

The Mental Health Index by LifeWorks™

United States of America | January 2022



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The top 5 things your need to know for January 2022

1. The mental health of Americans has declined for two consecutive months to nearly five points below the pre-2020 benchmark.

- The current score is -4.9, the lowest score in seven months, apart from October 2021.
- The optimism score has had the greatest decline among all mental health subscales from December 2021.
- The strongest sub-score continues to be financial risk, representing an improvement in the level of emergency savings compared to the pre-2020 benchmark.
- Mental health scores declined in all regions apart from the Southern United States.

2. More than half of working Americans say that flexible work is more important than career progression.

- 36% say that flexibility is the most important action that their employer has taken to support mental health.
- 23% say that making them feel more valued is most important.
- 15% say that empathy is most important to supporting mental health.

3. Recognition, peer relationships, and salary are the top drivers of belonging at work.

- 16% say that recognition or appreciation is the most important aspect of feeling a sense of belonging at work.

- 11% say that co-worker relationships are the most important.

- Employees who report that workplace relationships is the most important aspect of feeling a sense of belonging at work have higher mental health, work productivity, isolation, and financial risk scores than national averages.

4. More than half of Americans say that liking the work they do is the reason they stay with their employer.

- 32% say that the benefits and services offered for their health and wellbeing is the reason they stay.
- 32% say that being well-paid is the reason for staying.
- 21% say that they are proud of their company and the work they do, and this group has among the highest mental health scores (1.9).

5. Fourteen per cent of Americans working at the jobsite say their biggest challenge is dealing with difficult people.

- 13% of Americans that work from home feel lonely compared to 5% that work at the jobsite.
- 9% that work from home feel forgotten most of the time compared to 6% that work at the jobsite.
- Fewer Americans believe that career opportunities would be limited (33%) compared to those who disagree (43%) about the career impact of working from home.

53%

say flexible work
is more important than
career progression

32%

stay because of the
benefits offered for their
health and wellbeing

14%

say dealing with difficult
people is the biggest
challenge at the worksite

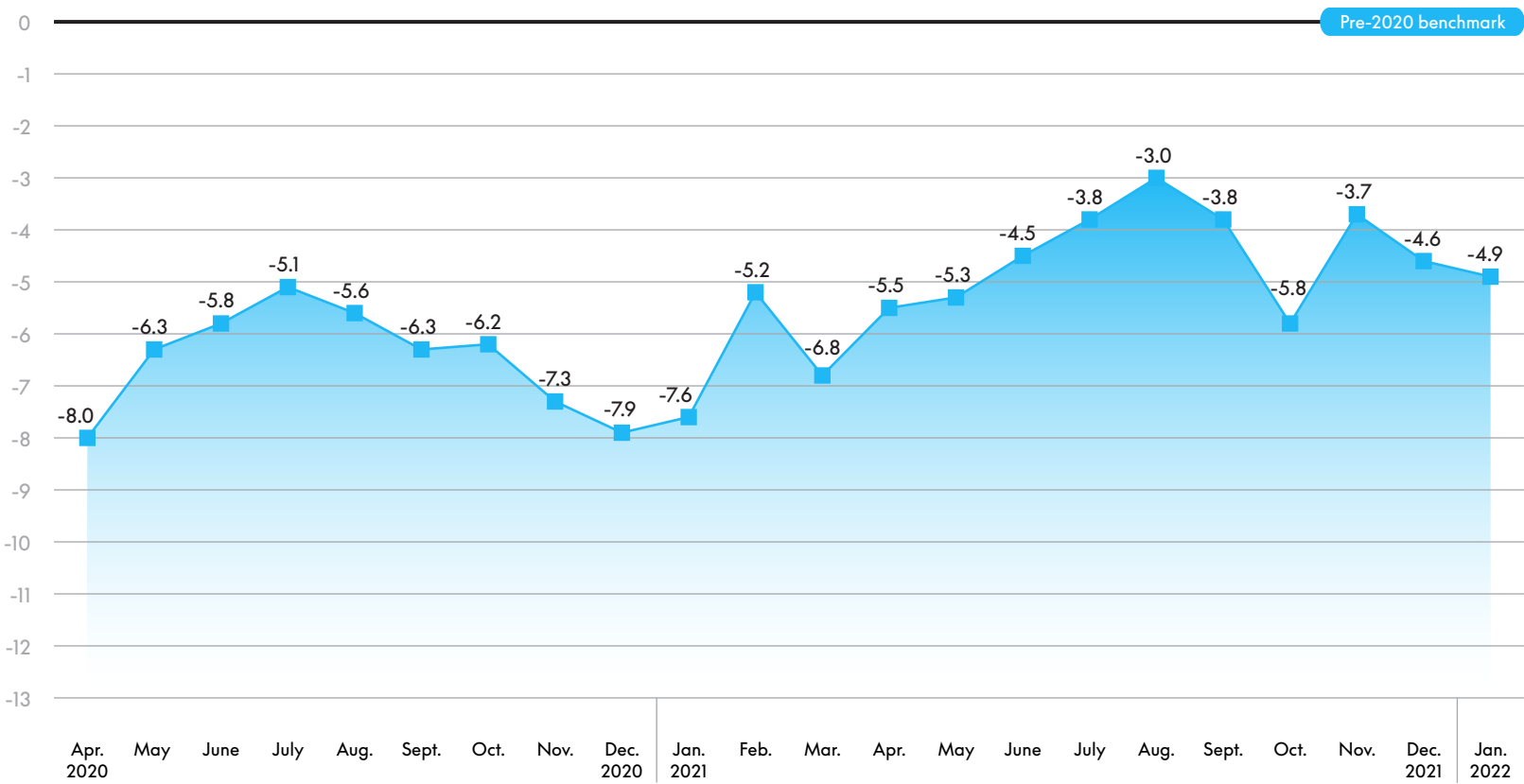
The top
driver

of belonging at work
is recognition

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 January 2022 is -4.9 points. A five-point decrease from the pre-2020 benchmark reflects a population whose mental health is similar to the most distressed 30th percent of the benchmark population.



MHI Current Month
January 2022

-4.9

December 2021

-4.6

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 optimism (-6.2), followed by anxiety (-5.9), work productivity (-5.3), isolation (-5.1), and depression (-4.8). General psychological health (1.6) and financial risk (8.5) are the only two sub-scores above the benchmark.

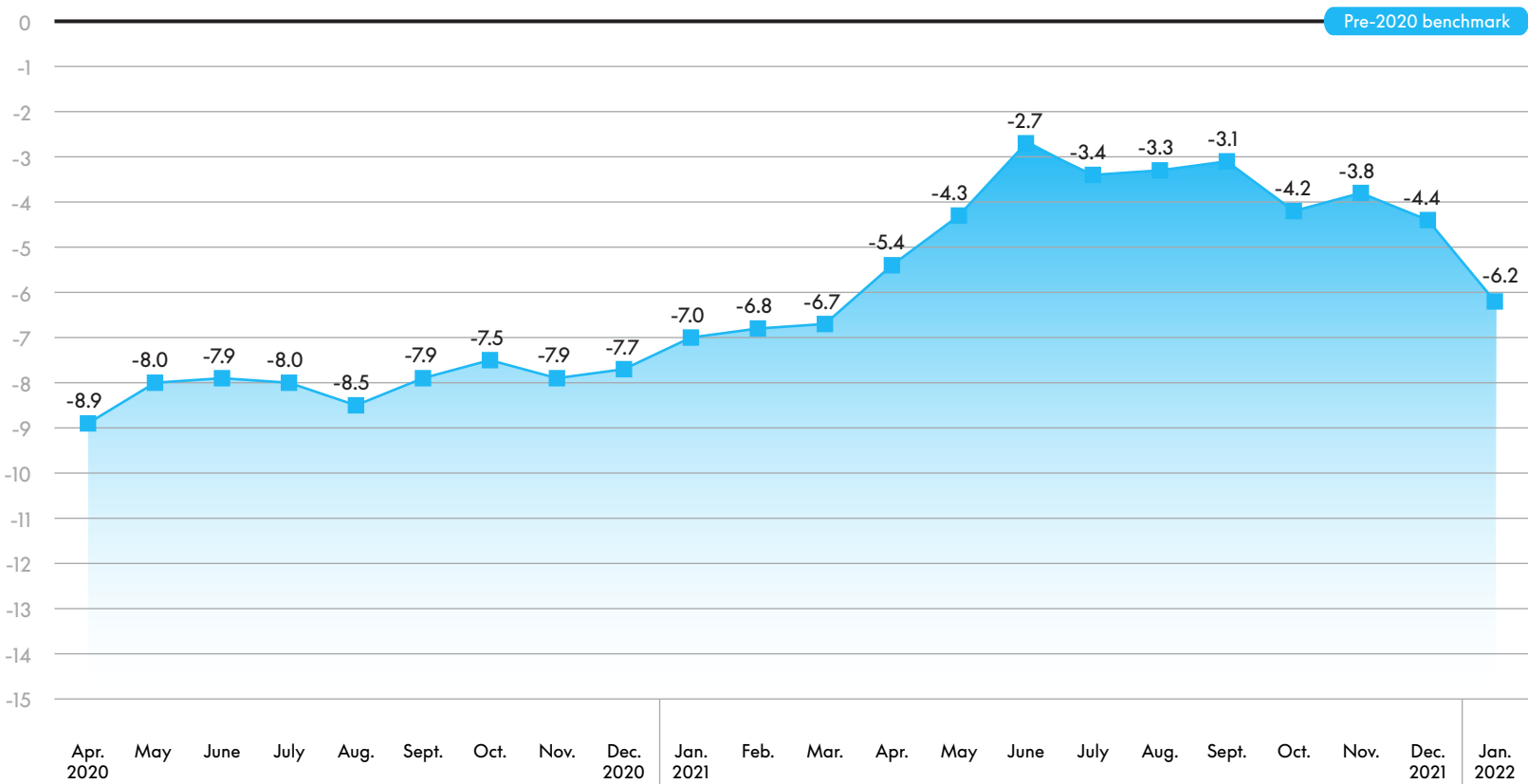
- With a nearly two-point reduction, the optimism sub-score has the most significant decline from the prior month.
- Despite a 1.3-point decline in November and a further half-point decline in December, the financial risk score continues to be the strongest of all sub-scores and is more than eight points above the pre-2020 benchmark.
- The work productivity sub-score has seen the greatest improvement in January, up 1.6 points from December 2021.

Mental Health Index™ Sub-scores ²	January 2022	December 2021
Optimism	-6.2	-4.4
Anxiety	-5.9	-6.1
Work productivity	-5.3	-6.9
Isolation	-5.1	-5.6
Depression	-4.8	-6.3
Psychological health	1.6	3.3
Financial risk	8.5	9.0

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

Optimism

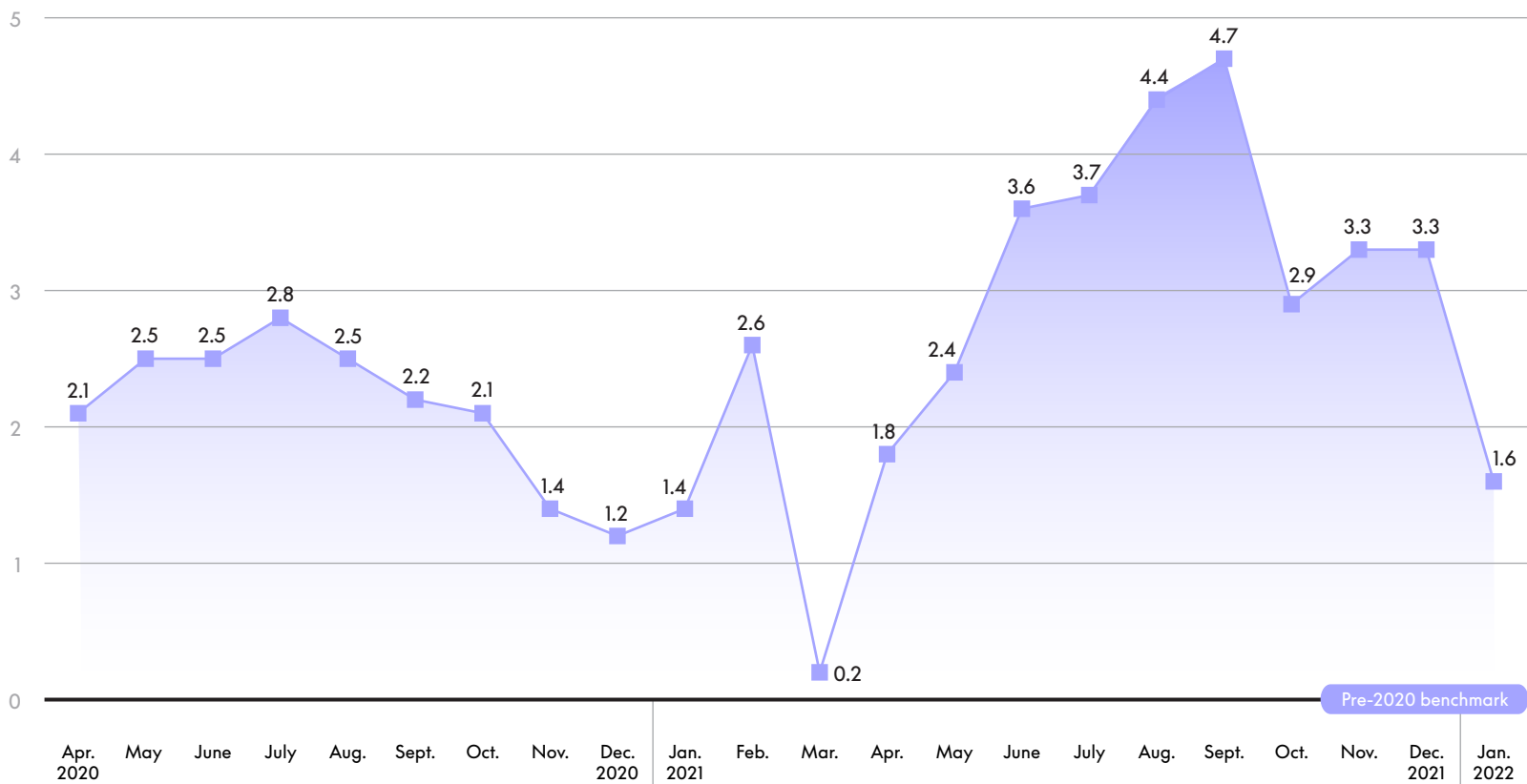
For nearly two years, since the launch of the MHI in April 2020, optimism scores have remained significantly below the benchmark. Since April 2021, the optimism scores have improved meaningfully and in June 2021, the score (-2.7) was approaching the pre-2020 benchmark. In July 2021, the score fell nearly one-point and remained stable in August and September. In October, a decline of 1.2-points was observed, falling to its lowest point in 5 months. While a slight improvement was seen in November, the optimism score declined modestly in December and fell nearly two additional points to -6.2 in January 2022.



General psychological health

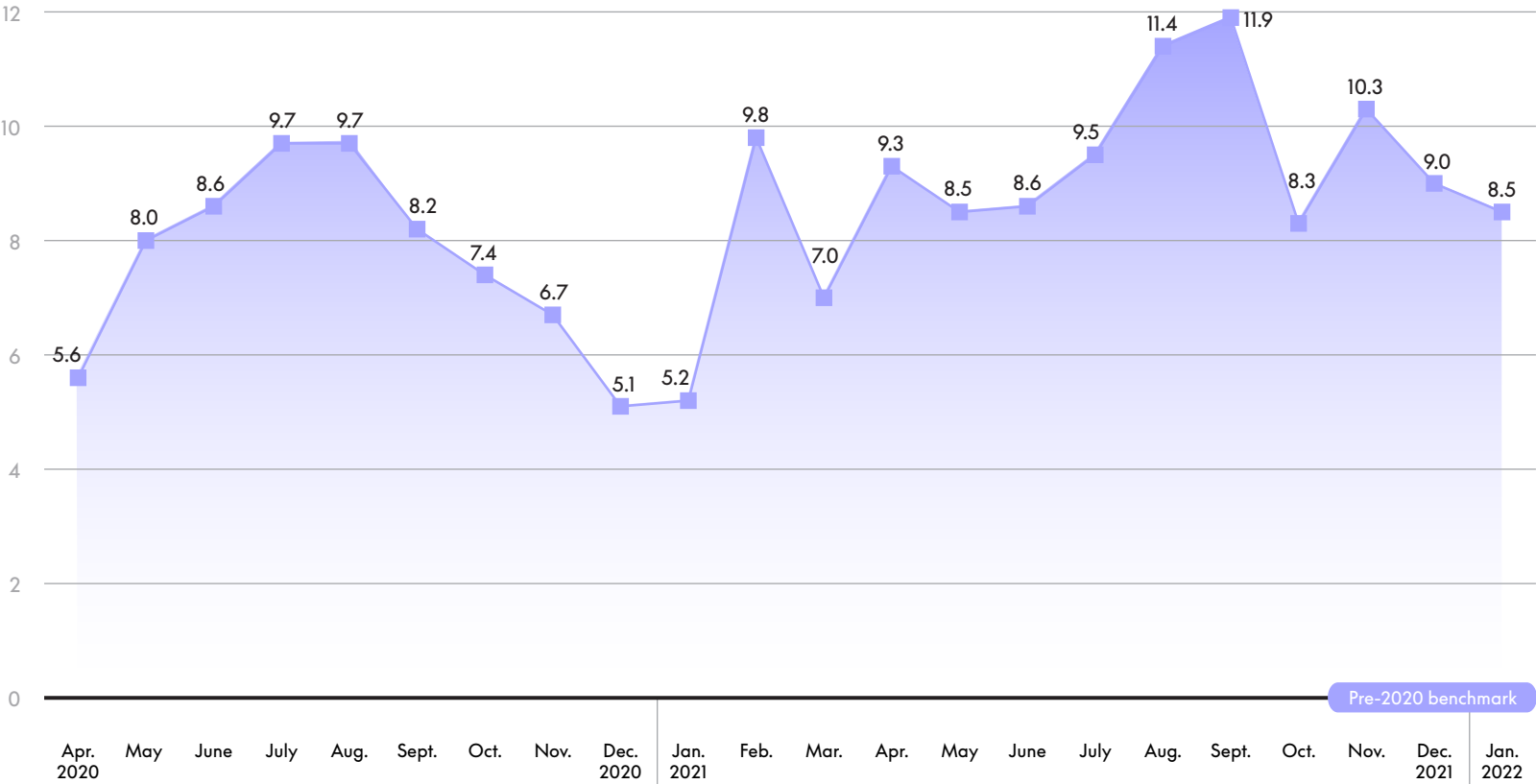
The psychological health sub-score assesses individuals' self-perception of their overall level of psychological health.

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 had shown seven continuous months of improvement, reaching a high of 4.7 in September 2021. In October 2021, a sharp decline of nearly 2 points was observed, falling to the lowest score in four months. After three months of stability, the general psychological health score fell nearly two points in January 2022 to the lowest score in nine months (1.6).



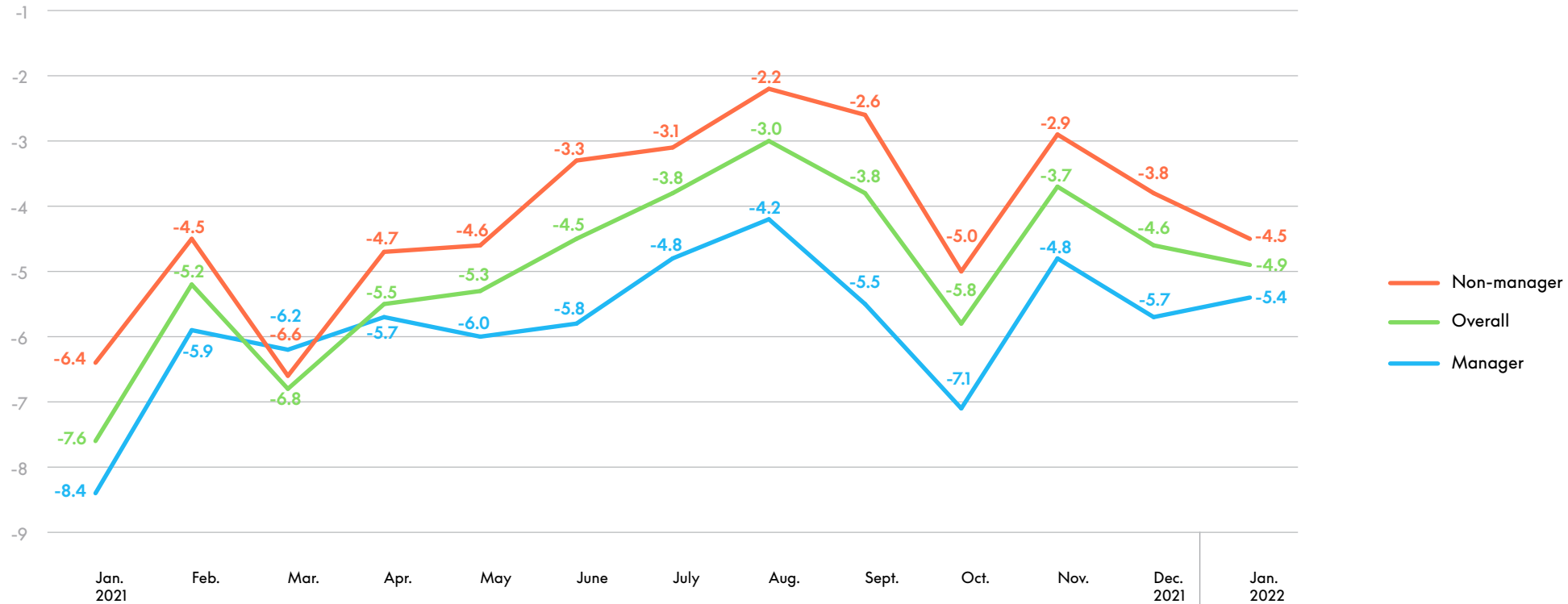
Financial risk

The financial risk sub-score measures the level of individuals’ emergency savings. The financial risk sub-score in September 2021 (11.9) was at the highest point since launch of the Index in April 2020. In October, a decline of nearly 4 points was observed, with financial risk falling to the lowest score in six months. The financial risk sub-score rebounded two points in November 2021 but declined in December. In January 2022, the financial risk score continues to decline however; at more than eight points above the pre-2020 benchmark, 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 before the pandemic.



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 except for March. In January 2022, the mental health scores of non-managers continues to decline while a modest improvement in the mental health of managers is observed. Despite the improvement, the mental health of managers remains more than five points below the pre-2020 benchmark and continues to be lower than the national average.



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In January 2022, the mental health score of women is -7.5 compared to -2.0 for men.
- In each of the past 22 months, mental health scores improve with age.
- Differences in mental health scores between those with and without children have been reported since the launch of the Index in April 2020. Nearly two years later, this pattern continues with a lower score for those with at least one child (-10.0) compared to those without children (-2.9).

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 (-19.8), followed by those reporting fewer hours (-13.9), and those not currently employed (-7.5).
- Managers have a lower mental health score (-5.4) than non-managers (-4.5).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (-2.4).
- Respondents working for companies with 51-100 employees have the lowest mental health score (-9.2).

Emergency savings

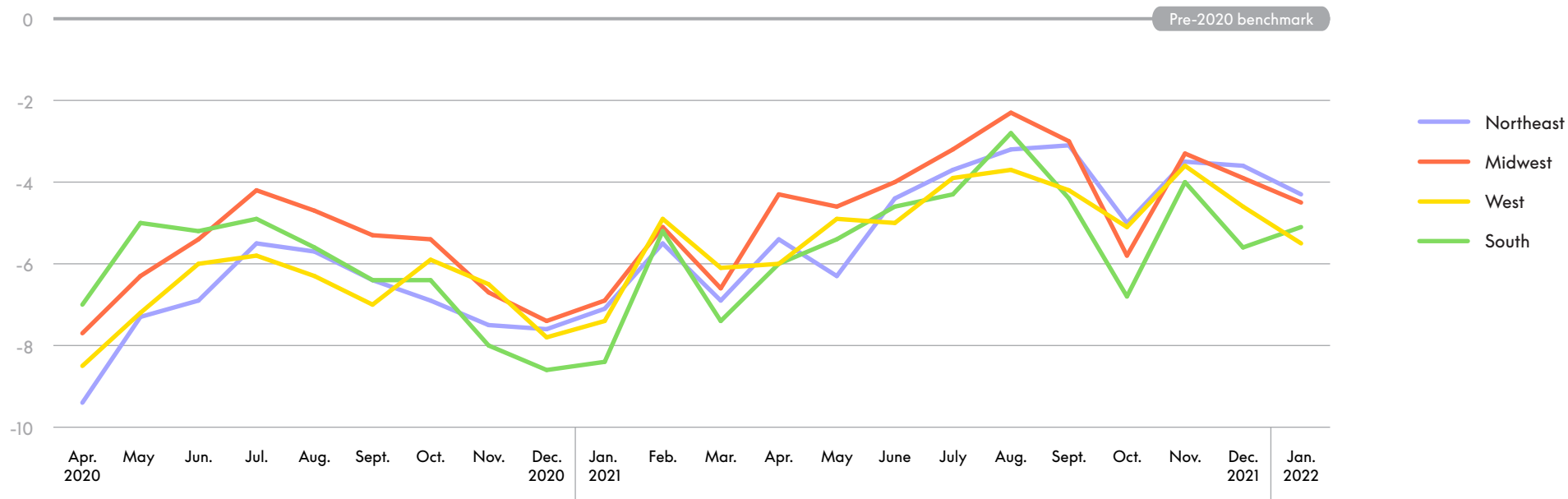
- Those without emergency savings continue to experience a lower mental health score (-22.5) than the overall group (-4.9). Individuals with emergency savings have a mental health score of 0.5.

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 was improving through August. Following two months of declines, the mental health scores for all regions improved in November 2021. In January 2022, the mental health of Americans continues its decline from December 2021 in all but the southern United States.

- With a 0.9-point decrease from December 2021, the mental health score in the Western United States is the lowest (-5.5).
- Despite a modest 0.8-point decline, the mental health score in the Northeast continues to be highest (-4.3).



Employment status	Jan. 2022	Dec. 2021
Employed (no change in hours/salary)	-3.7	-3.2
Employed (fewer hours compared to last month)	-13.9	-16.6
Employed (reduced salary compared to last month)	-19.8	-21.4
Not currently employed	-7.5	-4.4
Age group	Jan. 2022	Dec. 2021
Age 20-29	-18.7	-19.0
Age 30-39	-12.3	-13.1
Age 40-49	-8.1	-7.6
Age 50-59	-1.9	-1.6
Age 60-69	2.6	4.5
Number of children	Jan. 2022	Dec. 2021
No children in household	-2.9	-1.8
1 child	-9.7	-11.5
2 children	-10.3	-10.4
3 children or more	-10.4	-12.2

Region	Jan. 2022	Dec. 2021
Northeast	-4.3	-3.6
Midwest	-4.5	-3.9
South	-5.1	-5.6
West	-5.5	-4.6
Gender	Jan. 2022	Dec. 2021
Men	-2.0	-2.4
Women	-7.5	-6.7
Household income	Jan. 2022	Dec. 2021
<\$30K/annum	-15.9	-15.5
\$30K to <\$60K/annum	-10.0	-9.9
\$60K to <\$100K	-4.4	-4.2
\$100K to <\$150K	-0.9	-1.6
\$150K or more	3.5	3.6

Employer size	Jan. 2022	Dec. 2021
Self-employed/sole proprietor	-4.4	-4.4
2-50 employees	-5.1	-3.9
51-100 employees	-9.2	-9.9
101-500 employees	-5.1	-5.2
501-1,000 employees	-5.6	-7.3
1,001-5,000 employees	-3.1	-2.7
5,001-10,000 employees	-4.7	-1.9
More than 10,000 employees	-2.4	-1.6
Manager	Jan. 2022	Dec. 2021
Manager	-5.4	-5.7
Non-manager	-4.5	-3.8

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 22nd consecutive month, full-time post-secondary students have the lowest mental health score (-25.3). This score continues to be significantly lower than the next lowest scores: individuals employed in Food Services (-15.0), and Administrative and Support services (-10.9).

Individuals employed in Public Administration (-0.2), Accommodation (-0.8), and Manufacturing (-0.8) have the highest mental health scores this month.

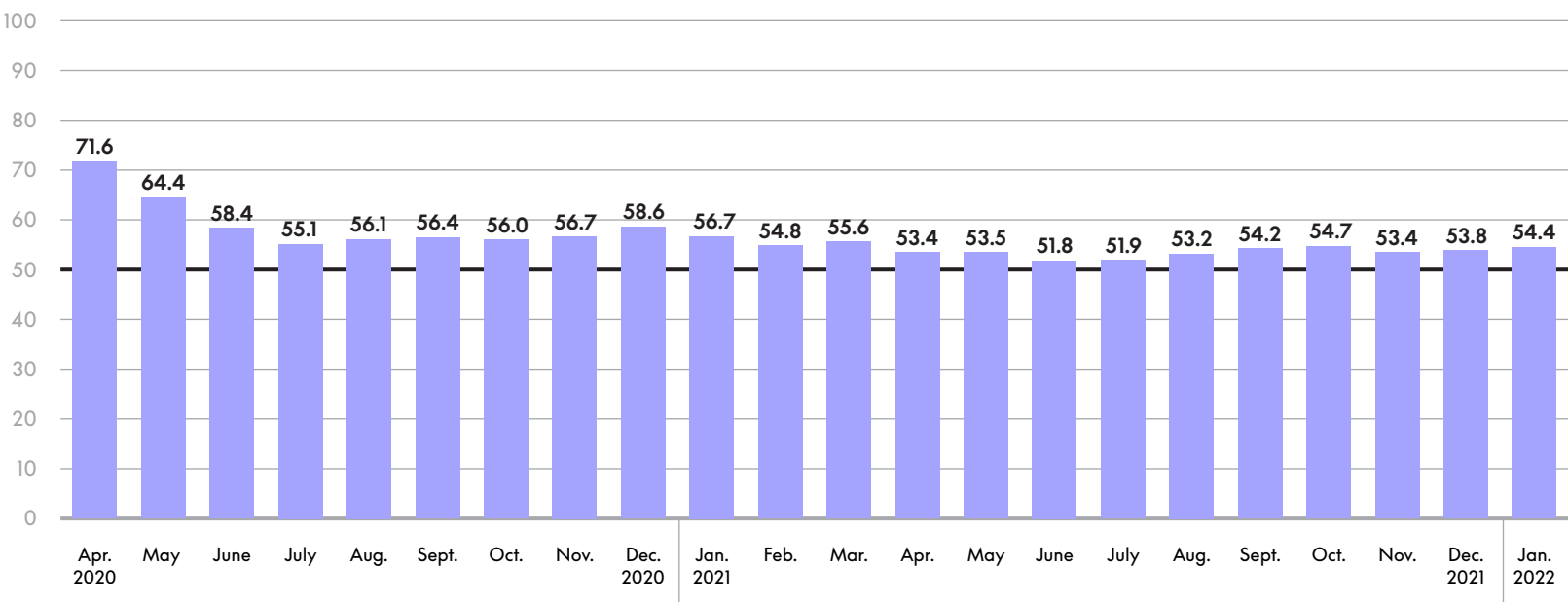
Changes from the prior month are shown in the table.

Industry	January 2022	December 2021	Change
Management of Companies and Enterprises	-8.6	-12.4	3.8
Construction	-5.4	-8.5	3.1
Information and Cultural Industries	-8.0	-10.3	2.3
Accommodation	-0.8	-2.6	1.8
Finance and Insurance	-2.5	-3.7	1.2
Wholesale Trade	-7.5	-8.5	1.1
Other	-6.3	-6.9	0.7
Manufacturing	-0.8	-1.5	0.6
Food Services	-15.0	-15.6	0.5
Retail Trade	-6.9	-7.0	0.2
I am a student	-25.3	-25.2	-0.1
Other services (except Public Administration)	-5.0	-4.8	-0.2
Utilities	-1.2	-1.0	-0.2
Arts, Entertainment and Recreation	-6.0	-5.8	-0.2
Transportation and Warehousing	-2.4	-2.0	-0.4
Professional, Scientific and Technical Services	-1.1	-0.5	-0.6
Health Care and Social Assistance	-6.5	-5.8	-0.7
Agriculture, Forestry, Fishing and Hunting	-5.5	-4.8	-0.7
Educational Services	-2.5	-1.5	-1.0
Administrative and Support services	-10.9	-8.2	-2.7
Public Administration	-0.2	2.5	-2.7
Real Estate, Rental and Leasing	-5.1	1.7	-6.8

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 January 2022 54.4.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 18 percent of the population is experiencing more mental stress compared to the prior month, with nine 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—
January 2022

54.4

MStressChg
December 2021

53.8

Mental Stress Change (percentages)

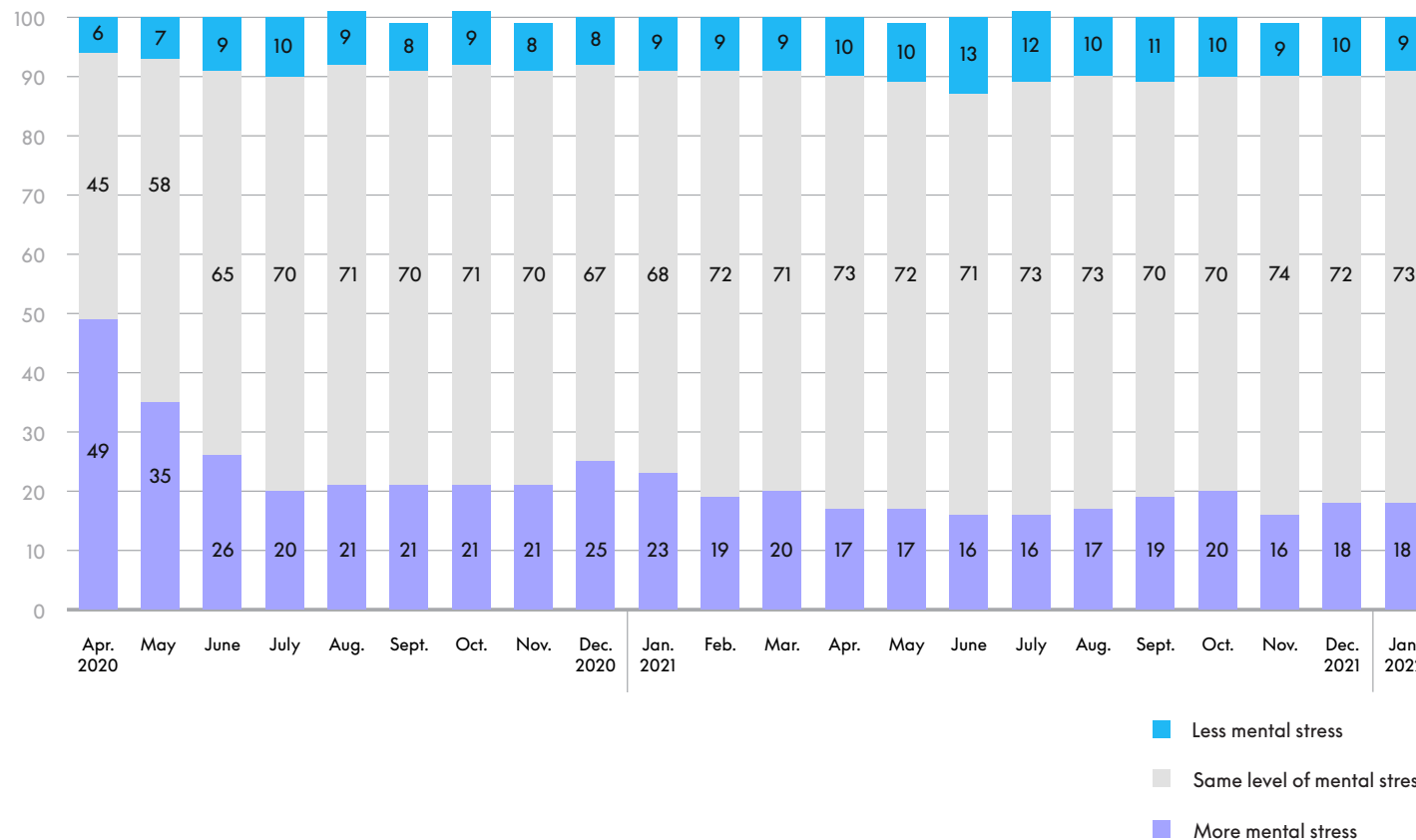
Mental Stress Change tracks stress changes each month.

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 nearly two years, 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 18 percent in January 2022, while 73 percent of respondents report the same level of mental stress and nine 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 January 2022, the mental stress change score for women is 56.2 compared to 52.5 for men.

Geography

- The greatest increase in month-over-month stress is for respondents living in the Midwest (55.3), followed by the Western United States (55.1), the Northeast (54.7), and the Southern United States (53.2).

Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (66.7), followed by employed people with reduced hours (60.6), unemployed people (53.8), and employed people with no change to salary or hours (53.7).
- Managers have a greater increase in mental stress (55.8) than non-managers (53.6).

Employment status	Jan. 2022	Dec. 2021
Employed (no change in hours/salary)	53.7	52.9
Employed (fewer hours compared to last month)	60.6	62.5
Employed (reduced salary compared to last month)	66.7	64.8
Not currently employed	53.8	51.8
Age group	Jan. 2022	Dec. 2021
Age 20-29	60.8	60.0
Age 30-39	56.5	55.9
Age 40-49	55.8	55.1
Age 50-59	54.0	53.2
Age 60-69	51.5	50.8
Number of children	Jan. 2022	Dec. 2021
No children in household	53.4	52.6
1 child	57.0	56.2
2 children	58.2	56.5
3 children or more	55.5	58.3

Region	Jan. 2022	Dec. 2021
Northeast	54.7	52.8
Midwest	55.3	54.6
South	53.2	54.1
West	55.1	53.3
Gender	Jan. 2022	Dec. 2021
Men	52.5	52.5
Women	56.2	55.0
Household income	Jan. 2022	Dec. 2021
<\$30K/annum	56.9	56.7
\$30K to <\$60K/annum	56.6	56.9
\$60K to <\$100K	54.2	53.4
\$100K to <\$150K	53.4	52.1
\$150K or more	51.9	51.5

Employer size	Jan. 2022	Dec. 2021
Self-employed/sole proprietor	55.2	53.8
2-50 employees	55.0	52.9
51-100 employees	56.6	53.1
101-500 employees	53.4	54.7
501-1,000 employees	55.8	56.4
1,001-5,000 employees	52.5	52.3
5,001-10,000 employees	55.8	52.7
More than 10,000 employees	52.5	53.8
Manager	Jan. 2022	Dec. 2021
Manager	55.8	54.4
Non-manager	53.6	53.4

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 January 2022, individuals employed in Transportation and Warehousing (48.8) report less mental stress than the prior month.

Full-time post-secondary students have the most significant increase in mental stress (64.1), followed by individuals employed in Management of Companies and Enterprises (61.1), and Agriculture, Forestry, Fishing and Hunting (60.2).

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

Industry	January 2022	December 2021
Transportation and Warehousing	48.8	53.2
Accommodation	50.0	51.4
Manufacturing	51.2	51.9
Information and Cultural Industries	51.8	54.7
Public Administration	51.9	50.2
Construction	52.2	50.0
Utilities	53.6	48.8
Professional, Scientific and Technical Services	53.8	52.6
Other services (except Public Administration)	53.8	50.7
Arts, Entertainment and Recreation	53.9	54.4
Real Estate, Rental and Leasing	54.2	51.0
Food Services	54.6	56.6
Wholesale Trade	54.6	54.2
Finance and Insurance	54.7	57.1
Other	54.9	53.6
Educational Services	54.9	52.5
Retail Trade	55.4	55.4
Health Care and Social Assistance	56.7	56.2
Administrative and Support services	56.8	54.2
Agriculture, Forestry, Fishing and Hunting	60.2	57.8
Management of Companies and Enterprises	61.1	54.5
I am a student	64.1	68.3

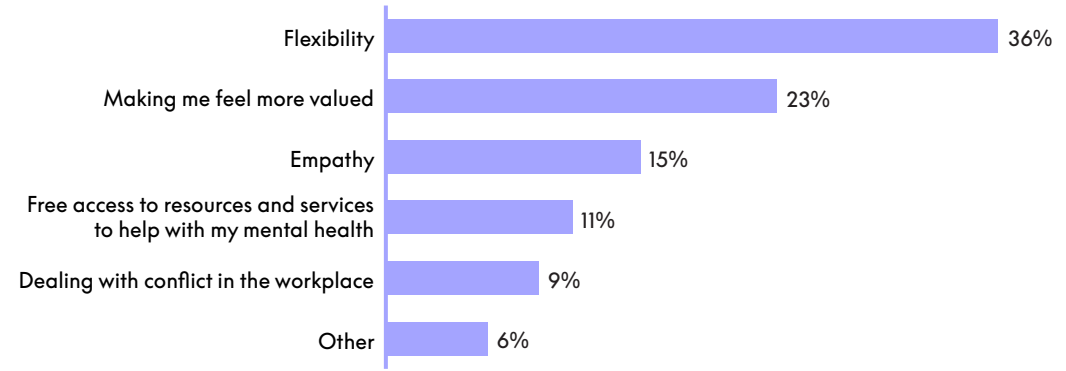
Spotlight

Mental health support

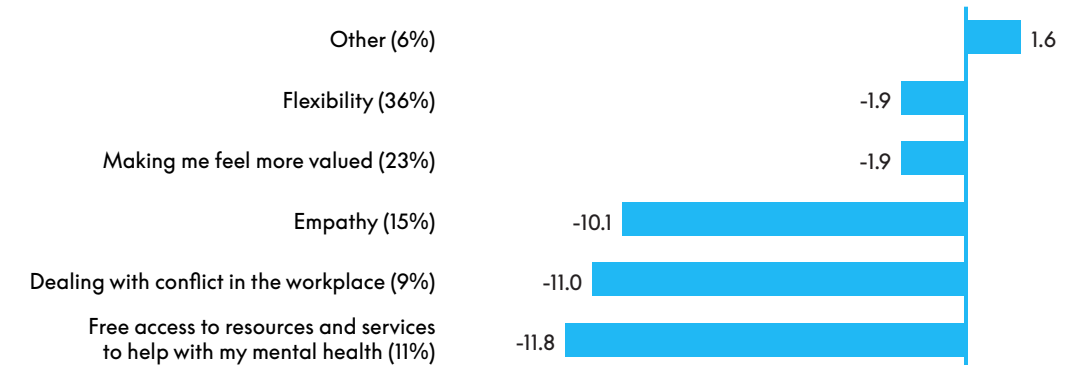
Americans were asked which action taken by their employer is most important in supporting their mental health.

- More than one-third (36 percent) of Americans report that flexibility is the most important action taken by their employer in supporting their mental health. This group has a mental health score (-1.9) three points higher than the national average (-4.9).
- Nearly one-quarter (23 percent) indicate that making them feel more valued is the most important action taken by their employer, followed by 15 percent reporting empathy.
- The lowest mental health score (-11.8) is observed in 11 percent of Americans who report free access to resources and services is the most important action taken by their employer in supporting mental health.

Most important action taken by my employer in supporting mental health



MHI score by the most important action taken by my employer in supporting mental health

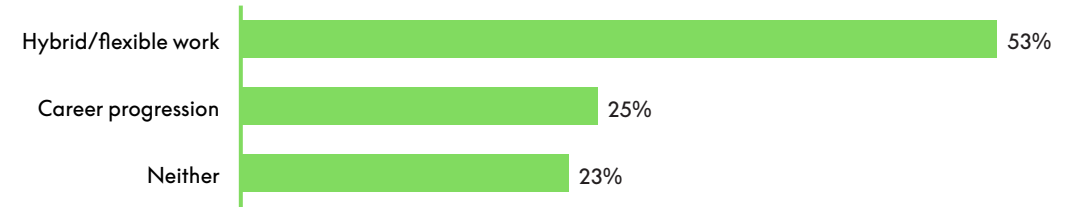


Importance of flexible/hybrid work or career progression

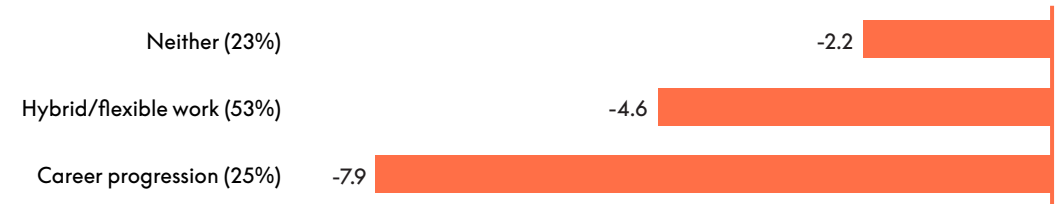
Americans were asked which is more important, flexible/hybrid work or career progression.

- More than half (53 percent) of Americans report that flexible/hybrid work is more important than career progression.
- Managers are more than two times more likely than non-managers to indicate that career progression is more important than flexible/hybrid work.
- Parents are 80 percent more likely than non-parents to indicate that career progression is more important than flexible/hybrid work.

Which is most important to you?



MHI score by which is most important to you

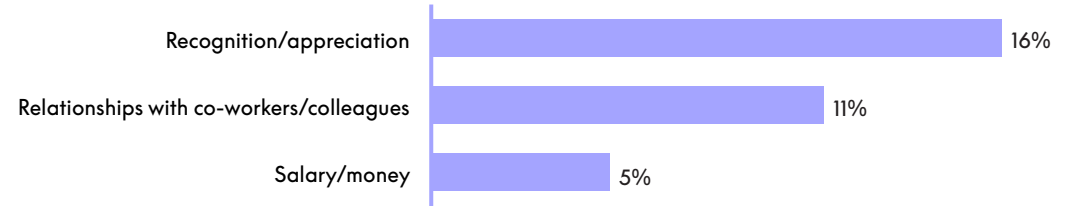


Belonging

Americans were asked what is most important for them to feel a sense of belonging at work.

- Americans most commonly reported recognition or appreciation, relationships with co-workers or colleagues, and salary/money as most important to feel a sense of belonging at work.
- Respondents reporting relationships with co-workers or colleagues as most important have higher mental health, work productivity, isolation, and financial risk scores than national averages.
- Those reporting recognition or appreciation as most important have lower mental health scores than national averages.
- Those reporting salary or money as most important have lower mental health, work productivity, isolation, and financial risk scores than national averages.

What is most important to feel a sense of belonging at work?

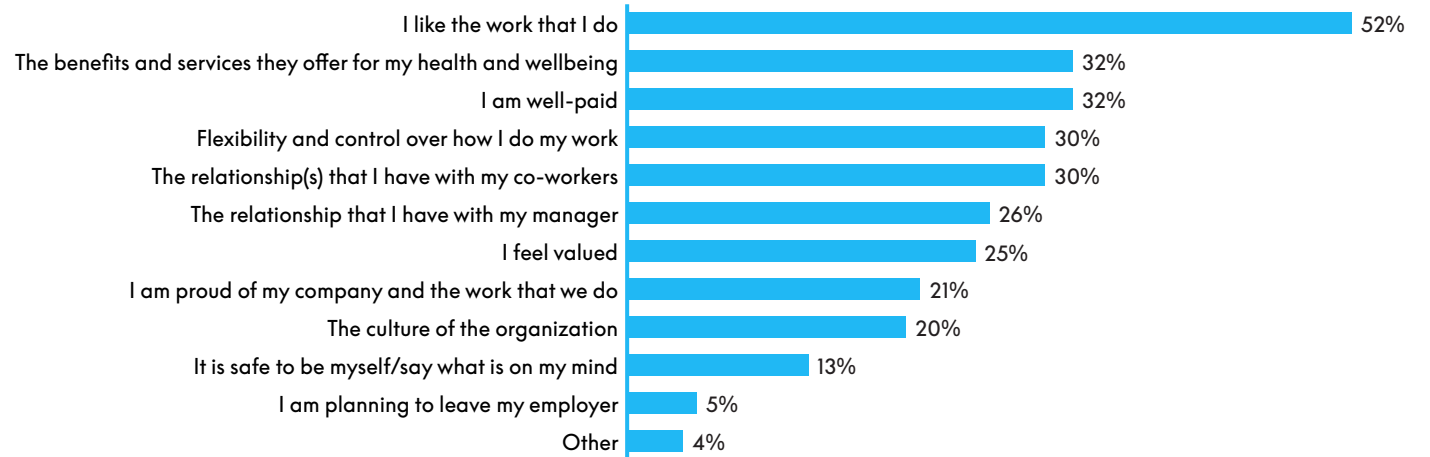


Reasons for remaining with an employer

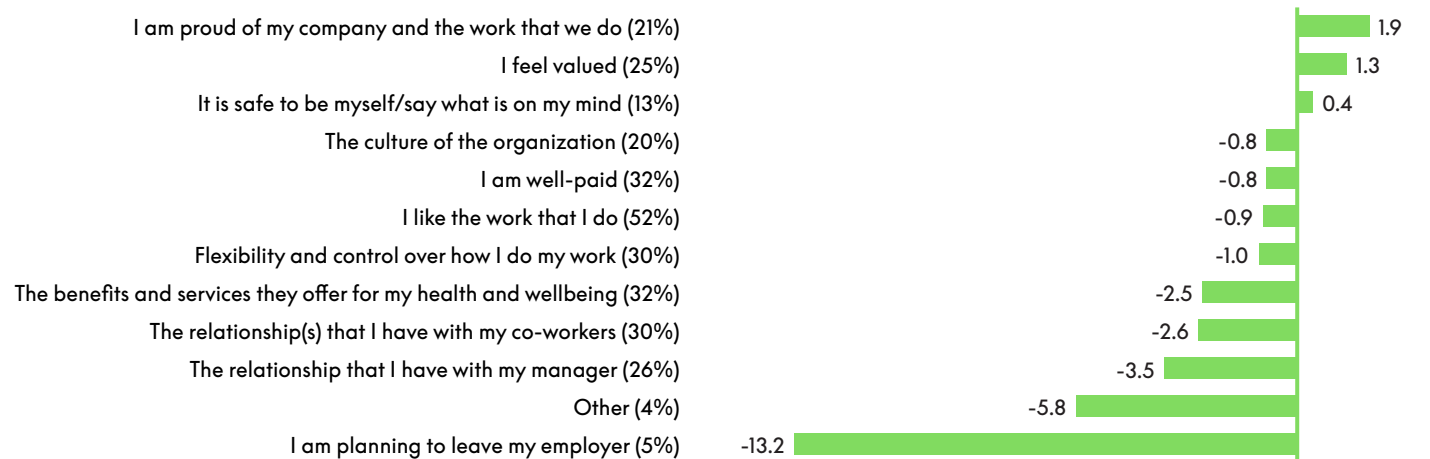
Americans were asked for the reasons they stay with their employer.

- More than half (52 percent) of Americans report that liking the work they do is the reason they stay with their employer.
- Nearly one-third (32 percent) indicate that the benefits and services offered for their health and wellbeing is the reason they stay, and another 32 percent report that being well-paid is the reason for staying with their employer.
- More than one-in-five (21 per cent) report being proud of their company and work they do, and this group has the most favorable mental health score (1.9).
- Five percent of Americans are planning to leave their employer and this group has a mental health score (-13.2) more than eight points below the national average.
- Managers are 40 percent more likely than non-managers to report that feeling valued is the primary reason for staying with their employer.

Reasons for staying with my employer



MHI score by reasons for staying with my employer



Work from home

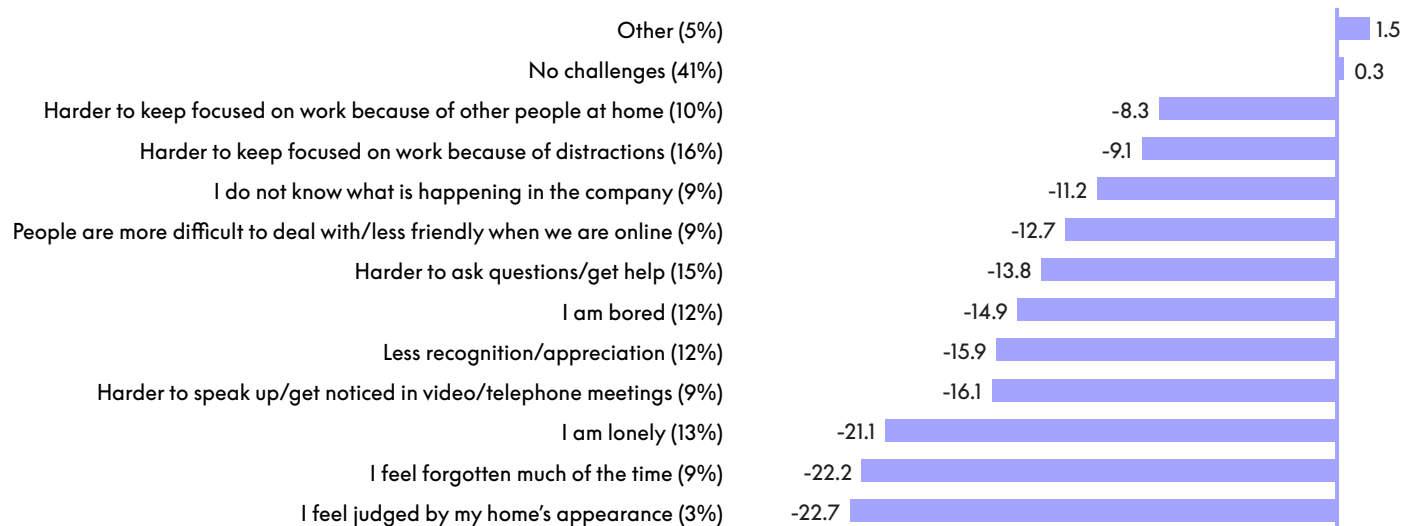
More than half (53 percent) of Americans who report working from home were asked about the greatest challenge in this environment.

- More than two-in-five (41 percent) do not report having challenges working from home. This group has the mental health score (0.3) five points higher than the national average (-4.9).
- Thirteen percent of Americans working from home feel lonely and 9 percent feel forgotten most of the time. Both groups have mental health scores more than 16 points below the national average.
- Managers are 50 percent more likely than non-managers to indicate that less recognition/appreciation is the greatest challenge of working from home.

Greatest challenge working from home



MHI score by greatest challenge working from home

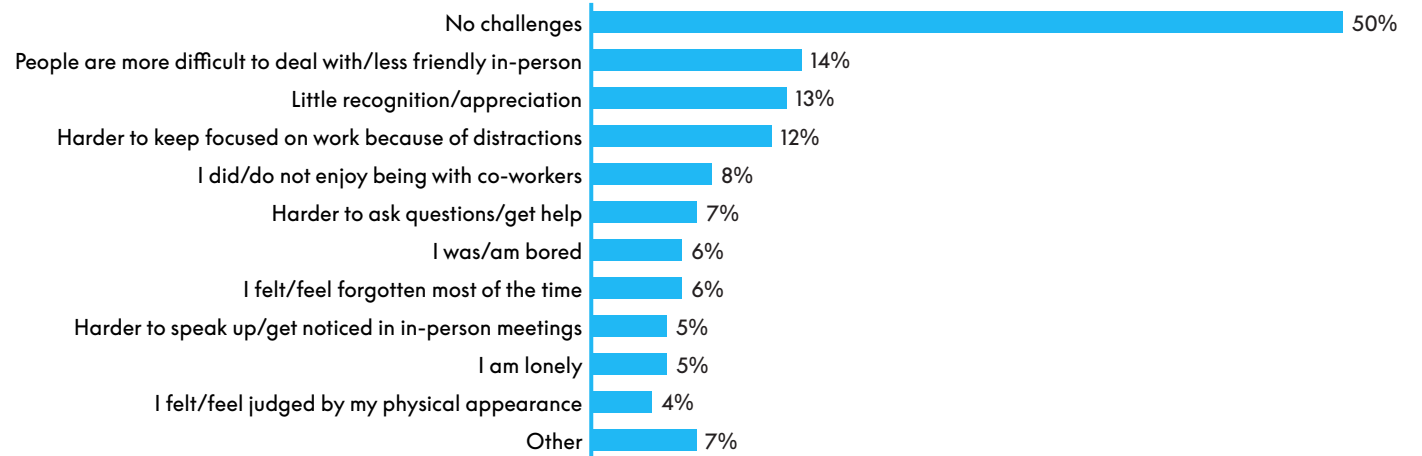


Work at jobsite

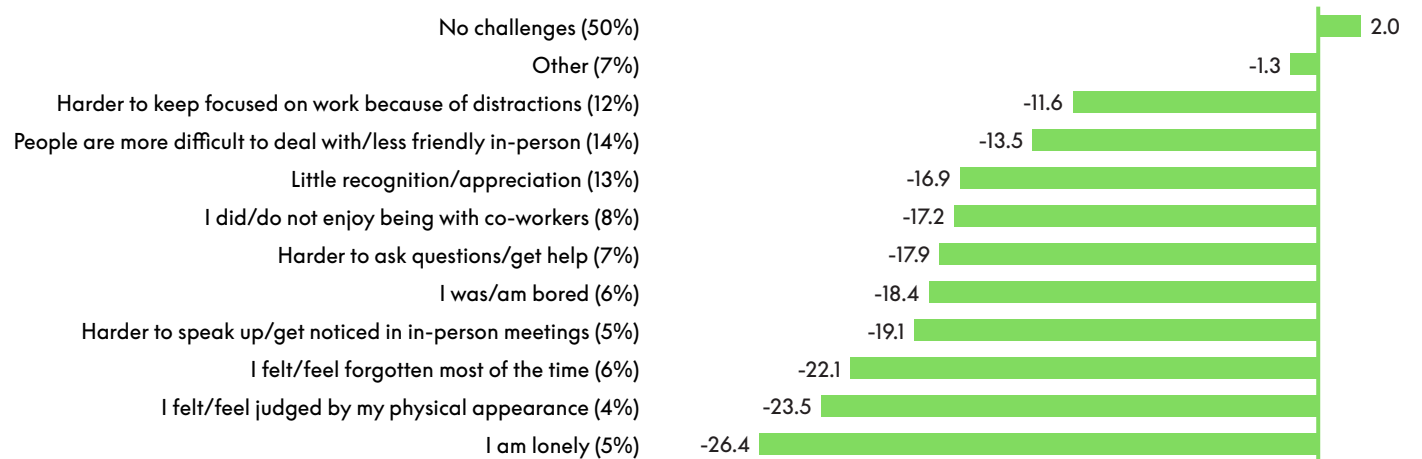
Americans working at the jobsite were asked about the greatest challenge in this environment.

- Half (50 percent) of Americans do not have challenges working at the jobsite. This group has the most favorable mental health score (2.0), nearly seven points higher than the national average (-4.9).
- Fourteen percent indicate that the greatest challenge is that people are more difficult to deal with or less friendly in-person. This group has a mental health score more than 17 points below the national average.
- Despite being at the jobsite, 11 percent of Americans say that they are lonely or feel forgotten much of the time. This group has a mental health score more than 17 points below the national average.
- Respondents under 40 are twice as likely as respondents 60 and over to report feeling lonely at the jobsite.

Greatest challenge working at jobsite



MHI score by greatest challenge working at jobsite

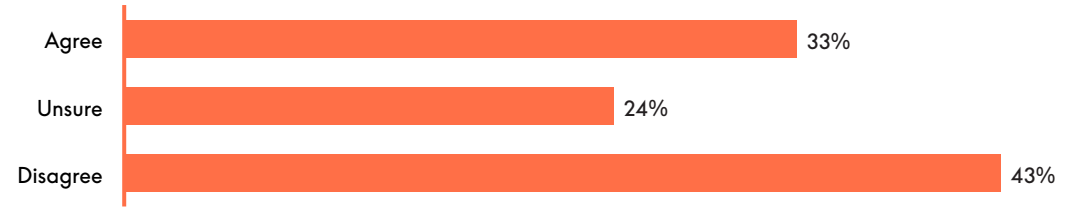


Career impact of work from home

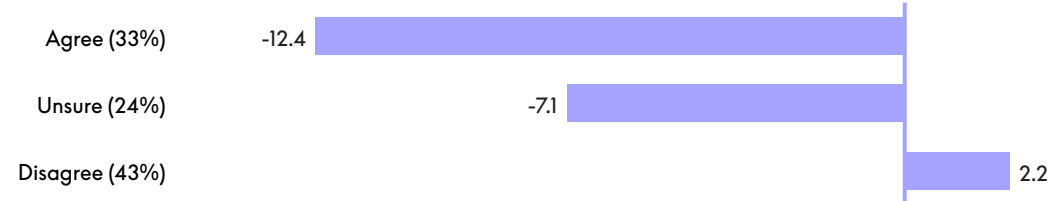
Americans were asked whether they would be concerned that career opportunities would be limited if they were to work from home full or part-time.

- One-third (33 percent) of Americans believe that their career opportunities would be limited if they were to work from home. The mental health score of this group (-12.4) is more than seven points lower than the national average (-4.9).
- More than two-in-five (43 percent) do not believe that their career opportunities would be limited, and this group has the most favorable mental health score (2.2).
- Americans under the age of 40 are twice as likely as those 50 and older to believe their career opportunities would be limited if they were to work from home.

Are you concerned about career opportunities if working from home?



MHI score by concern about career opportunities if working from home



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 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 January 13 and 26, 2022.

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

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