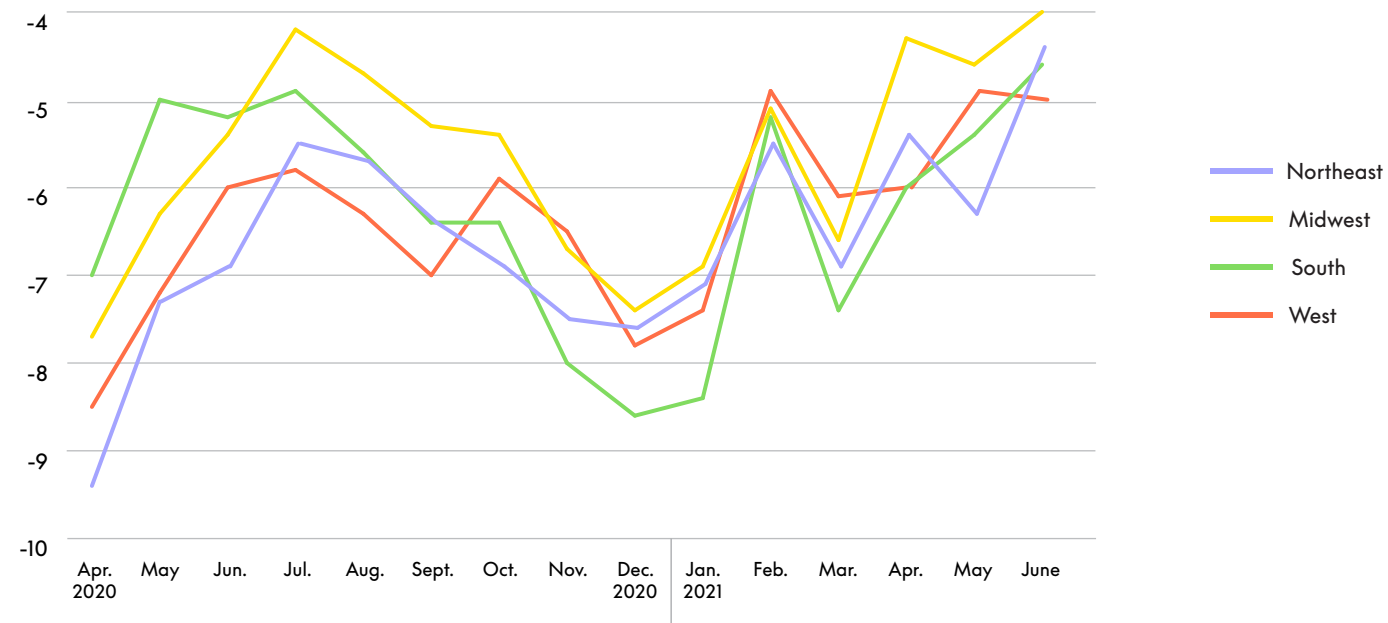
The financial risk score in June 2021 (8.6) shows a slight improvement compared to prior month (8.5) and continues to be the strongest of all mental health sub-scores. Scores above zero indicate that more people are more likely to maintain emergency savings compared to the pre-2020 benchmark.



# 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 June 2021, the mental health score for the western United States has declined slightly whereas, the mental health scores for the Southern, Midwest, and Northeast regions of the United States improved compared to the prior month.

- With a 0.7-point improvement from the prior month, the mental health score in the Midwest remains strongest (-4.0).
- The lowest mental health score in June is observed in the West (-5.0), a marginal decline from May 2021.
- The greatest improvement is in the Northeast, a nearly 2-point improvement from May 2021.



## Demographics

- Since the start of the MHI, women have had a significantly lower mental health score than men. In June 2021, the mental health score of women is -6.2 compared to -2.9 for men.
- In each of the past fifteen months, mental health scores have improved with age.
- Differences in mental health scores between people with and without children have been seen 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 (-8.7) compared to those without children (-2.5).

## Employment

- Overall, four percent of respondents are unemployed<sup>3</sup> and ten percent report reduced hours or reduced salary.
- Individuals reporting working fewer hours compared to the prior month have the lowest mental health score (-15.5), followed by those reporting reduced salary (-15.3), and those not currently employed (-12.8).
- Managers have a lower mental health score (-5.8) than non-managers (-3.3).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (-0.4).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (-8.5).

## Emergency savings

- People without emergency savings continue to experience a lower score in mental health (-21.4) than the overall group. Individuals with emergency savings have a mental health score of 0.1.

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

Employment status	June 2021	May 2021
Employed (no change in hours/salary)	-2.8	-3.4
Employed (fewer hours compared to last month)	-15.5	-14.9
Employed (reduced salary compared to last month)	-15.3	-18.1
Not currently employed	-12.8	-15.1
Age group	June 2021	May 2021
Age 20-29	-15.3	-16.7
Age 30-39	-10.3	-11.4
Age 40-49	-6.6	-7.7
Age 50-59	-1.0	-1.0
Age 60-69	4.6	2.9
Number of children	June 2021	May 2021
No children in household	-2.5	-3.4
1 child	-10.4	-10.2
2 children	-7.8	-10.0
3 children or more	-6.0	-6.8

Region	June 2021	May 2021
Northeast	-4.4	-6.3
Midwest	-4.0	-4.6
South	-4.6	-5.4
West	-5.0	-4.9
Gender	June 2021	May 2021
Men	-2.9	-4.0
Women	-6.2	-6.6
Household income	June 2021	May 2021
<\$30K/annum	-15.4	-16.5
\$30K to <\$60K/annum	-8.5	-9.4
\$60K to <\$100K	-3.3	-4.4
\$100K to <\$150K	-2.9	-3.5
\$150K or more	1.6	1.4

Employer size	June 2021	May 2021
Self-employed/sole proprietor	-3.1	-6.1
2-50 employees	-3.8	-3.9
51-100 employees	-7.8	-9.3
101-500 employees	-4.0	-6.9
501-1,000 employees	-8.5	-6.6
1,001-5,000 employees	-4.4	-4.7
5,001-10,000 employees	-3.4	-4.3
More than 10,000 employees	-0.4	-1.4
Manager	June 2021	May 2021
Manager	-5.8	-6.0
Non-manager	-3.3	-4.6

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 fifteenth consecutive month, full-time post-secondary students have the lowest mental health score (-22.6). This score continues to be significantly lower than the next lowest scores, among individuals in Food Services (-12.4), and Management of Companies and Enterprises (-11.9).

Individuals employed in Real Estate, Rental and Leasing (4.0), Public Administration (0.9), and Manufacturing (-0.1) show the highest mental health scores this month.

Individuals employed in Real Estate, Rental and Leasing, the Agriculture, Forestry, Fishing and Hunting, and Public Administration have seen the greatest improvement in mental health since last month.

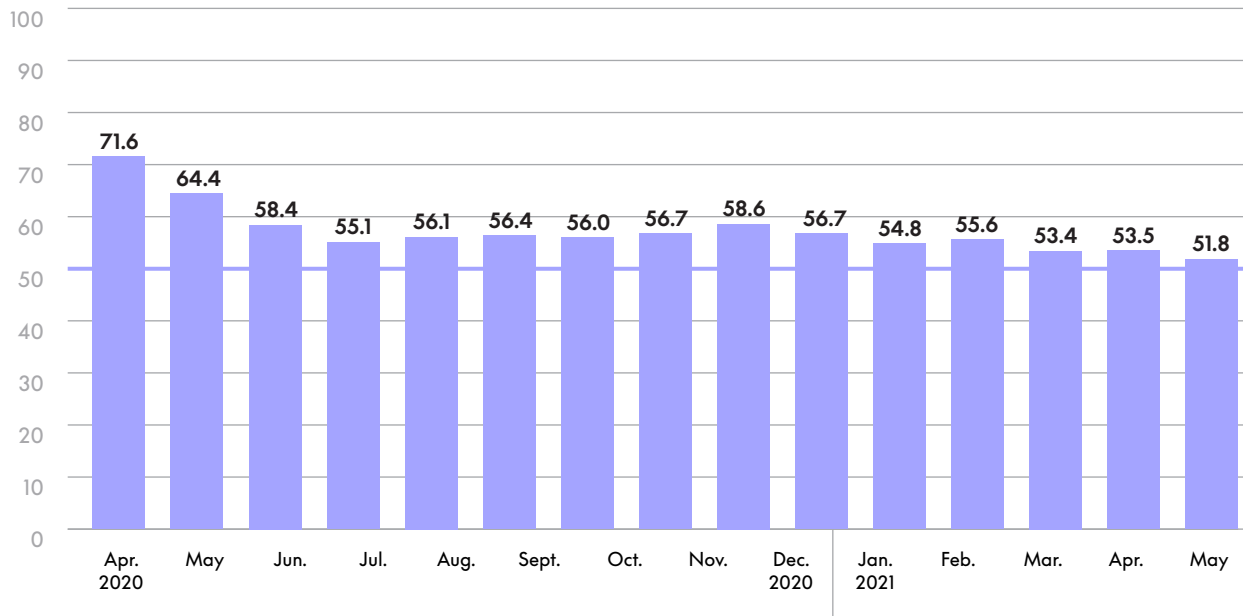
Changes from the prior month are shown in the table.

Industry	June 2021	May 2021	Change
Real Estate, Rental and Leasing	4.0	0.2	3.8
Agriculture, Forestry, Fishing and Hunting	-8.7	-11.6	2.8
Public Administration	0.9	-1.6	2.5
Manufacturing	-0.1	-2.2	2.0
Transportation and Warehousing	-1.8	-3.6	1.8
Other	-5.6	-7.3	1.7
Information and Cultural Industries	-10.3	-12.0	1.7
Retail Trade	-6.0	-7.4	1.3
Accommodation	-1.9	-3.2	1.3
Construction	-5.1	-6.3	1.2
Educational Services	-2.1	-3.3	1.1
I am a student	-22.6	-23.6	1.0
Arts, Entertainment and Recreation	-4.0	-5.0	1.0
Professional, Scientific and Technical Services	-0.9	-1.7	0.8
Health Care and Social Assistance	-5.9	-6.7	0.8
Utilities	-4.3	-3.8	-0.5
Wholesale Trade	-10.9	-10.3	-0.5
Finance and Insurance	-4.3	-2.8	-1.6
Food Services	-12.4	-10.6	-1.8
Other services (except Public Administration)	-6.0	-3.7	-2.3
Administrative and Support services	-7.3	-4.9	-2.4
Management of Companies and Enterprises	-11.9	-5.2	-6.6

# 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 June 2021 is 51.8.** While this score reflects a net increase in mental stress compared to the prior month, the change is less pronounced than it has been since the launch of the MHI in April 2020.

The current score indicates that 16 per cent of the population is experiencing more mental stress compared to the prior month, with 13 per cent experiencing less.



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

MStressChg Current  
Month—June 2021

51.8

MStressChg  
May 2021

53.5

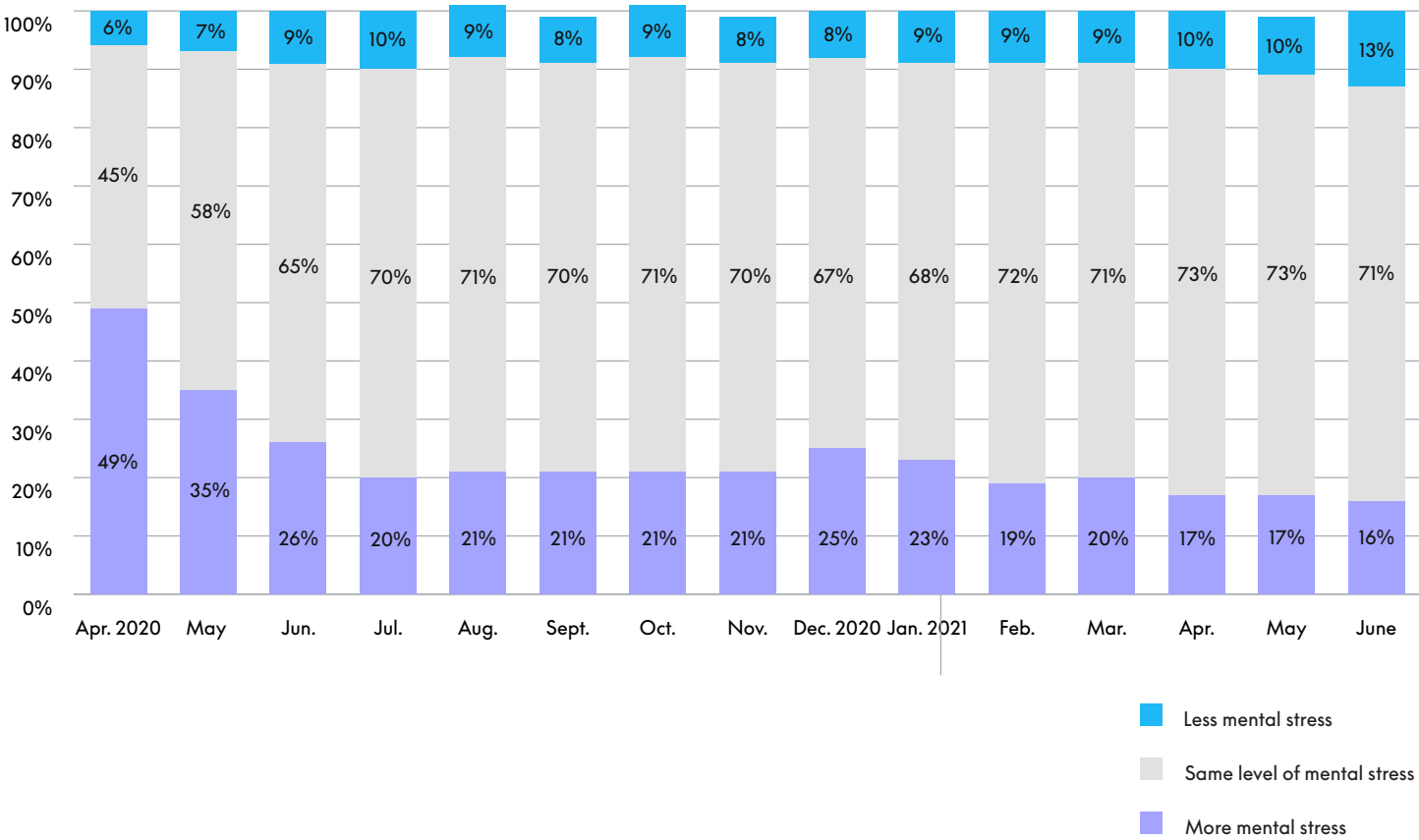
# Mental Stress Change (percentages)

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. Those reporting increased month-over-month mental stress reduced to 16 percent in June 2021, while 71 percent of respondents report the same level of mental stress and 13 percent report a decrease in mental stress.

Mental Stress Change by month



## Demographics

- Since the start of the MHI in April 2020, younger people are experiencing a greater increase in mental stress month over month, when compared to older respondents.
- Since April 2020, females have had larger increases in mental stress compared with males. In June 2021, the mental stress change score of women is 52.6 compared to 51.0 for men.

## Geography

- The greatest increase in stress month-over-month stress is for respondents living in the West (52.9), followed by the Midwest (51.9), the Northeast (51.6), and the South (51.1).

## Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (65.1), followed by employed people with reduced hours (58.5), unemployed people (54.0), and employed people with no change to salary or hours (50.7).
- Managers have a greater increase in mental stress (53.7) than non-managers (50.4).



Employment status	June 2021	May 2021
Employed (no change in hours/salary)	50.7	52.3
Employed (fewer hours compared to last month)	58.5	59.5
Employed (reduced salary compared to last month)	65.1	63.3
Not currently employed	54.0	59.1
Age group	June 2021	May 2021
Age 20-29	55.6	58.3
Age 30-39	54.6	56.6
Age 40-49	52.8	54.5
Age 50-59	50.3	51.5
Age 60-69	47.9	49.5
Number of children	June 2021	May 2021
No children in household	50.5	52.2
1 child	57.0	57.4
2 children	52.6	56.3
3 children or more	51.9	54.8

Region	June 2021	May 2021
Northeast	51.6	53.9
Midwest	51.9	54.1
South	51.1	53.3
West	52.9	52.8
Gender	June 2021	May 2021
Men	51.0	53.2
Women	52.6	53.9
Household income	June 2021	May 2021
<\$30K/annum	52.9	60.2
\$30K to <\$60K/annum	52.8	53.9
\$60K to <\$100K	51.4	53.1
\$100K to <\$150K	52.2	52.9
\$150K or more	50.8	52.0

Employer size	June 2021	May 2021
Self-employed/sole proprietor	49.3	53.2
2-50 employees	50.9	52.9
51-100 employees	52.2	54.4
101-500 employees	50.9	54.2
501-1,000 employees	55.5	54.6
1,001-5,000 employees	53.3	52.4
5,001-10,000 employees	51.0	53.1
More than 10,000 employees	50.9	52.7
Manager	June 2021	May 2021
Manager	53.7	55.0
Non-manager	50.4	52.5

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)

Mental Stress Change scores for individuals employed in Accommodation (44.7), Real Estate, Rental, and Leasing (45.1), Arts, Entertainment, and Recreation (47.4), Transportation and Warehousing (48.5), and Food Services (48.9) indicate that overall, people in these industries are experiencing less mental stress when compared to the prior month.

Full-time post-secondary students continue to have the most significant increase in mental stress (59.3), followed by individuals employed in Management of Companies and Enterprises (58.8), and Utilities (57.8).

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

Industry	June 2021	May 2021
Accommodation	44.7	50.0
Real Estate, Rental and Leasing	45.1	47.4
Arts, Entertainment and Recreation	47.4	52.3
Transportation and Warehousing	48.5	47.2
Food Services	48.9	57.5
Manufacturing	50.3	50.2
Educational Services	50.6	51.8
Professional, Scientific and Technical Services	50.7	54.0
Public Administration	50.8	50.8
Construction	51.0	52.8
Other	51.4	52.5
Wholesale Trade	51.8	52.3
Information and Cultural Industries	52.5	62.4
Other services (except Public Administration)	52.7	50.6
Retail Trade	52.7	55.1
Health Care and Social Assistance	53.8	56.6
Administrative and Support services	54.1	54.3
Finance and Insurance	54.6	52.7
Agriculture, Forestry, Fishing and Hunting	54.8	58.2
Utilities	57.8	54.6
Management of Companies and Enterprises	58.8	53.5
I am a student	59.3	67.4

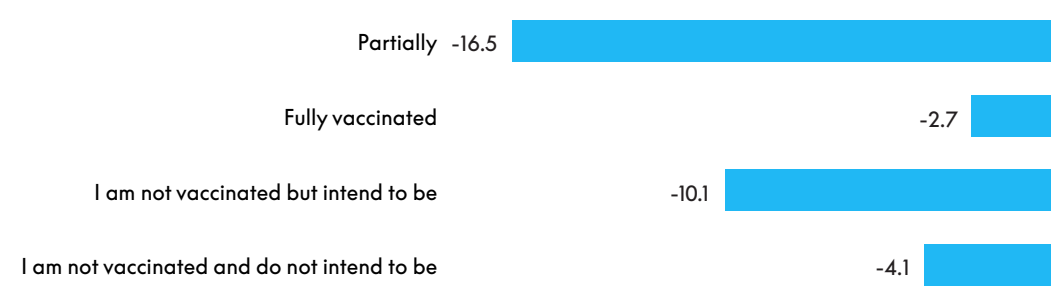
# Spotlight

## Vaccination

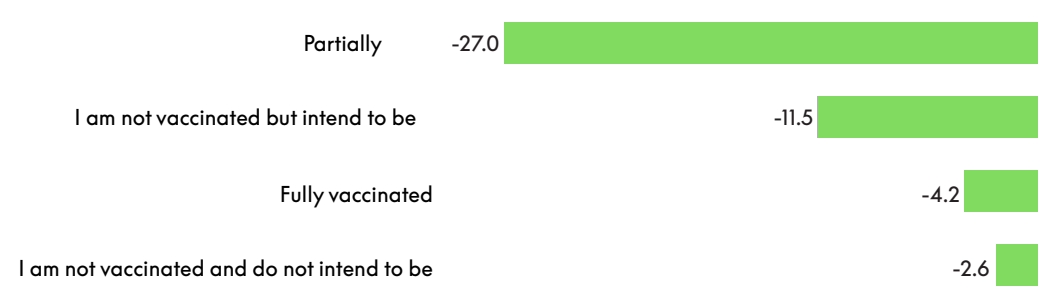
In April 2021, half (50 percent) of Americans reported that vaccination against COVID-19 or reaching herd immunity would most improve their outlook for the future. In June 2021, Americans were asked about their vaccination status.

- People who are fully vaccinated have better mental health scores than the overall group.
- Respondents aged 50 and older are more than forty percent more likely to report being fully vaccinated against COVID-19 than people under 40.

**MHI score by vaccination status**



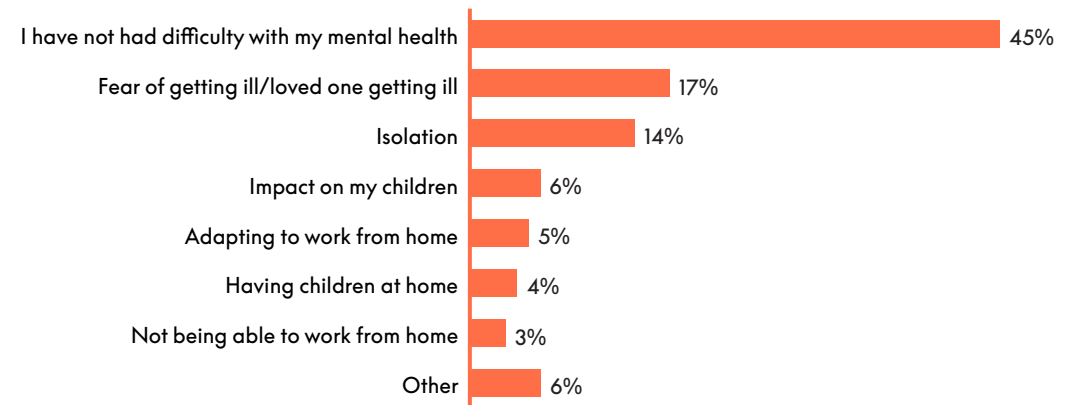
**Isolation score by vaccination status**



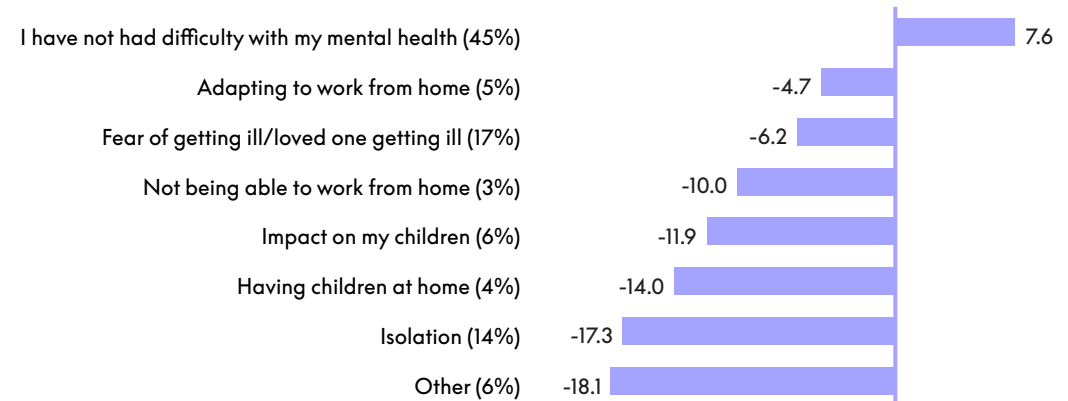
## Challenges to mental health

- Fifty-five percent of Americans have had difficulty with their mental health.
- Nearly half (45 percent) report having no difficulty with their mental health and this group has the highest mental health score (7.6).
- Fourteen percent indicate that isolation is the most difficult for them in terms of their mental health and this group has a mental health score (-17.3), nearly thirteen points below the overall average (-4.5).
- Employed people with fewer hours or reduced salary are more than twice as likely to have difficulty with their mental health than employed people with no change to hours or salary.

## Challenges to mental health



## MHI score by challenges to mental health



## Relationship with and mental health of children

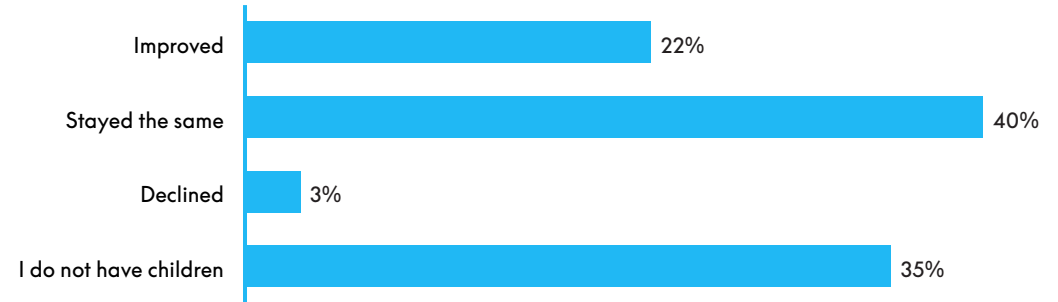
The lives of American children have been upended since the first pandemic-related closures were announced in Spring 2020. Since then, children have had to rapidly adapt to changes at school, including online learning, and have limited social interactions, including isolation from friends and extended family members. The impact of the past fifteen months on the mental wellbeing of children will be examined for its influence on their physical, social, and emotional development as well as their reintegration as life returns to the 'new normal'.

### Relationship with children

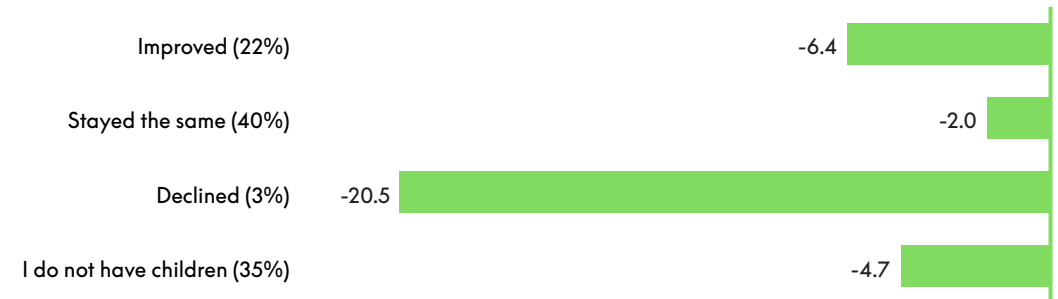
Respondents were asked about the state of their relationship with their children during the pandemic.

- Forty percent of parents indicate that the relationship with their children has remained the same during the pandemic and this group has the most favorable mental health score (-2.0).
- Three percent report a decline in their relationship and this group has the least favorable mental health score (-20.5).
- Managers are two and one-half times more likely than non-managers to report an improved relationship with their children.

### Relationship with children



### MHI score by relationship with children



**Mental health of school-age children (ages 6-12)**

Parents of school-age children (ages 6 to 12) were asked about the mental health of their children compared to before the pandemic.

- Half of parents indicate that the mental health of their school-age children has stayed the same as it was before the pandemic and this group has the most favorable mental health score (-8.6).
- Forty-three percent report that mental health of their children has improved compared to prior to the pandemic.
- Seven percent report a decline in the mental health of their school-age children compared to before the pandemic and these parents have the least favorable mental health score (-18.4).
- Managers are twice as likely as non-managers to report that the mental health of their children is improving compared to before the pandemic.

**Mental health of school-age children (ages 6-12)**



**MHI score by mental health of school-age children (ages 6-12)**



## Mental health of high-school age children (ages 13-18)

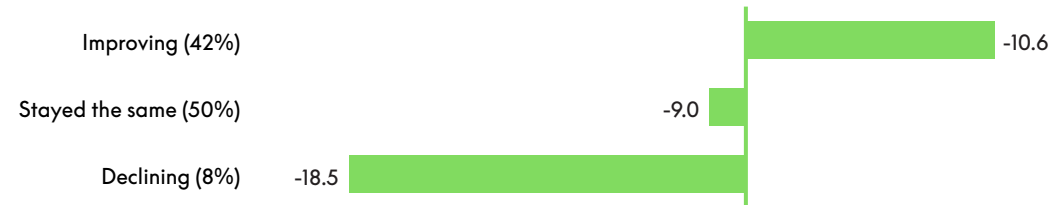
Parents of high-school age children (ages 13 to 18) were asked about the mental health of their children compared to before the pandemic.

- Fifty percent of parents indicate that the mental health of their high-school age children has remained the same as it was before the pandemic.
- Forty-two percent report that the mental health of their children has improved compared to prior to the pandemic and these parents have the most favorable mental health score (9.6).
- Eight percent report a decline in the mental health of their high-school age children and these parents have the least favorable mental health (-15.3).
- Managers are twice as likely as non-managers to report that the mental health of their children is improving compared to before the pandemic.

### Mental health of high-school age children (ages 13-18)



### MHI score by mental health of high-school age children (ages 13-18)

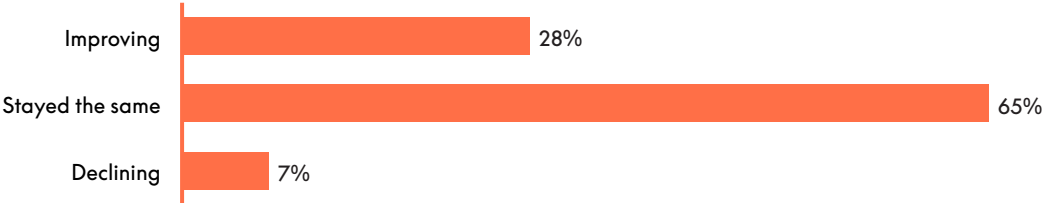


# Mental health of young adult children (18-30 years)

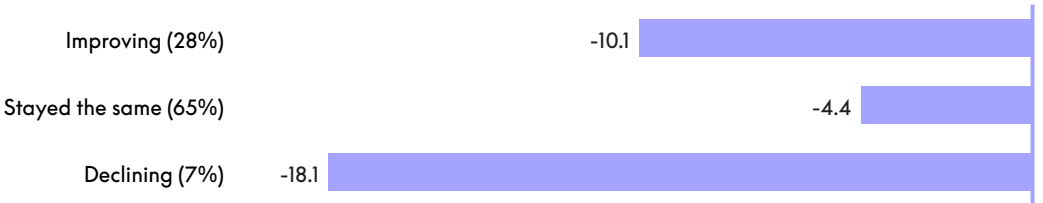
Parents of young adult children (ages 18 to 30) were asked about the mental health of their children compared to before the pandemic.

- Nearly two-thirds (65 percent) indicate that the mental health of their young adult children has remained the same as it was before the pandemic and these parents has the most favorable mental health score (-4.4).
- Twenty-eight percent report that the mental health of their children has improved compared to prior to the pandemic.
- Seven percent report a decline in the mental health of their young adult children and these parents have the least favorable mental health score (-18.1).
- Managers are more than twice as likely as non-managers to report that the mental health of their children is improving compared to before the pandemic.

## Mental health of young adult children (ages 18-30)



## MHI score by mental health of young adult children (ages 18-30)





## Mental health of full-time post-secondary students

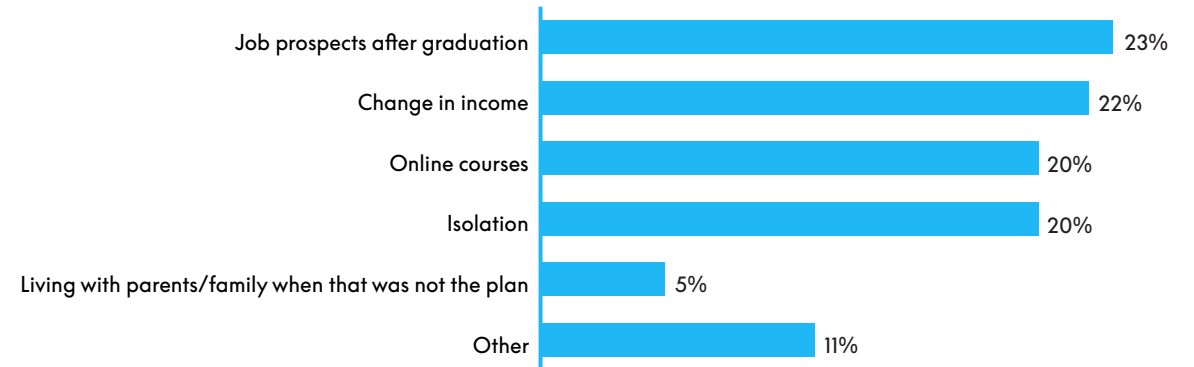
Full-time post-secondary students have been beset with difficulties. For fifteen consecutive months, the mental health of students has been lower than other groups. Furthermore, as reported in the [May special edition of the MHI on substance use](#) since the onset of the pandemic, full-time post-secondary students are two and a half times more likely to report an increase in drug use and three and a half times more likely to regularly use more medication than prescribed or to use in ways that are not prescribed.

### Mental health difficulties for students

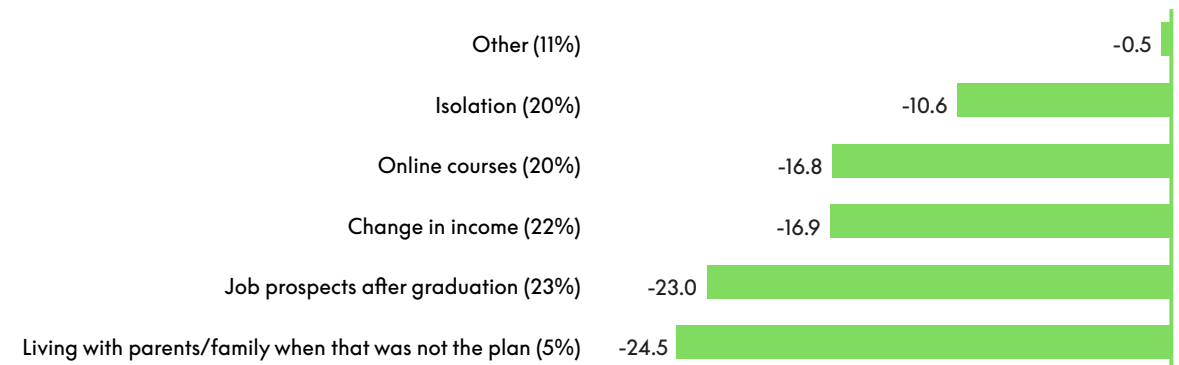
Full-time post-secondary students were asked about what has been most difficult for them in terms of their mental health.

- Nearly one-quarter (23 percent) indicate that job prospects after graduation has been the most difficult for them in terms of their mental health, followed by 22 percent who report that change in income has been most difficult.
- One in five indicate that isolation has been most difficult for their mental health and a further 20% indicate that online courses have been most difficult.

### Most difficult in terms of mental health



### MHI score by most difficult in terms of mental health

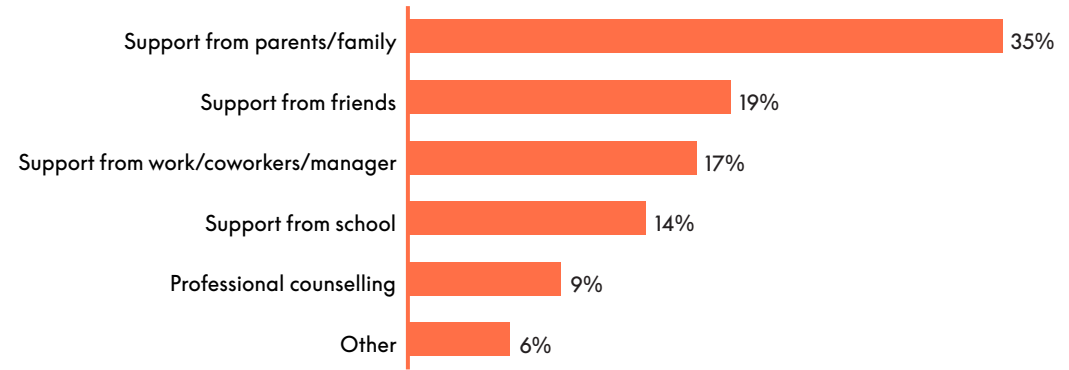


## Support for mental health

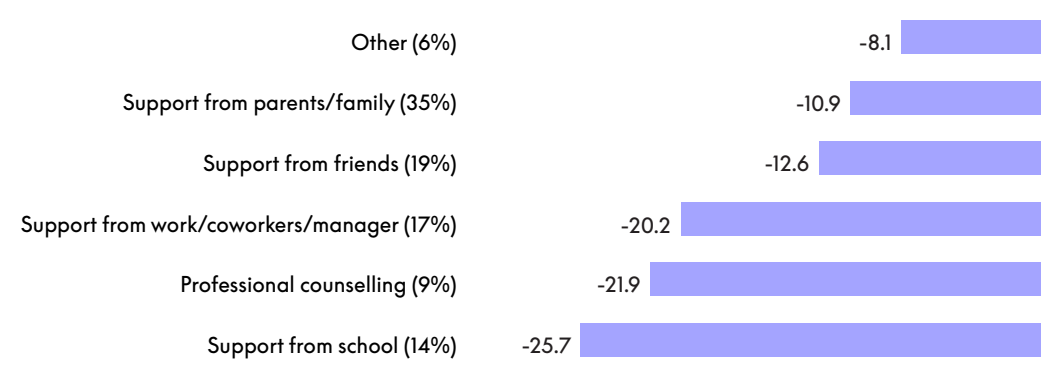
Full-time post-secondary students were asked what has been the most helpful for them in terms of their mental health.

- More than one-third (35 percent) indicate that support from parents/family has been the most helpful to them in terms of their mental health.
- Fourteen percent of students report that support from their school has been the most helpful for their mental health and this group has the least favorable mental health score (-25.7).

### Most helpful for mental health



### MHI score by most helpful for mental health

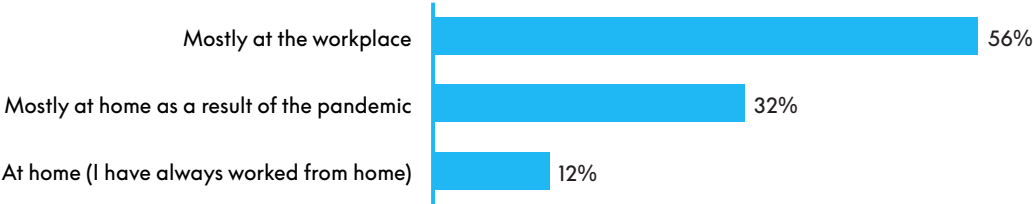


# Return to workplace

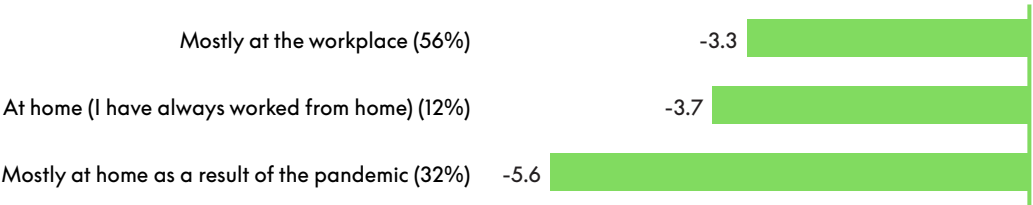
## Current place of work

- More than half (56 percent) are working mostly at the workplace and this group has the most favorable mental health score (-3.3) together with thirty-six per cent of people who work mostly at home because of the pandemic (-10.6).
- Managers are nearly sixty percent more likely than non-managers to report that they have mostly worked from home because of the pandemic.

## Current place of work



## MHI score by current place of work

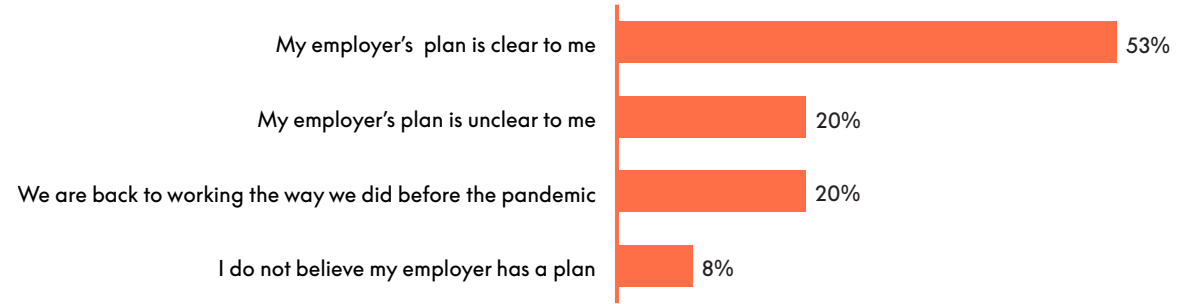


## Employer's plan for work

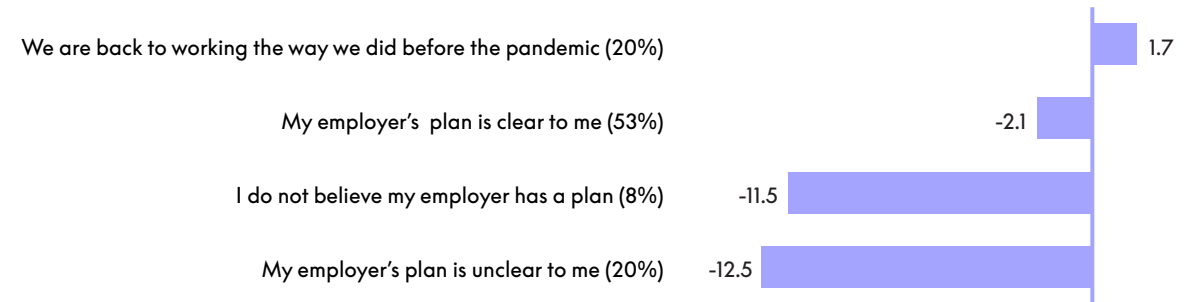
Employed people were asked to consider the next six months in terms of how clear they are about their employer's plan for how and where work will be done.

- More than half (53 percent) indicate that their employer's plan about how and where work will be done is clear.
- One in five (20 percent) are unclear of their employer's plan for work and this group has the least favorable mental health score (-12.5), followed by eight percent that do not believe that their employer has a plan (-11.5).
- Twenty percent report that they are back to working the way they did before the pandemic and this group has the most favorable mental health score (1.7).

## Employer's plan for work



## MHI score by employer's plan for work

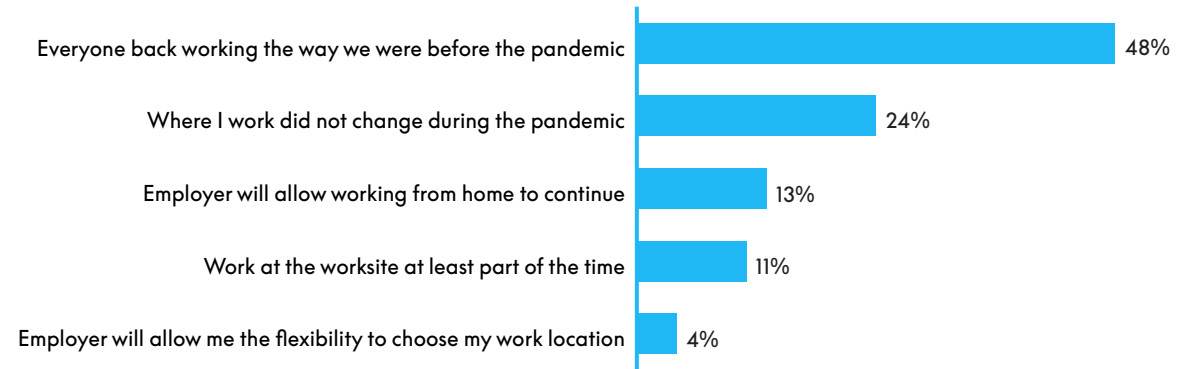


## Employer expectations for work

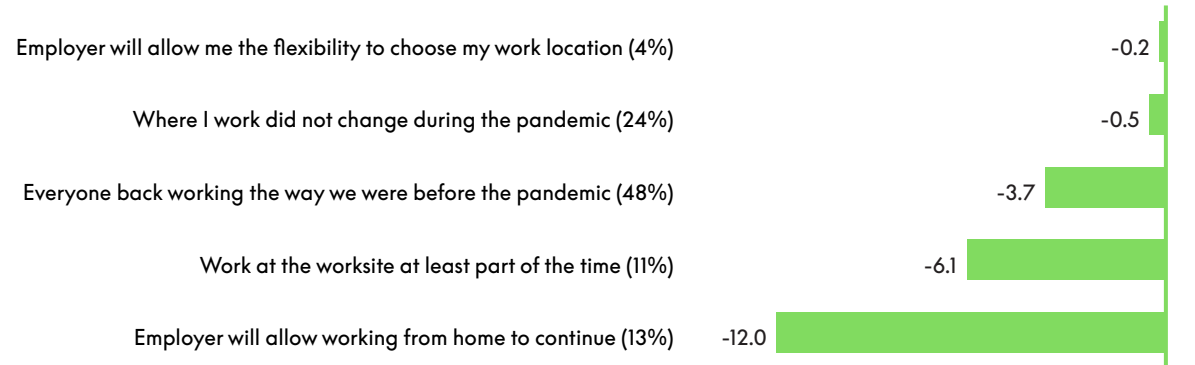
Employed people were asked how they believe their employer will want them to be working by September 2021.

- Nearly half (48 percent) believe that their employer will want everyone back working the way they were before the pandemic.
- The most favorable mental health score (-0.2) is among the four percent of people that believe that their employer will be flexible, allowing employees to choose their work location.

## Employer work expectations by September 2021



## MHI score by employer expectations for work by September 2021



## Perception of employer’s expectations for work

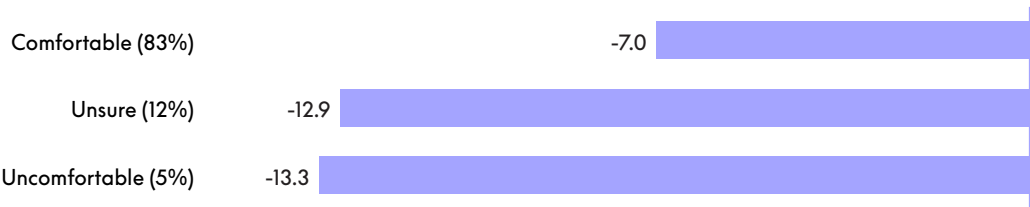
Respondents who believe that their employer will want them to back at the worksite at least some of the time were asked how comfortable they are with their employer’s expectations for work.

- More than eighty percent (83 percent) indicate that they are comfortable with their employer’s expectations for work, and this group has the most favorable mental health score (-7.0).
- Five percent report being uncomfortable with their employer’s expectations for work and this group has the least favorable mental health score (-13.3).

## Perception of employer’s expectations for work



## MHI score by perception of employer’s expectations for work



# 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 who are living 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 of 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™ 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.

## 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](mailto: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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