

The Mental Health Index by LifeWorks™

United States of America | December 2022

 **TELUS** Health

LifeWorks



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What you need to know for December 2022

1. The mental health of working Americans improved modestly in December yet remains at a level that is only slightly higher than the most distressing period of the pandemic.

- At 69.5, the mental health of Americans improved more than half a point from the prior month.
- 25% of Americans have a high mental health risk, 41% have a moderate mental health risk, and 34% have a low mental health risk.
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for eight consecutive months.
- The mental health score of managers improved and is higher than the score of non-managers and the national average.
- Despite a 0.3-point increase from November 2022, the Southern United States has the lowest mental health score whereas Northeast has the highest mental health score. Following two months of declines, the Midwest has a 1.5-point improvement in mental health.

2. Inflation is the greatest concern for more than one-third of working Americans.

- 36% are most concerned about inflation; this is significantly higher than the next greatest concern, a recession, among 13% of Americans.

- Working Americans without emergency savings have a mental health score nearly 18 points below the national average; conversely, Americans with emergency savings have a mental health score six points higher than the national average.
- Americans without emergency savings are more likely to lack confidence in their ability to cope with stressors at work and in their personal lives.
- Americans with lower household income are more likely to be concerned about their mental health and wellbeing and to lack confidence in their problem-solving abilities under pressure.
- Among Americans reporting an increase in stress during the holiday season, 34% indicated concern about being able to afford the gifts they want to give. The mental health score of this group is more than 22 points below the national average.

3. Nearly half of Americans would be interested in a free confidential assessment of their mental health and wellbeing.

- 40% would prefer an online assessment.
- 36% would prefer an in-person assessment.
- 6% would prefer a telephonic assessment.
- 18% have no preference for the assessment modality.

**Half of
Americans**

would be interested in
a free confidential assessment
of their mental health
and wellbeing.

36%

say inflation is
their greatest concern
right now.

**Video counselling with a
mental health professional**
is the most helpful feature
of a mental health app.

Anxiety and isolation
are the most concerning
mental health
sub-scores.

4. Americans are distressed over their lack of connection to and acceptance by people they know.

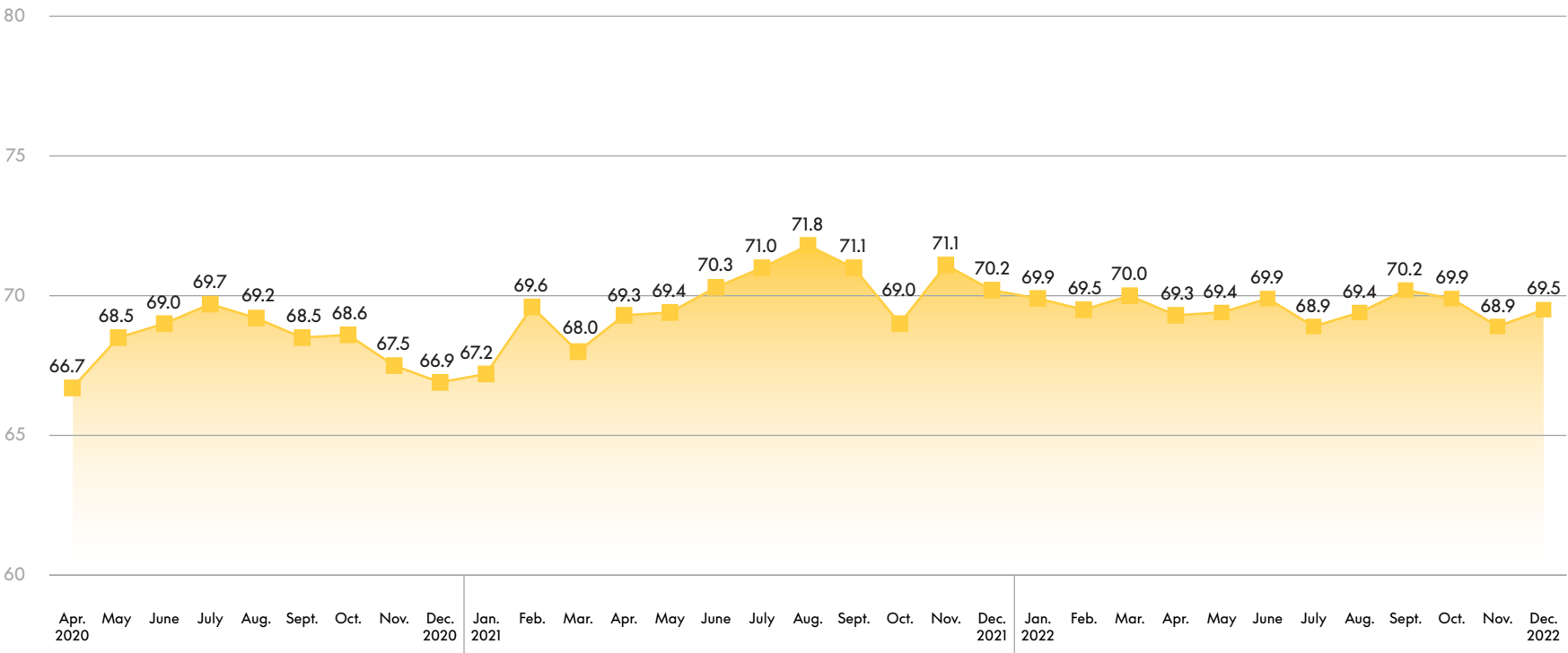
- 18% have limited opportunity to be with people.
- 12% do not feel connected or accepted by the people they know; the mental health of this group is more than 12 points below the national average.
- 12% do not feel mentally up to being with other people; the mental health of this group is nearly 11 points below the national average.
- Isolation has been the second worst mental health sub-score, second only to anxiety, for eight consecutive months.
- 23% did not plan to return to pre-pandemic holiday gatherings citing a change in relationships; the mental health of this group is more than 13 points below the national average.

5. Younger American workers (under 40) are struggling to cope.

- Younger Americans are more than three times as likely as Americans over 50 to be most concerned about their mental health and wellbeing.
- Younger Americans are twice as likely as Americans over 50 to struggle when adapting to change.
- Younger Americans are twice as likely as Americans over 50 to lack confidence in their ability to cope with stressors at work and in their personal lives.

The Mental Health Index™

The overall Mental Health Index for December 2022 is 69.5 points¹. Following two months of declines, the mental health of Americans improved more than half a point in December.



MHI Current Month
December 2022

69.5

November 2022

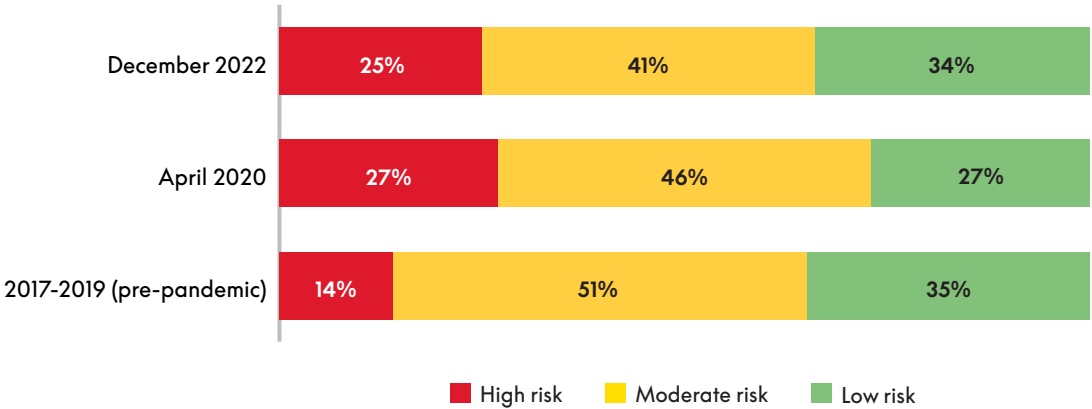
68.9

¹ Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence the reference relative to that benchmark is no longer relevant.

Mental health risk

In December 2022, 25 percent of Americans have a high mental health risk, 41 percent have a moderate mental health risk, and 35 percent have a low mental health risk. Approximately 30 percent of people in the high-risk group report diagnosed anxiety or depression, seven percent report diagnosed anxiety or depression in the moderate-risk group, and one percent of people in the low-risk group report diagnosed anxiety or depression.

In contrast, in April 2020, at the launch of the Index and near the onset of the COVID-19 pandemic, 27 percent of Americans had a high mental health risk, 46 percent had a moderate mental health risk, and 27 percent had a low mental health risk. Prior to 2020, 14 percent of Americans had a high mental health risk, 51 percent had a moderate mental health risk, and 35 percent had a low mental health risk.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (62.7). Isolation (65.5), work productivity (68.4), depression (69.0), optimism (71.1), and financial risk (72.4) follow. General psychological health (77.0) continues to be the most favorable mental health measure in December 2022.

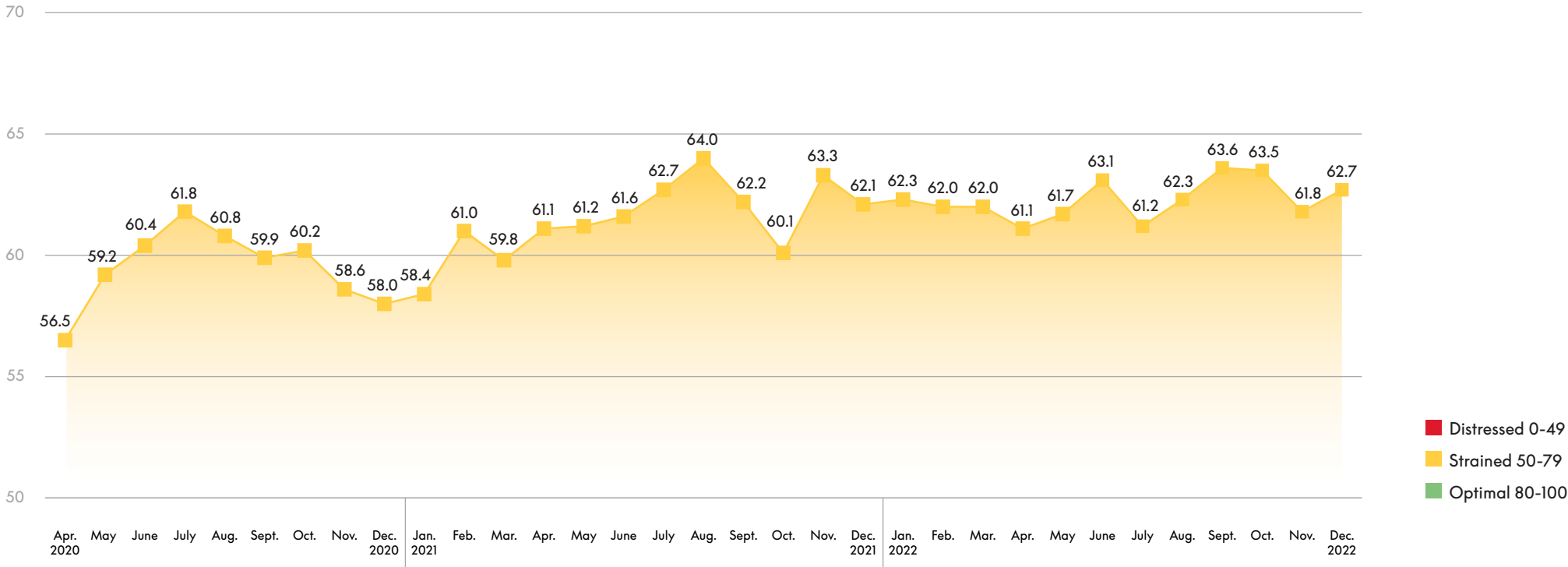
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores since May 2022.
- All mental health sub-scores, apart from optimism, improved compared to November 2022.
- With 1.7-point increase, the work productivity score has the greatest improvement from the prior month.

Mental Health Index™ Sub-scores ²	December 2022	November 2022
Anxiety	62.7	61.8
Isolation	65.5	64.8
Work productivity	68.4	66.7
Depression	69.0	68.0
Optimism	71.1	71.3
Financial risk	72.4	71.4
Psychological health	77.0	76.7

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

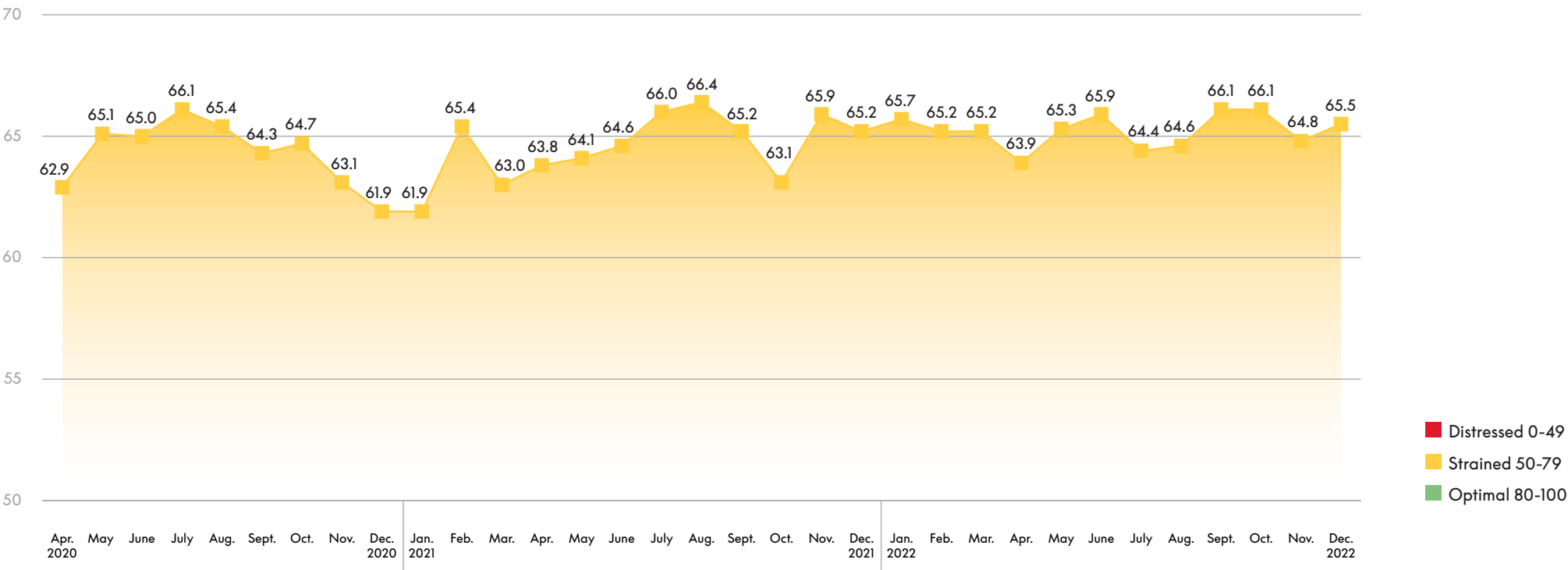
Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. After reaching its high in July 2021, the anxiety score declined sharply in October 2021. Since November 2021, anxiety scores have fluctuated. Despite a nearly one-point increase from November, the anxiety sub-score remains the lowest mental health sub-score for the eighth consecutive month.



Isolation

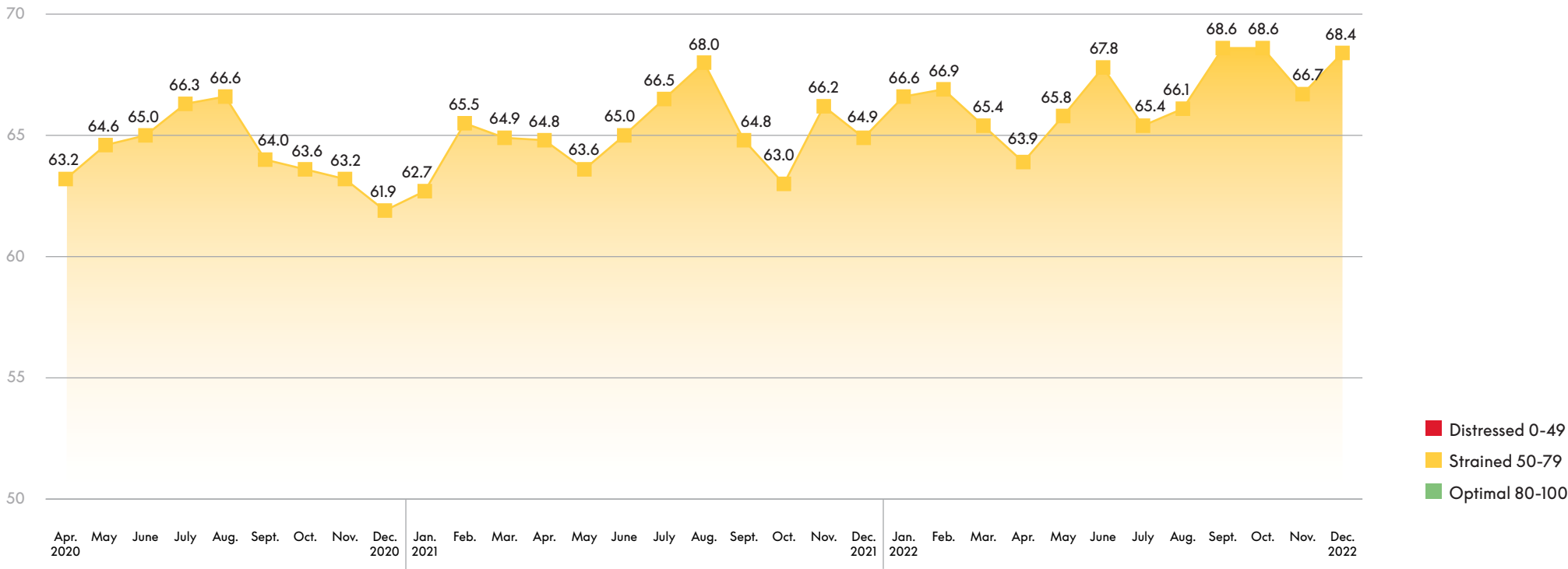
Isolation sub-scores have fluctuated since the launch of the Index in April 2020. Following a sharp decline from July 2020 to January 2021, the isolation sub-score has made incremental improvements. In December 2022, the isolation score improved more than half a point; however, it remains the second lowest mental health sub-score for the eighth consecutive month.



Work productivity

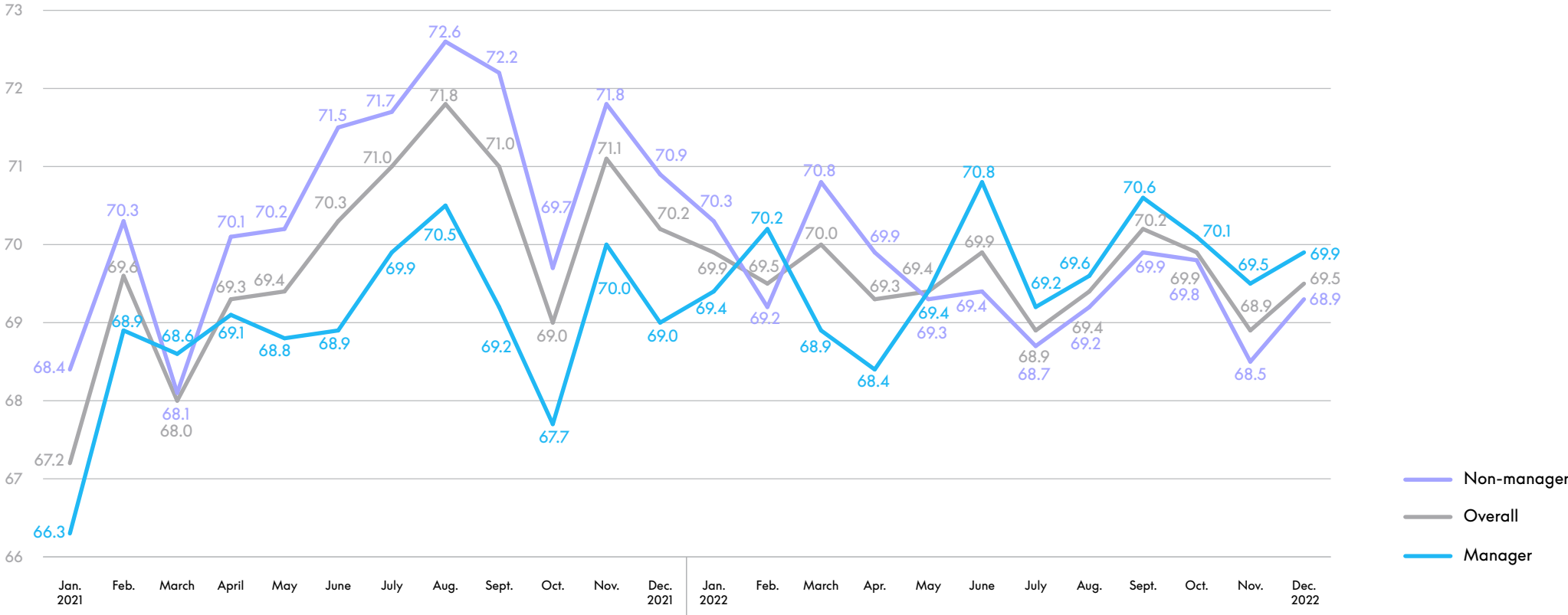
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity sub-score has been inconsistent since the launch of the MHI in April 2020. In December 2022, the work productivity score increased 1.7-points, the most substantial improvement compared with other mental health sub-scores.



Managers compared to non-managers

In December 2022, managers (69.9) report a better average mental health score when compared to overall American average (69.5) as well as non-managers (69.3). Since January 2021, the mental health scores of managers have typically been lower than non-managers and lower than the overall American average. In February 2022, a reversal of this trend is observed when the mental health score of non-managers declined along with the overall American average, whereas an improvement was observed in the mental health score of managers. A similar trend is seen from May 2022. While mental health scores declined for managers and non-managers alike in November, managers have a modestly better mental health score (69.9) compared to the national average (69.5) and that of non-managers (69.3) in December 2022.



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In December 2022, the mental health score of women is 66.8 compared to 72.6 for men.
- Since April 2020, mental health scores have improved with age.
- Differences in mental health scores between individuals with and without children have been reported since the launch of the Index in April 2020. Nearly three years later, this pattern continues with a lower score for individuals with at least one child (64.4) than individuals without children (71.6).

Employment

- Overall, three percent of respondents are unemployed³ and eight percent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (55.6), followed by individuals working fewer hours (59.8), individuals not currently employed (67.3), and individuals with no change to salary or hours (70.5).
- Managers have a slightly higher mental health score (69.9) than non-managers (69.3).
- Individuals working for organizations with more than 1 0,000 employees have the highest mental health score (71.1).
- Respondents working for organizations with 51-100 employees have the lowest mental health score (66.9).

Emergency savings

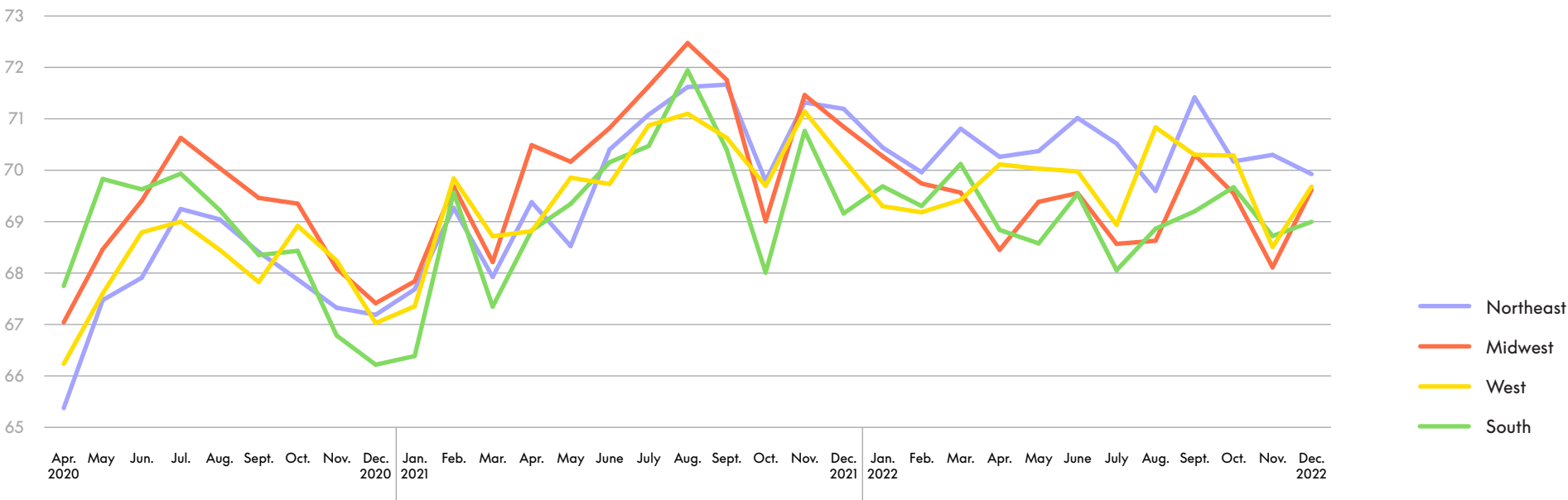
- Individuals without emergency savings continue to experience a lower mental health score (51.9) than the overall group (69.5). Individuals with emergency savings have a mental health score of 75.6.

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

Mental Health Index™ (regional)

Since August 2021, the mental health scores in all regions of the United States have followed a declining trend apart from November 2021. There has been some variability in the mental health scores since February 2022. In December 2022, the mental health of Americans declined in the Northeast while improvements are observed in the West, South, and Midwest.

- Despite a 0.3-point increase, the Southern United States has the lowest mental health score (69.0) in December 2022.
- The mental health score in the Northeast remains highest at 69.9 despite a modest decline from November.



Employment status	Dec. 2022	Nov. 2022
Employed (no change in hours/salary)	70.5	70.0
Employed (fewer hours compared to last month)	59.8	57.7
Employed (reduced salary compared to last month)	55.6	58.0
Not currently employed	67.3	66.2
Age group	Dec. 2022	Nov. 2022
Age 20-29	56.8	56.9
Age 30-39	61.1	61.1
Age 40-49	65.5	65.4
Age 50-59	71.3	70.9
Age 60-69	77.4	77.2
Number of children	Dec. 2022	Nov. 2022
No children in household	71.6	70.8
1 child	63.9	64.2
2 children	64.9	64.2
3 children or more	64.4	63.3

Region	Dec. 2022	Nov. 2022
Northeast	69.9	70.3
Midwest	69.6	68.1
South	69.0	68.7
West	69.7	68.5
Gender	Dec. 2022	Nov. 2022
Men	72.6	71.8
Women	66.8	66.5
Household income	Dec. 2022	Nov. 2022
<\$30K/annum	57.8	57.5
\$30K to <\$60K/annum	63.9	64.2
\$60K to <\$100K	70.1	68.9
\$100K to <\$150K	73.6	71.9
\$150K or more	78.1	78.0

Employer size	Dec. 2022	Nov. 2022
Self-employed/sole proprietor	68.3	67.1
2-50 employees	69.4	69.2
51-100 employees	66.9	66.1
101-500 employees	69.7	70.1
501-1,000 employees	68.6	68.3
1,001-5,000 employees	70.5	69.0
5,001-10,000 employees	71.0	68.6
More than 10,000 employees	71.1	70.4
Manager	Dec. 2022	Nov. 2022
Manager	69.9	69.5
Non-manager	69.3	68.5

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

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

Mental Health Index™ (industry)

Full-time post-secondary students have the lowest mental health score in December 2022 (53.3). This score is significantly lower than the next lowest score, among individuals employed in Food Services (60.8), and Wholesale Trade (63.3).

Individuals employed in the Management of Companies and Enterprises (76.6) have the highest mental health score this month, followed by individual employed in Public Administration (74.1), and Professional, Scientific and Technical Services (74.1).

Changes from the prior month are shown in the table.

Industry	December 2022	November 2022	Change
Management of Companies and Enterprises	76.6	62.2	14.3
Information and Cultural Industries	68.5	59.9	8.6
Agriculture, Forestry, Fishing and Hunting	67.3	61.1	6.2
Arts, Entertainment and Recreation	68.6	63.4	5.2
Public Administration	74.1	72.0	2.1
Real Estate, Rental and Leasing	72.2	70.4	1.8
Wholesale Trade	63.3	61.7	1.6
Finance and Insurance	71.7	70.4	1.3
Retail Trade	68.7	67.4	1.3
Transportation and Warehousing	69.8	68.7	1.1
Manufacturing	71.2	70.5	0.7
Educational Services	71.8	71.2	0.6
Food Services	60.8	60.4	0.4
Administrative and Support services	66.3	66.0	0.3
Health Care and Social Assistance	67.8	67.9	-0.1
Other services (except Public Administration)	67.7	67.9	-0.2
Utilities	72.2	72.5	-0.4
Other	68.5	68.9	-0.4
Professional, Scientific and Technical Services	74.1	75.4	-1.3
Construction	68.2	70.4	-2.2
I am a student	53.3	60.2	-6.9
Accommodation	66.7	74.1	-7.3

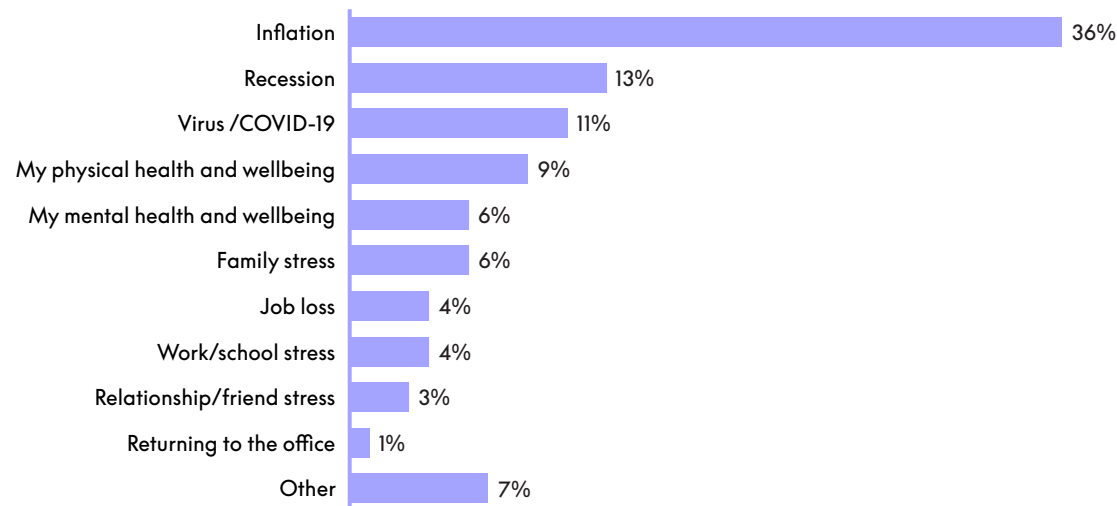
Spotlight

Top of mind issues

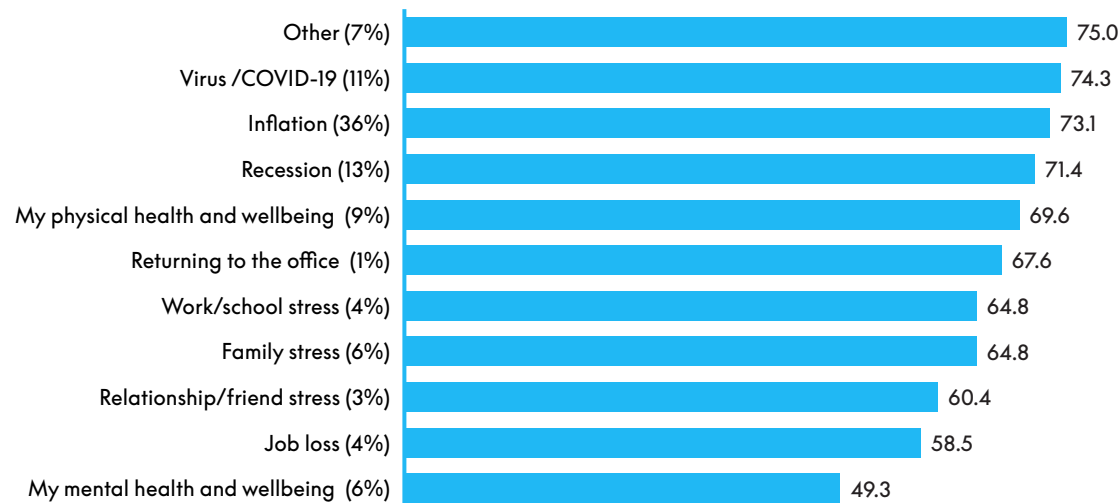
Americans were asked about their greatest concern right now.

- More than one-third (36 percent) are concerned about inflation, 14 percent are concerned about a recession, and 11 percent are concerned about virus/COVID-19.
- Six percent are concerned about their mental health and wellbeing, and the mental health of this group is lowest (49.3), more than 20 points below the national average (69.5).
- Respondents younger than 40 are more than three times as likely as respondents older than 50 to be most concerned about their mental health and wellbeing.
- Individuals with an annual household income lower than \$100,000 are 80 percent more likely than those with an annual household income greater than \$100,000 to be concerned about their mental health and wellbeing.
- Non-parents are 80 percent more likely than parents to be concerned about their physical health and wellbeing.

What is your greatest concern right now?



MHI score by What is your greatest concern right now

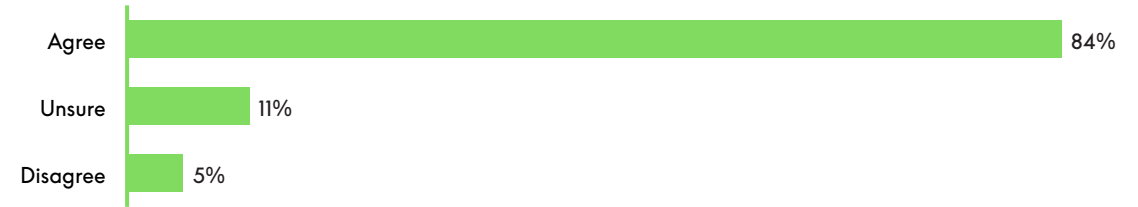


Coping

Americans were asked whether they are confident in their problem-solving abilities under pressure..

- More than four in five (84 percent) are confident in their problem-solving abilities under pressure, and this group has the highest mental health score (72.8).
- Five percent are not confident in their problem-solving abilities under pressure, and this group has a mental health score (53.8) nearly 16 points below the national average (69.5).
- Women are 60 percent more likely than men to lack confidence in their problem-solving abilities under pressure.
- Individuals with an annual household income lower than \$60,000 are more than twice as likely as individuals with an annual household income greater than \$100,000 to lack confidence in their problem-solving abilities under pressure.

I am confident in my problem-solving abilities under pressure



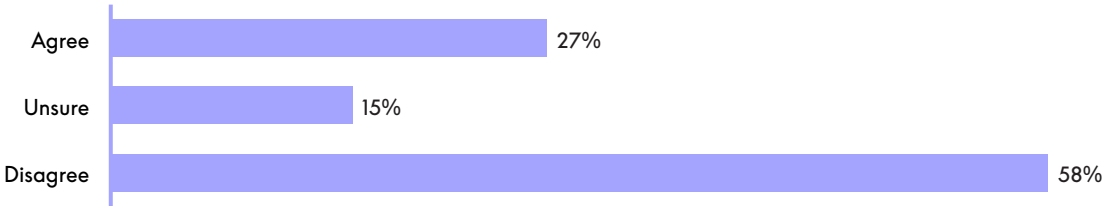
MHI score by I am confident in my problem-solving abilities under pressure



Americans were asked whether they typically struggle when it comes to adapting to change.

- Nearly three in five (58 percent) do not typically struggle when it comes to adapting to change, and this group has the highest mental health score (78.0).
- More than one-quarter (27 percent) typically struggle when it comes to adapting to change, and this group has the lowest mental health score (55.2), more than 14 points below the national average (69.5).
- Respondents younger than 40 are twice as likely as respondents older than 50 to struggle when adapting to change.
- Parents are 40 percent more likely than non-parents to struggle when it comes to adapting to change.

I typically struggle when it comes to adapting to change



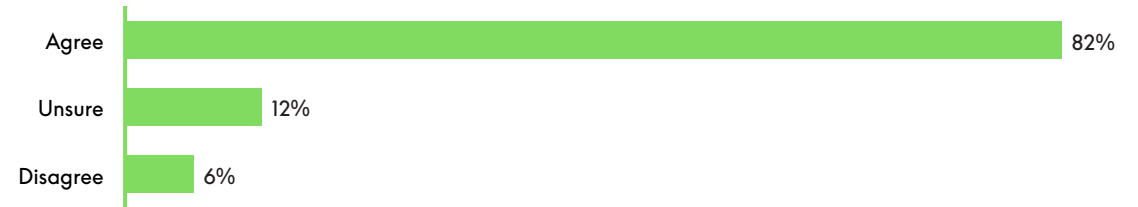
MHI score by I typically struggle when it comes to adapting to change



Americans were asked whether they are confident in their ability to cope with most stressors at work.

- More than four in five (82 percent) are confident in their ability to cope with most stressors at work, and this group has the highest mental health score (73.4).
- Six percent are not confident in their ability to cope with most stressors at work, and this group has the lowest mental health score (47.7), nearly 22 points below the national average (69.5).
- Respondents younger than 40 are twice as likely as respondents older than 50 to lack confidence in their ability to cope with stressors at work.
- Individuals without emergency savings are two times more likely than individuals with emergency savings to lack confidence in their ability to cope with stressors at work.

I am confident in my ability to cope with most stressors at work



MHI score by I am confident in my ability to cope with most stressors at work



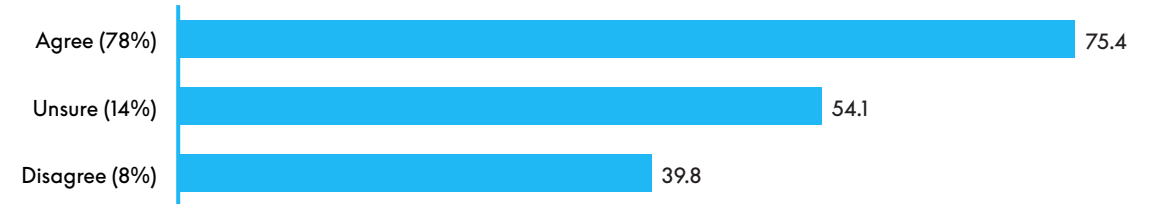
Americans were asked whether they are confident in their ability to cope with most stressors in their personal lives.

- More than three-quarters (78 percent) are confident in their ability to cope with most stressors in their personal lives, and this group has the highest mental health score (75.4).
- Nearly one in ten (8 percent) are not confident in their ability to cope with most stressors in their personal lives, and this group has the lowest mental health score (39.8), nearly 30 points below the national average (69.5).
- Respondents younger than 40 are more than twice as likely as respondents older than 50 to lack confidence in their ability to cope with most stressors in their personal lives.
- Individuals without emergency savings are nearly three times more likely than individuals with emergency savings to lack confidence in their ability to cope with most stressors in their personal lives.

I am confident in my ability to cope with most stressors in my personal life



MHI score by I am confident in my ability to cope with most stressors in my personal life

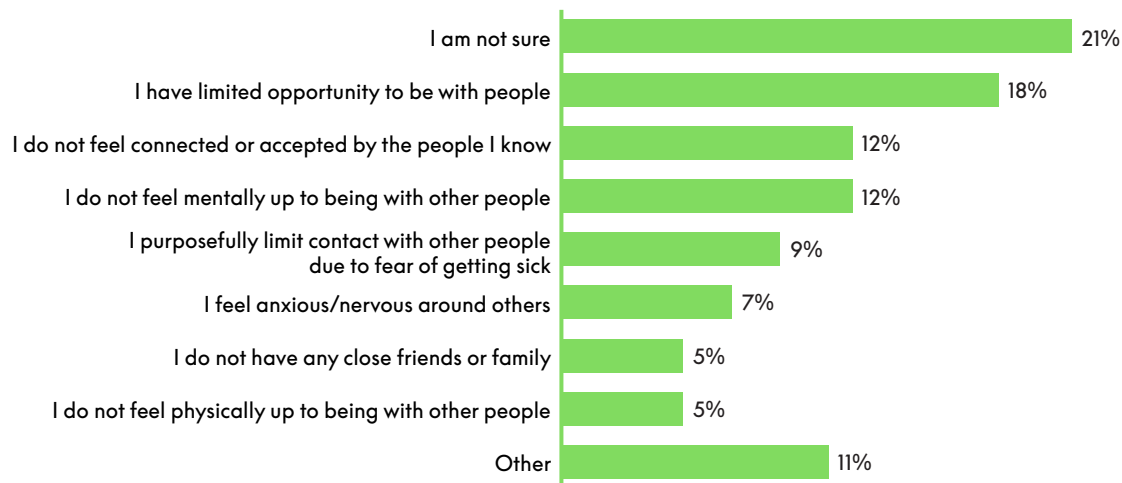


Isolation

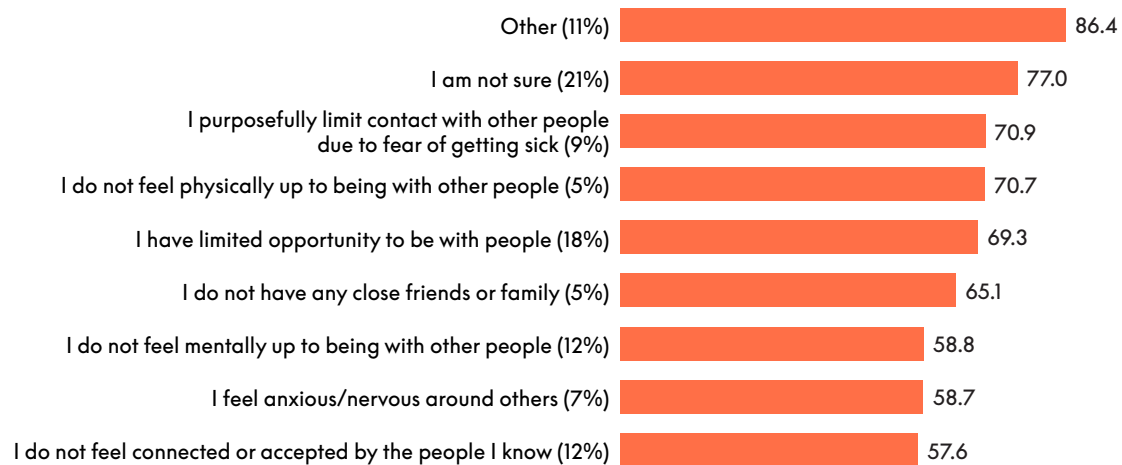
Americans were asked about the most common reason for feeling isolated.

- Twelve percent do not feel mentally up to being with other people, and 12 percent do not feel connected or accepted by the people they know. The mental health scores of these groups (58.8 and 57.6 respectively) are more than 10 points below the national average (69.5).
- Respondents younger than 40 are more than twice as likely as respondents older than 50 to feel isolated because they feel anxious/nervous around others and nearly twice as likely to feel isolated because they do not feel connected or accepted by the people they know.

Most common reason for feeling isolated



MHI score by Most common reason for feeling isolated



Holiday season

Americans were asked whether they were planning to return to holiday gatherings they had before the pandemic.

- Nearly three-quarters (71 percent) had plans to return to holiday gatherings they had before the pandemic, and this group has the highest mental health score (72.5).
- More than one in ten (11 percent) did not have plans to return to holiday gatherings they had before the pandemic, and this group has a mental health score (62.3), more than seven points below the national average (69.5).

Are you planning to return to holiday gatherings that you had before the pandemic?



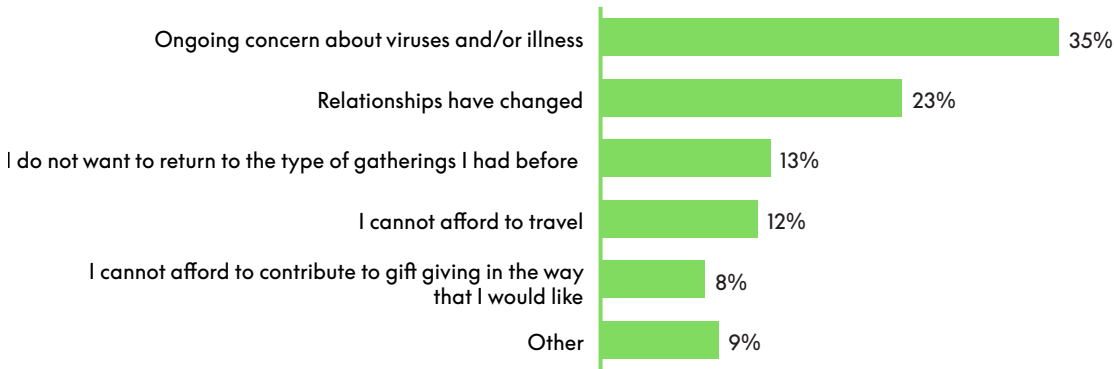
MHI score by Are you planning to return to holiday gatherings that you had before the pandemic?



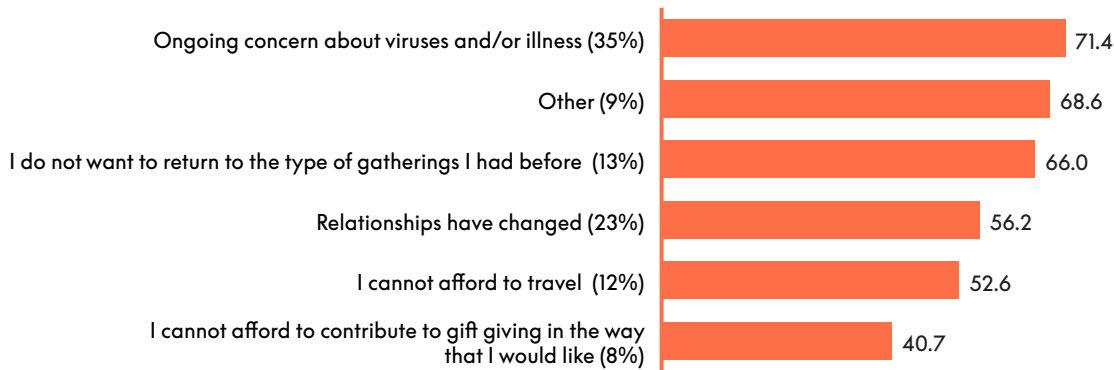
Americans who did not plan to return to holiday gatherings they had before the pandemic were asked about the reason for that decision.

- More than one-third (35 percent) have ongoing concern about viruses and/or illness, 23 percent cite a change in relationships, and 13 percent do not want to return to the type of gatherings they had before.
- The lowest mental health score (40.7) is among eight percent of respondents who cannot afford to contribute to gift giving in the way that they would like, nearly 29 points below the national average (69.5).

Primary reason for not returning to pre-pandemic holiday gatherings



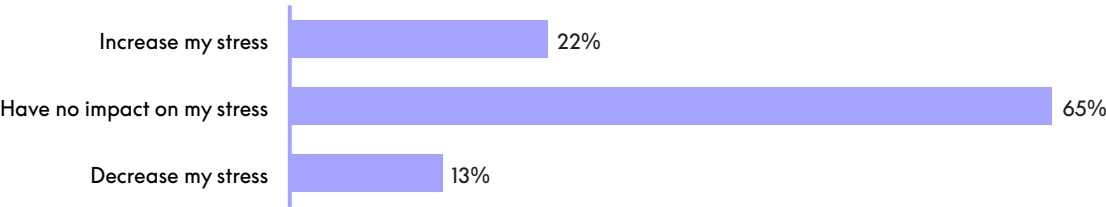
MHI score by Primary reason for not returning to pre-pandemic holiday gatherings



Americans were asked about the impact of friends and family on their stress during the holiday season.

- Nearly two-thirds (65 percent) report no impact on their stress, and this group has the highest mental health score (74.1).
- More than one in five (22 percent) report an increase in stress, and this group has the lowest mental health score (55.3), more than 14 points below the national average (69.5).
- Women are 40 percent more likely than men to report an increase in stress because of friends and family.
- Respondents younger than 40 are 70 percent more likely than respondents older than 50 to report an increase in stress during the holiday season because of friends and family.

Impact of friends and family on stress during the holiday season



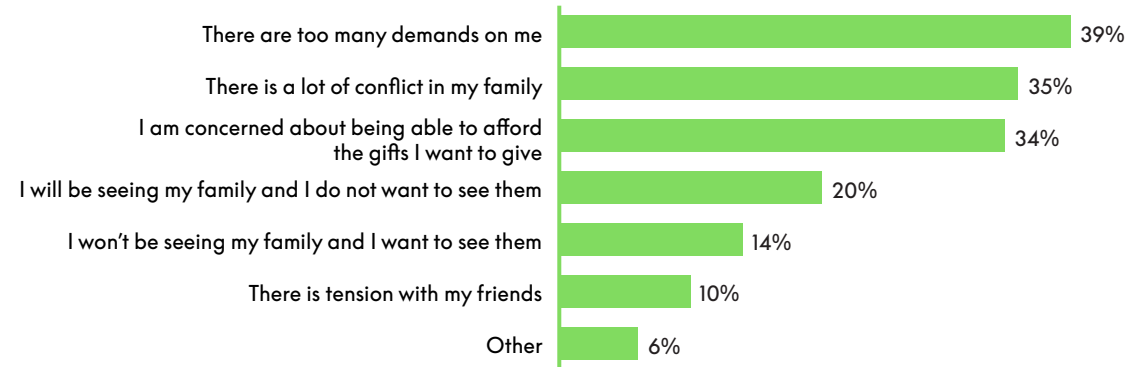
MHI score by Impact of friends and family on stress during the holiday season



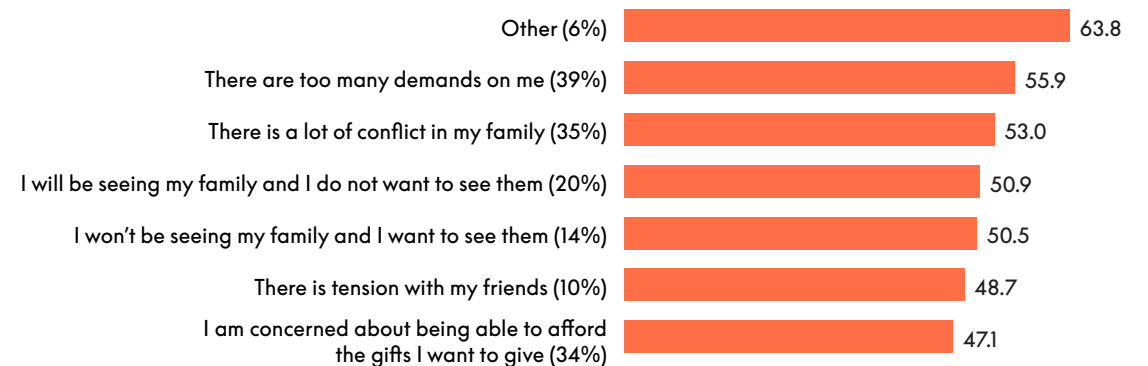
Americans who report an increase in stress during the holiday season because of friends and family were asked for the cause.

- Nearly two in five (39 percent) report having too many demands on them as the cause of increased stress, 35 percent report having a lot of conflict in their family, and 34 percent are concerned about being able to afford the gifts they want to give.
- The lowest mental health score (47.1) is among 34 percent of respondents who are concerned about being able to afford the gifts they want to give, more than 22 points below the national average (69.5).

Causes of increased stress



MHI score by Causes of increased stress

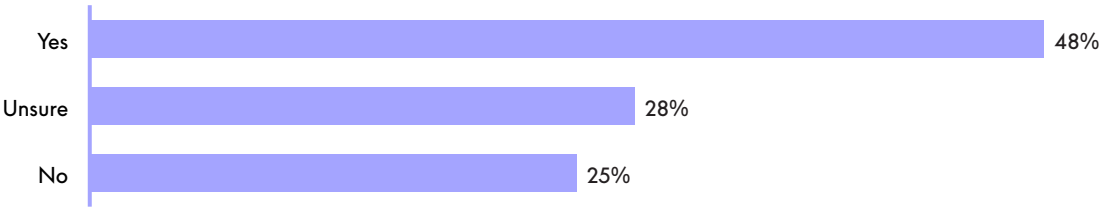


Mental heath assessment

Americans were asked whether they would be interested in a free confidential assessment of their mental health and wellbeing.

- Nearly half (48 percent) would be interested in a free fully confidential assessment of their mental health and wellbeing. The mental health of this group is lowest (65.1), more than four points below the national average (69.5).
- More than half of individuals in the following industries report being interested in the free confidential mental health assessment: Finance and Insurance, Management of Companies and Enterprises, Wholesale Trade, Accommodation, Food Services, Information and Cultural Industries, Administrative and Support services, and Construction.

If there was no cost, would you be interested in a fully confidential assessment of your mental health and wellbeing?



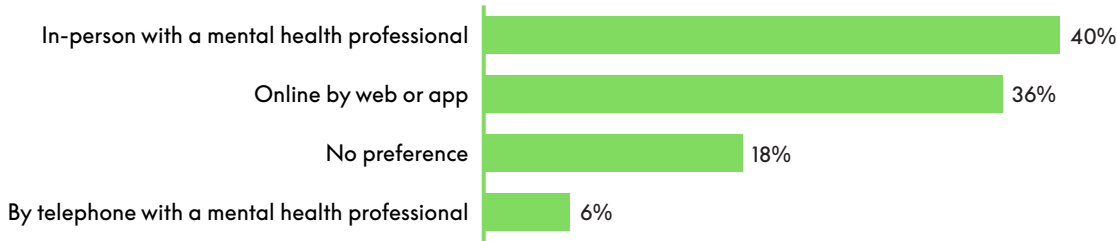
MHI score by If there was no cost, would you be interested in a fully confidential assessment of your mental health and wellbeing?



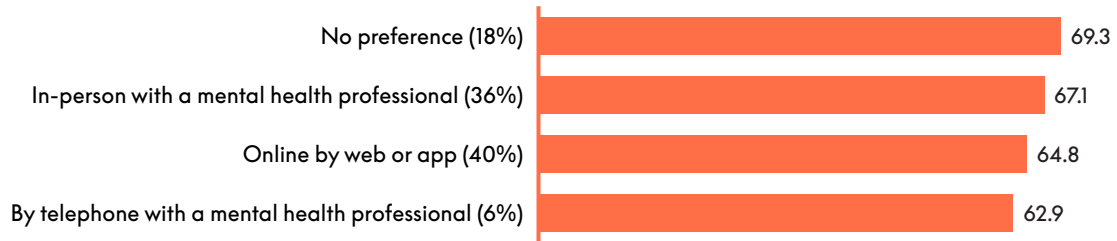
Americans interested in a free confidential assessment of their mental health and wellbeing were asked about their preferred modality.

Two in five (40 percent) would prefer an online assessment, and 36 percent would prefer an in-person assessment with a mental health professional.

Preferred modality for mental health assessment



MHI score by Preferred modality for mental health assessment



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. 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 two parts:

1. The overall Mental Health Index™ (MHI).
2. 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. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between December 2 and December 7, 2022.

Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence, the reference relative to that benchmark is no longer relevant.

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses

Demographic breakdowns 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



LifeWorks is a wholly owned subsidiary of TELUS now operating as part of TELUS Health as a result of its recent acquisition.

About TELUS Health

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

For more information, please visit: www.telushealth.com.