

The Mental Health Index by LifeWorks™

United States of America | July 2022



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What you need to know for July 2022

1. A decline in the mental health of working Americans is observed in July 2022.

- At 68.9, the mental health of Americans declined one point from the prior month.
- 26% of Americans have a high mental health risk, 40% have a moderate mental health risk, and 33% have a low mental health risk, a decline over the prior month.
- All mental health sub-scores apart from optimism declined from June to July 2022; the financial risk score declined to a level not seen since January 2021 and is in-line with the lowest score since the launch of the Index.
- Mental health scores declined in all regions of the U.S.; the South continues to have the lowest mental health score for the third consecutive month.
- The mental health score of managers is modestly above that of non-managers as well as the national average.

2. Nearly two in five employees are experiencing tension or conflict with co-workers.

- 30% are experiencing tension/conflict over support for their wellbeing.

- 28% are experiencing tension/conflict regarding pay/compensation.
- 25% are experiencing tension/conflict with their manager.
- 24% are experiencing tension/conflict over work demands or volume of work.
- Managers are more likely than non-managers to be experiencing tension or conflict with co-workers.
- Younger employees (under the age of 40) are more likely to be experiencing tension/conflict with their manager.

3. Nearly one-quarter of Americans do not trust their organization to act ethically.

- 74% trust their colleagues to support them when needed.
- 73% trust their manager to act in the best interest of those he/she/they manages.
- 68% trust the senior leaders in their organization to consider the wellbeing of employees in decisions.
- Younger people (under the age of 40) are less likely to trust their organization to act ethically and are more likely to distrust their colleagues will support them when needed.

From April 2020 to April 2022 the Mental Health Index by LifeWorks™ reflected the deviation from the pre-pandemic benchmark data collected from 2017-2019. Going forward, scores will be reported as absolute on a scale of 0-100 where
0-49 = Distressed
50-79 = Strained
and 80-100 = Optimal

4. Americans' buying and/or investment decisions are more influenced by how a brand/company treats their employees than by how the brand/company behaves environmentally.

- 37% are influenced by how a brand/company treats their employees.
- 14% are influenced by how a brand/company responds to social justice issues.
- 11% are influenced by how a brand/company behaves environmentally.
- Parents and managers are more likely to consider a brand's behaviour when making buying and/or investment decisions.

5. More than half report some negative impact to their children because of the events of the past two years.

- 27% indicate that children have anxiety about the future.
- 20% report negative impact on their children's social development.
- 20% report negative impact on their children's mental health.
- 19% report negative impact on their children's academic development.

51%

say the pandemic has
had some negative impact
on their children

38%

are experiencing conflict
with co-workers

37%

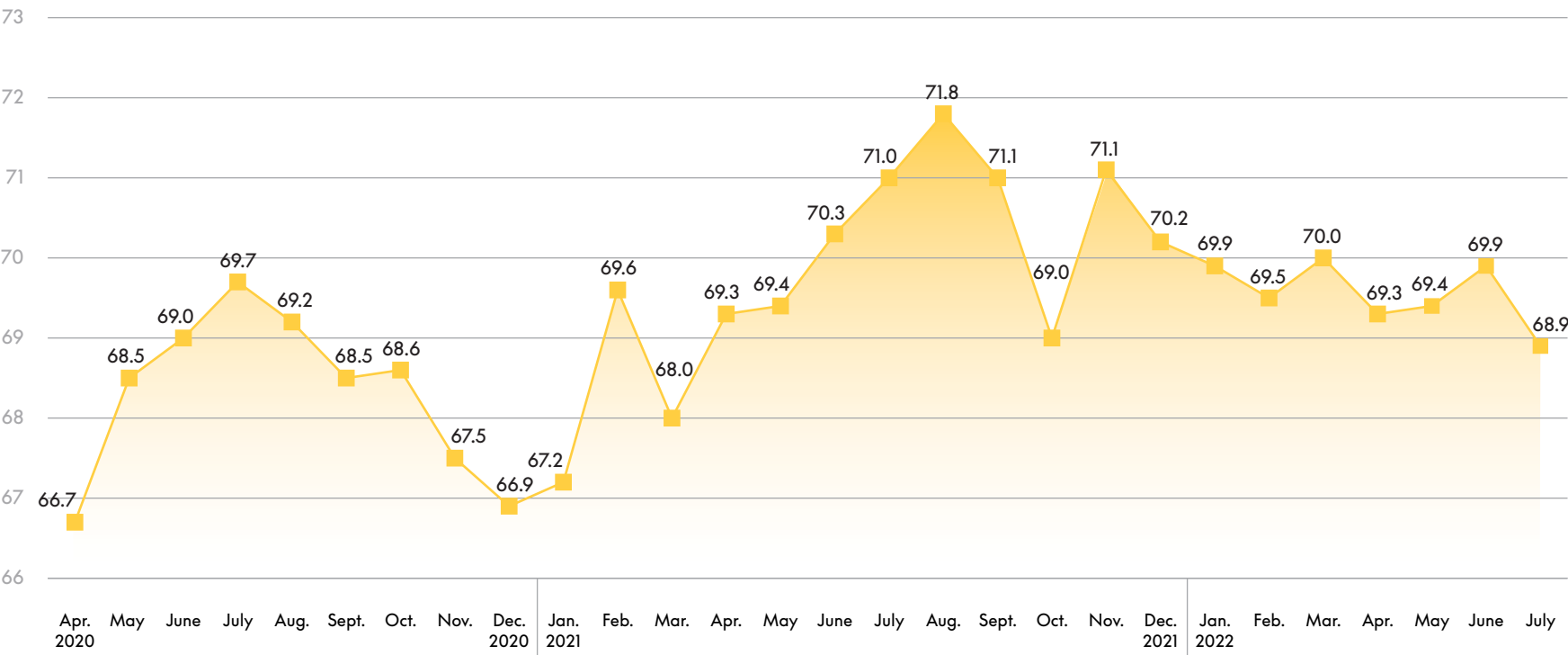
are influenced by
how a company treats
their employees

24%

do not trust
their organization
to act ethically

The Mental Health Index™

The overall Mental Health Index for July 2022 is 68.9 points¹ representing a decline in the mental health score of Americans from the prior month.



MHI Current Month
July 2022

68.9

June 2022

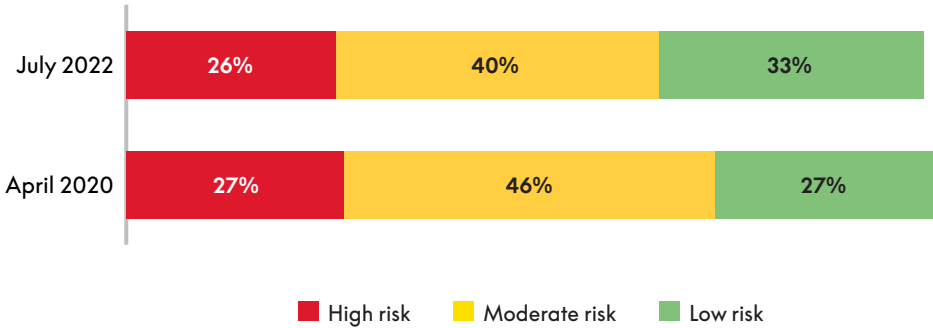
69.9

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 July 2022, 26 percent of Americans have a high mental health risk, 40 percent have a moderate mental health risk, and 33 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.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (61.2), followed by isolation (64.4), work productivity (65.4), depression (67.8), financial risk (71.5), and optimism (71.9). The most favorable mental health sub-score is general psychological health (77.1).

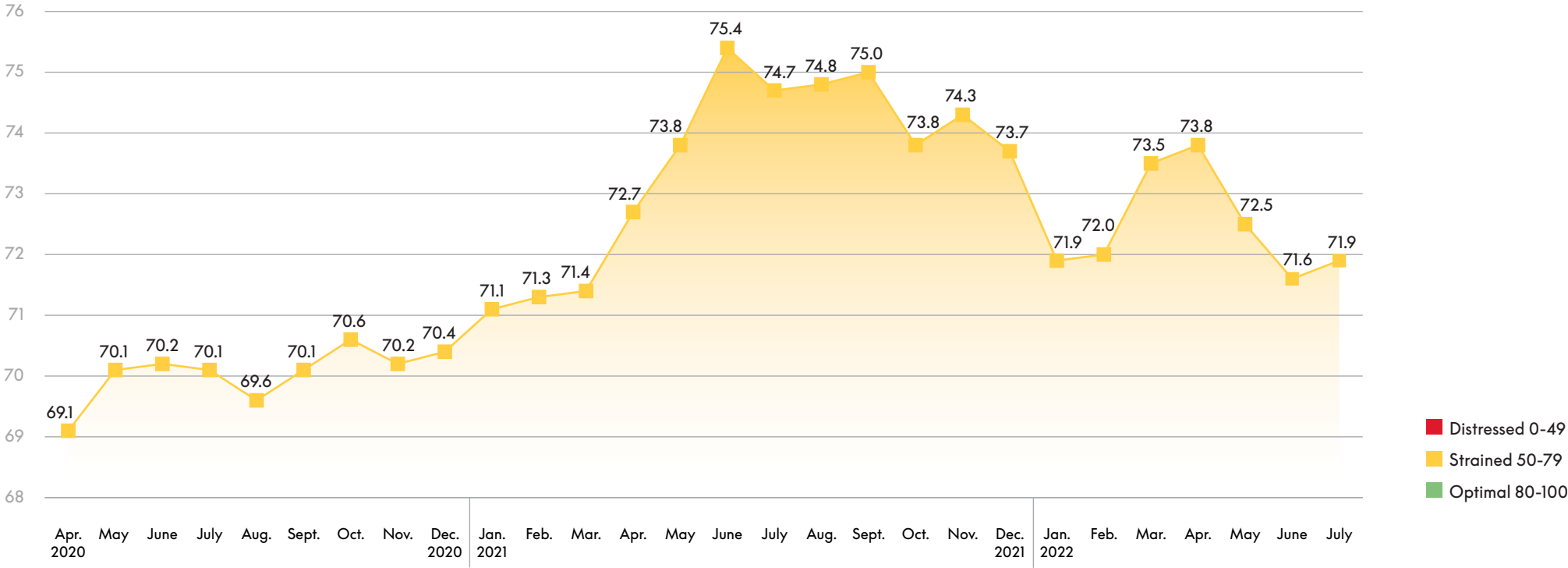
- All mental health sub-scores apart from optimism have declined compared to the prior month.
- With a 2.4-point decrease, the work productivity score has had the greatest decline from June 2022.
- Despite a modest (0.1-point) decline from June, general psychological health is the strongest of all sub-scores.

Mental Health Index™ Sub-scores ² 2022	July	June
Anxiety	61.2	63.1
Isolation	64.4	65.9
Work productivity	65.4	67.8
Depression	67.8	69.2
Financial risk	71.5	73.5
Optimism	71.9	71.6
Psychological health	77.1	77.2

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

Optimism

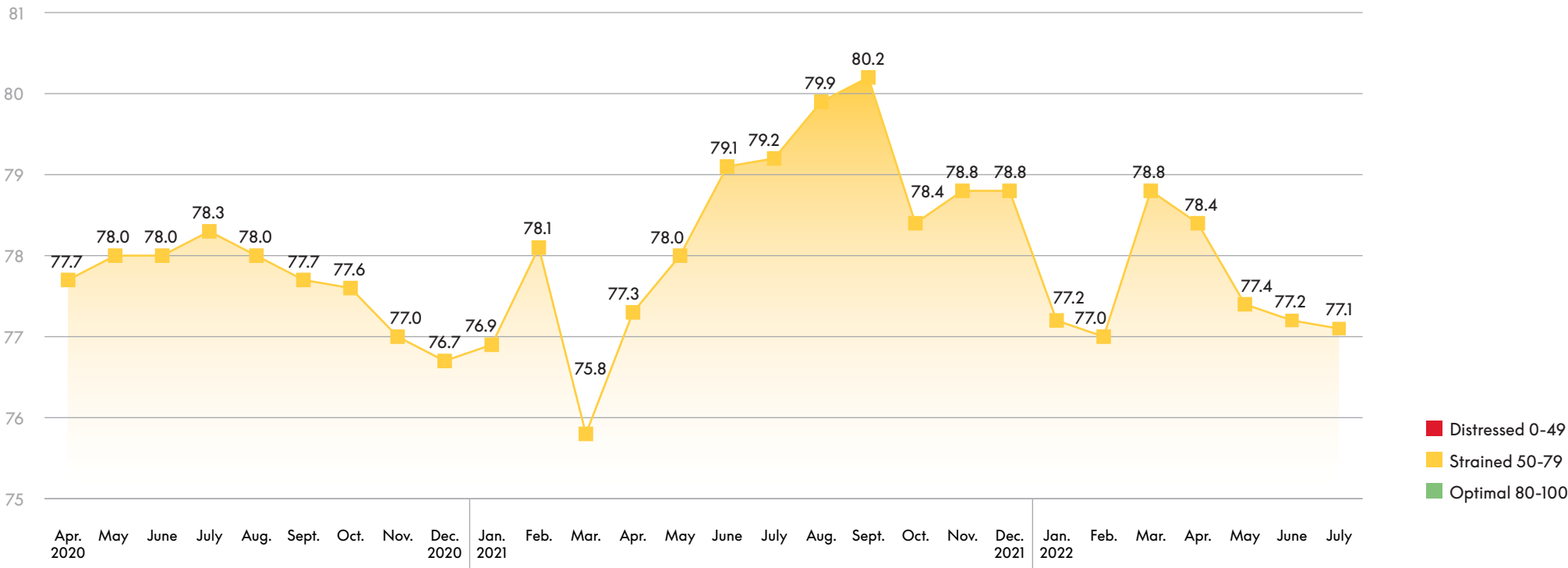
Optimism scores increased from April 2020 to June 2021 and then followed a declining trend from July 2021 to January 2022. From February through April 2022, the optimism sub-score increased but fell 1.3 points in May and a further one point in June 2022 to 71.6, the lowest score in 15 months. A modest improvement in the optimism score is observed in July 2022; however, the score is equal to the low of 71.9 in January 2022.



General psychological health

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

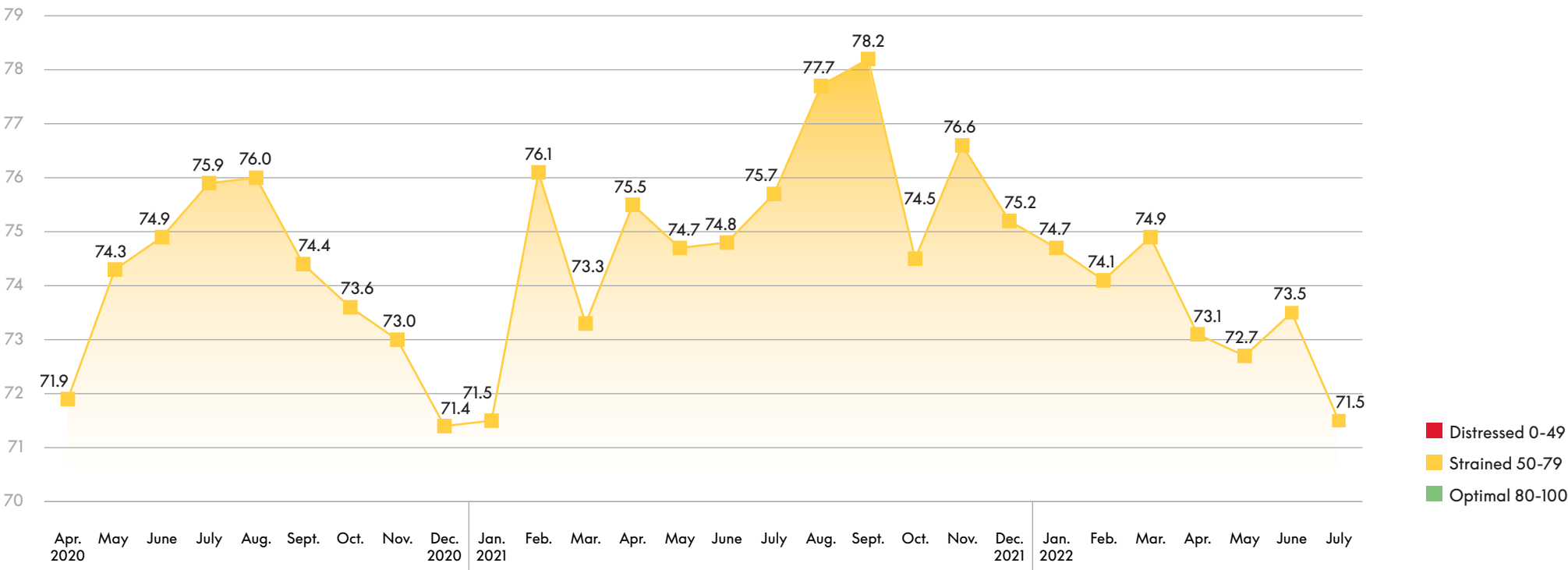
While modest improvements to general psychological health were observed from April 2020 to July 2020 and from December 2020 to February 2021, the psychological health score of Americans dropped dramatically in March 2021. Since March 2021, psychological health sub-scores showed seven continuous months of improvement, reaching a high of 80.2 in September 2021. A sharp decline of nearly two points occurred in October and following three months of stability, the general psychological health score fell in January and February 2022 to the lowest score in ten months. A sharp increase was observed in March 2022, but the score fell in April and continues its decline in July to 77.1, a modest reduction from the prior month.



Financial risk

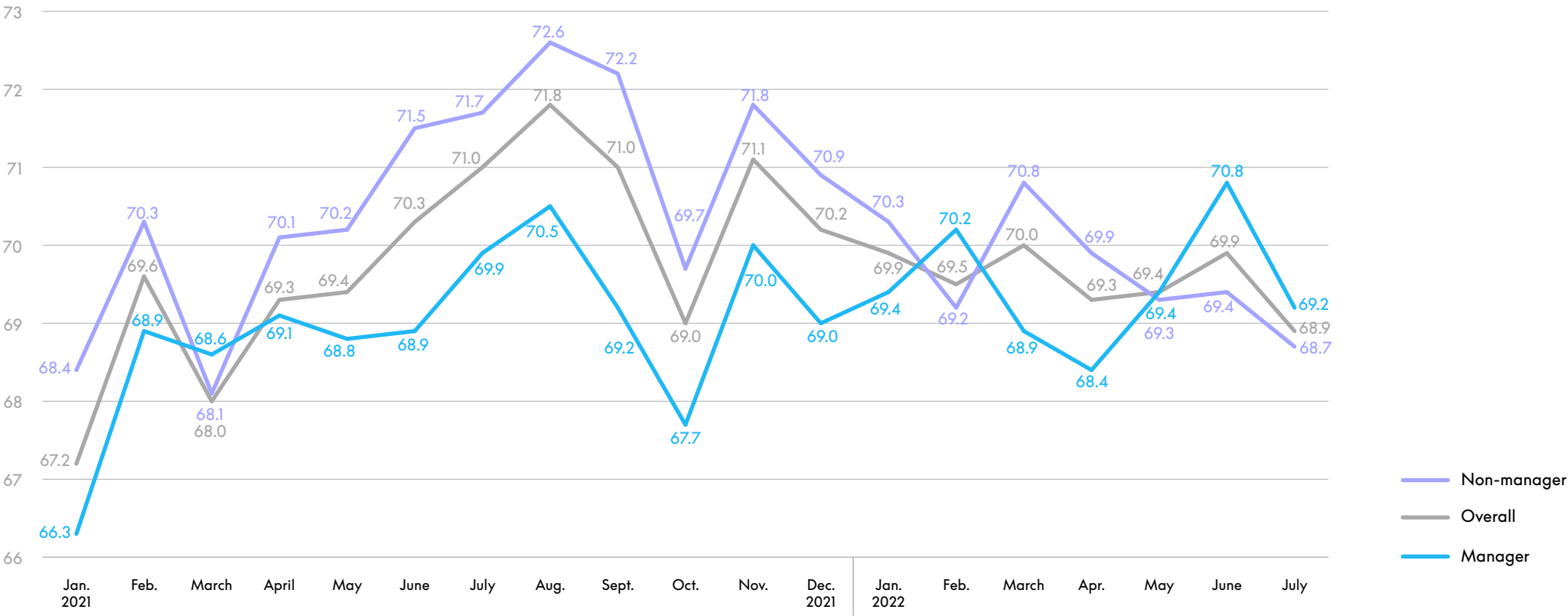
The financial risk sub-score measures the level of individuals' emergency savings.

The financial risk sub-score has been inconsistent since the launch of the Index in April 2020. Following a high of 78.2 in September 2021, the financial risk score declined sharply, then rebounded slightly, before following a downward trend since December 2021. In July 2022, the financial risk score declined sharply to a level not seen since January 2021 and is in-line with the lowest score recorded since the launch of the Index.



Managers compared to non-managers

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 was observed when the mental health score of non-managers declined along with the overall U.S. average, whereas an improvement was observed in mental health score of managers. In July 2022, a similar trend is observed wherein managers have a modestly better mental health score (69.2) than the national average (68.9) and that of non-managers (68.7).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In July 2022, the mental health score of women is 66.4 compared to 71.9 for men.
- Since April 2020, mental health scores have improved 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. More than two years later, this pattern continues with a lower score for those with at least one child (64.0) than those without children (70.0).

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 (58.6), followed by those working fewer hours (57.0), those not currently employed (68.7), and those with no change to salary or hours (70.0).
- Managers have a modestly better mental health score (69.2) than non-managers (68.7).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (71.9).
- Respondents working for companies with 51-100 employees have the lowest mental health score (64.6).

Emergency savings

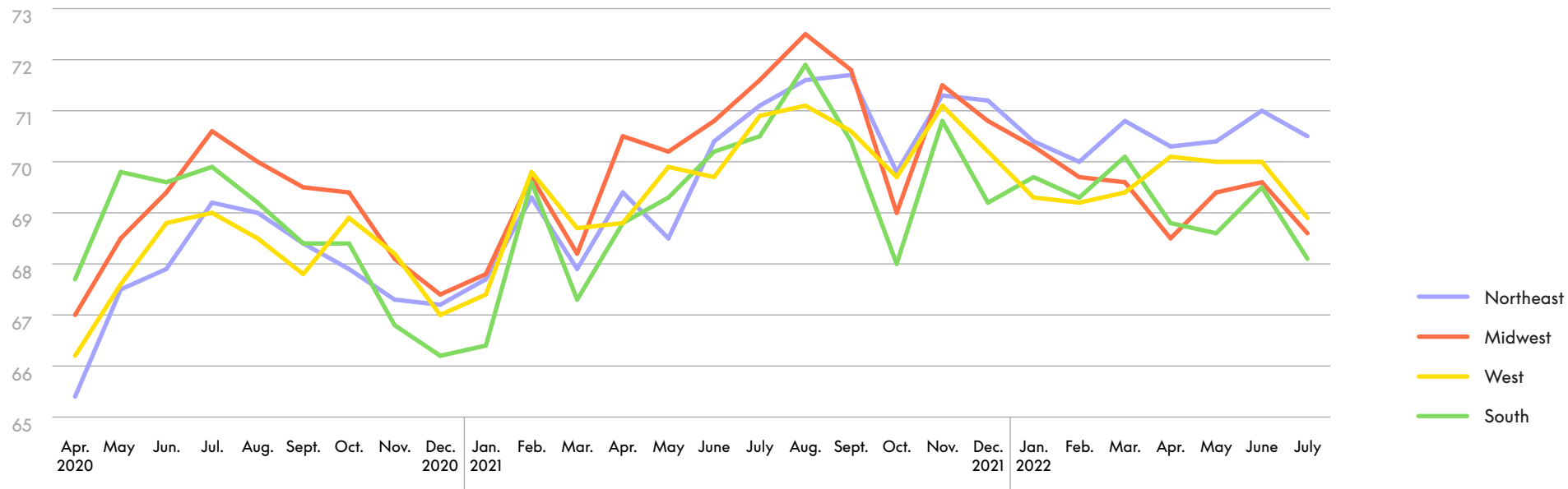
- Those without emergency savings continue to experience a lower mental health score (52.0) than the overall group (68.9). Individuals with emergency savings have a mental health score of 75.0.

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. From December 2021 to February 2022, declines in mental health were seen in all regions of the United States. Variability in mental health scores has been ongoing since February 2022. In July 2022, the mental health of Americans declined in all regions.

- Despite a modest decrease in the Northeast, the mental health score (70.5) remains the strongest for the eighth consecutive month. lowest (69.5) for the second consecutive month.
- For the third consecutive month, the lowest mental health score is in the South (68.1).



Employment status	July 2022	June 2022
Employed (no change in hours/salary)	70.0	70.9
Employed (fewer hours compared to last month)	57.0	59.2
Employed (reduced salary compared to last month)	58.6	52.9
Not currently employed	68.7	69.6
Age group	July 2022	June 2022
Age 20-29	56.3	56.3
Age 30-39	61.9	62.4
Age 40-49	65.9	66.4
Age 50-59	72.2	72.8
Age 60-69	78.0	78.1
Number of children	July 2022	June 2022
No children in household	70.9	72.0
1 child	63.6	63.7
2 children	65.1	65.9
3 children or more	62.7	64.2

Region	July 2022	June 2022
Northeast	70.5	71.0
Midwest	68.6	69.6
South	68.1	69.5
West	68.9	70.0
Gender	July 2022	June 2022
Men	71.9	73.6
Women	66.4	66.8
Household income	July 2022	June 2022
<\$30K/annum	57.9	57.4
\$30K to <\$60K/annum	63.3	65.3
\$60K to <\$100K	69.5	70.0
\$100K to <\$150K	72.5	73.2
\$150K or more	78.6	79.3

Employer size	July 2022	June 2022
Self-employed/sole proprietor	67.4	69.4
2-50 employees	68.4	70.6
51-100 employees	64.6	65.6
101-500 employees	69.6	70.1
501-1,000 employees	68.0	67.7
1,001-5,000 employees	71.1	70.8
5,001-10,000 employees	69.0	70.2
More than 10,000 employees	71.9	72.5
Manager	July 2022	June 2022
Manager	69.2	70.8
Non-manager	68.7	69.4

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

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

Mental Health Index™ (industry)

For the second consecutive month, full-time post-secondary students have the lowest mental health score (49.3).

This score is significantly lower than the next lowest score, among individuals employed in Food Services (60.8), and Administrative and Support Services (62.0).

Those employed in Public Administration (77.2), Professional, Scientific and Technical Services (73.1), and Real Estate, Rental and Leasing (72.8), have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	July 2022	June 2022	Change
Management of Companies and Enterprises	70.5	68.9	1.7
Public Administration	77.2	75.6	1.6
Retail Trade	67.9	67.2	0.7
Construction	70.2	70.0	0.2
Finance and Insurance	70.9	71.1	-0.2
Food Services	60.8	61.1	-0.3
Real Estate, Rental and Leasing	72.8	73.1	-0.3
Other	68.2	68.5	-0.3
Wholesale Trade	63.5	63.9	-0.4
Educational Services	71.7	72.3	-0.6
Health Care and Social Assistance	67.1	68.1	-1.0
Accommodation	64.8	65.8	-1.0
Transportation and Warehousing	70.1	71.2	-1.1
Professional, Scientific and Technical Services	73.1	75.0	-1.9
Utilities	71.2	73.1	-1.9
Information and Cultural Industries	62.4	64.6	-2.2
Administrative and Support services	62.0	64.3	-2.3
Manufacturing	71.7	74.7	-2.9
Arts, Entertainment and Recreation	65.3	68.6	-3.3
Agriculture, Forestry, Fishing and Hunting	63.6	66.9	-3.4
Other services (except Public Administration)	68.2	72.3	-4.2
I am a student	49.3	56.1	-6.8

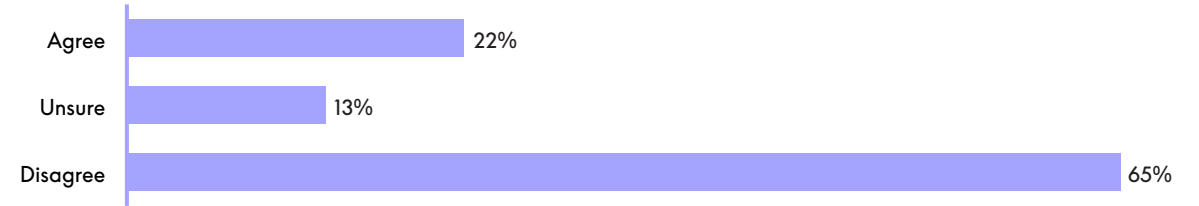
Spotlight

Conflict at work

Americans were asked if they are experiencing an increase in tension/conflict at work.

- Nearly one-quarter (22 percent) are experiencing increased tension/conflict at work, and this group has the lowest mental health score (53.8), 15 points below the national average (68.9).
- Managers are 60 percent more likely to be experiencing tension/conflict at work than non-managers.
- Respondents under the age of 40 are over two times more likely than those older than 50 to be experiencing tension/conflict at work.

I am experiencing increased tension/conflict at work



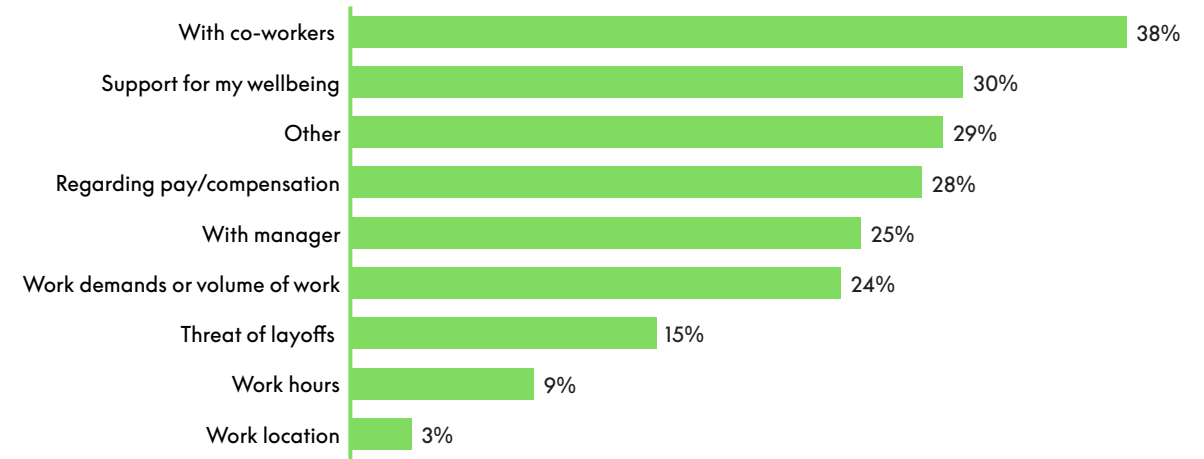
MHI score by I am experiencing increased tension/conflict at work



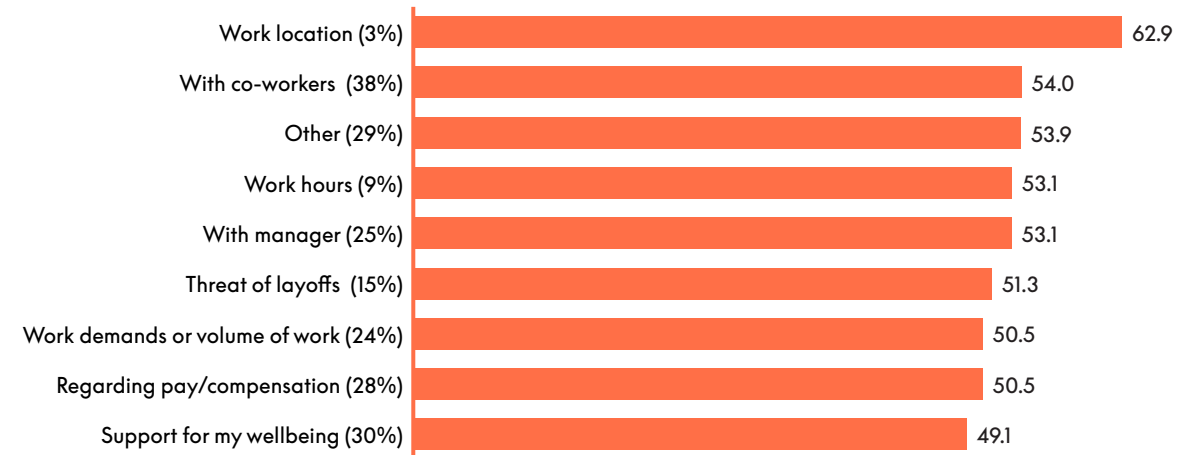
Americans reporting increased tension/conflict at work were asked for specific areas of tension/conflict.

- Nearly two in five (38 percent) are experiencing tension/conflict with co-workers, nearly one-third (30 percent) report tension/conflict over support for their wellbeing, 28 percent report tension/conflict regarding pay/compensation, and 25 percent report tension/conflict with their manager.
- Managers are 50 percent more likely than non-managers to report experiencing tension/conflict with co-workers.
- Respondents under the age of 40 are more than twice as likely as those older than 50 to indicate experiencing tension/conflict with their manager.
- Respondents under the age of 40 are three times more likely than those older than 50 to indicate experiencing tension/conflict regarding pay/compensation.

Areas of tension/conflict



MHI score by areas of tension/conflict



Trust

Americans were asked whether they trust their organization to act ethically.

- More than three-quarters (76 percent) trust their organization to act ethically, and this group has the most favorable mental health score (71.6), nearly three points higher than the national average (68.9).
- Nearly one in ten (nine percent) do not trust their organization to act ethically, and this group has a mental health score (58.3) more than 10 points below the national average (68.9).
- Respondents under the age of 40 are 40 percent more likely than those older than 50 not to trust their organization to act ethically.

I trust my organization to act ethically



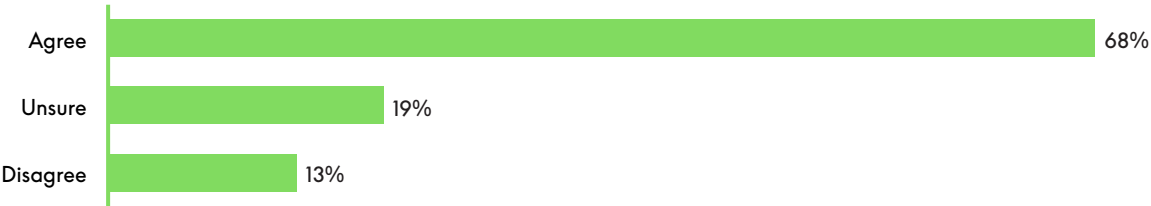
MHI score by I trust my organization to act ethically



Americans were asked whether they trust senior leaders in their organization to consider the wellbeing of employees in decisions.

- More than two-thirds (68 percent) trust senior leaders in their organization to consider the wellbeing of employees in decisions, and this group has the most favorable mental health score (72.1), more than three points higher than the national average (68.9).
- Thirteen percent do not trust the senior leaders in their organization to consider the wellbeing of employees in decisions, and this group has a mental health score (60.2) more than eight points below the national average (68.9).

I trust the senior leaders in my organization to consider the wellbeing of employees in decisions



MHI score by I trust the senior leaders in my organization to consider the wellbeing of employees in decisions



Americans were asked whether they trust their colleagues to support them when needed.

- Nearly three-quarters (74 percent) trust their colleagues to support them when needed, and this group has the most favorable mental health score (72.2), more than three points higher than the national average (68.9).
- Nearly one in ten (9 percent) do not trust their colleagues will support them when needed, and this group has a mental health score (56.3) more than 12 points below the national average (68.9).
- Individuals employed with fewer hours or reduced salary are twice as likely as individuals employed with no change to hours or salary not to trust their colleagues will support them when needed.
- Respondents under the age of 40 are 40 percent more likely than those older than 50 to distrust that their colleagues will support them when needed.

I trust my colleagues to support me when needed



MHI score by I trust my colleagues to support when me needed



Americans were asked whether they trust their manager to act in the best interests of those he/she/they manages.

- Nearly three-quarters (73 percent) trust their manager to act in the best interests of their employees, and this group has the most favorable mental health score (71.9), three points higher than the national average (68.9).
- More than one in ten (12 percent) do not trust their manager to act in the best interests of their employees, and this group has a mental health score (58.6) 10 points below the national average (68.9).

I trust my manager to act in the best interests of those he/she/they manages



MHI score by I trust my manager to act in the best interests of those he/she/they manages

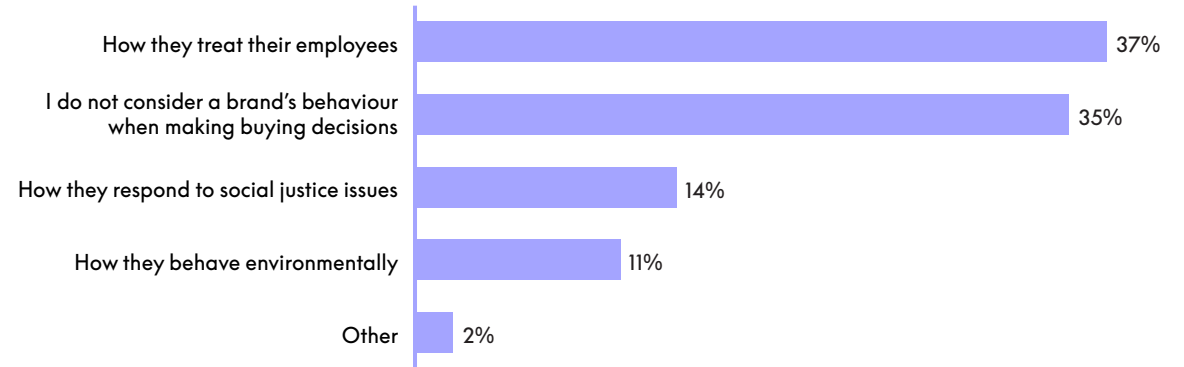


Impact of brand behaviour

Americans were asked which aspect of a brand/company's behaviour most influences their buying and/or investment decisions.

- More than one-third (35 percent) do not consider a brand's behaviour when making buying decisions.
- Nearly two in five (37 percent) indicate how a brand/company treats its employees most influences their buying and/or investment decisions, followed by fourteen percent reporting the way a brand/company responds to social justice issues, and eleven percent reporting the way a brand/company behaves environmentally.
- Parents and managers are more likely than other groups to consider a brand's behaviour when making buying/investment decisions.

Aspect of a brand/company behaviour that most influences buying and/or investment decisions

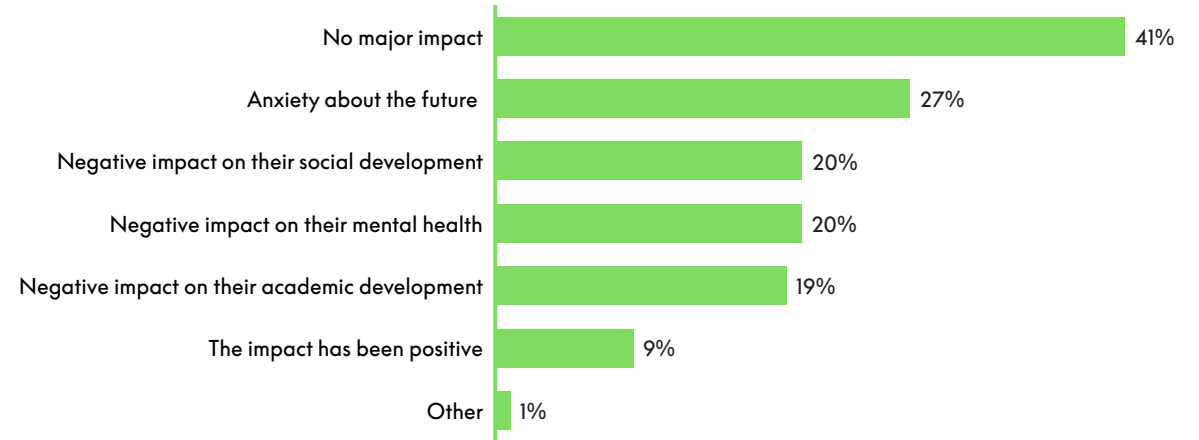


Pandemic impact on children

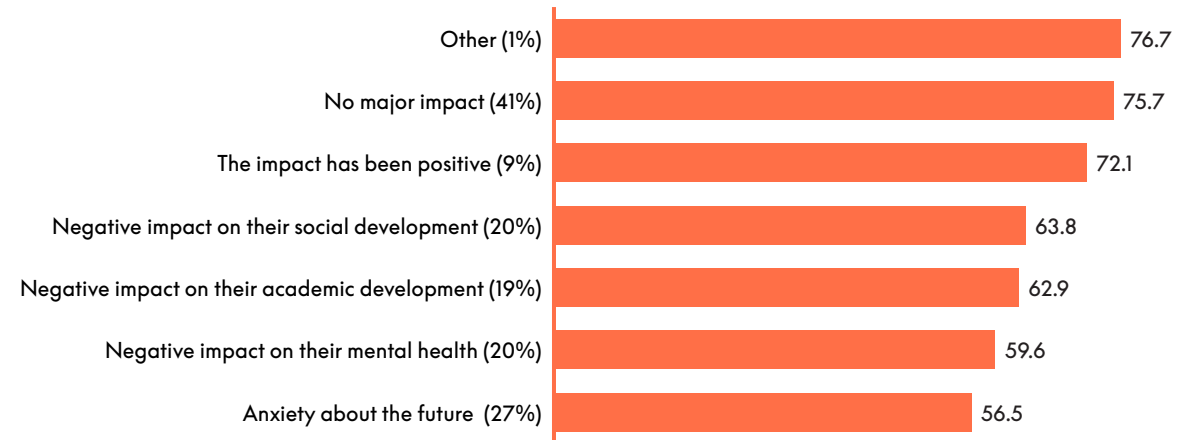
Americans were asked how the past two years have impacted their children.

- More than half (51 percent) report some negative impact on their children because of events over the last two years.
- Forty-one percent report no major impact on their children, and this group has a mental health score (75.7), nearly seven points higher than the national average (68.9).
- More than one-quarter (27 percent) report anxiety about the future, 20 percent report negative impact on social development, 20 percent report negative impact on mental health, and 19 percent report negative impact on academic development. These groups have significantly lower mental health scores than the national average (68.9).

Impact of the last two years on children

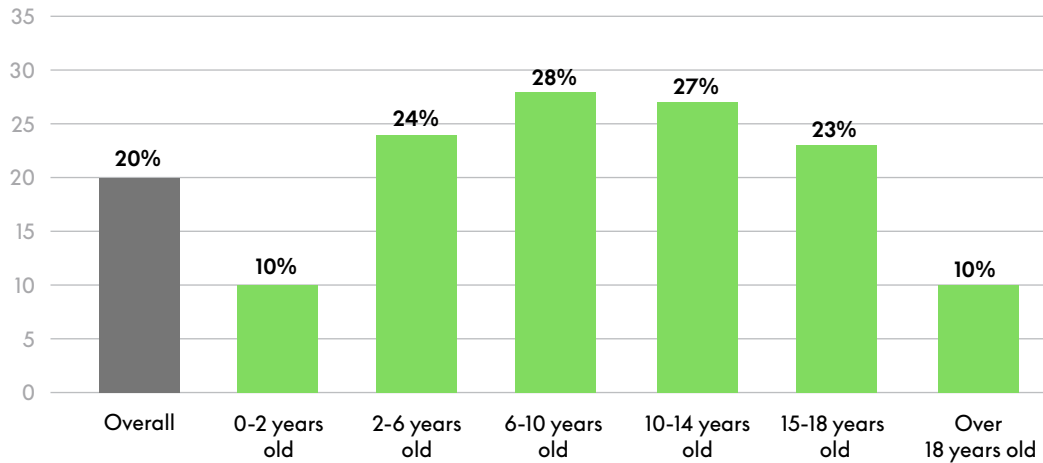


MHI score by impact of last two years on children

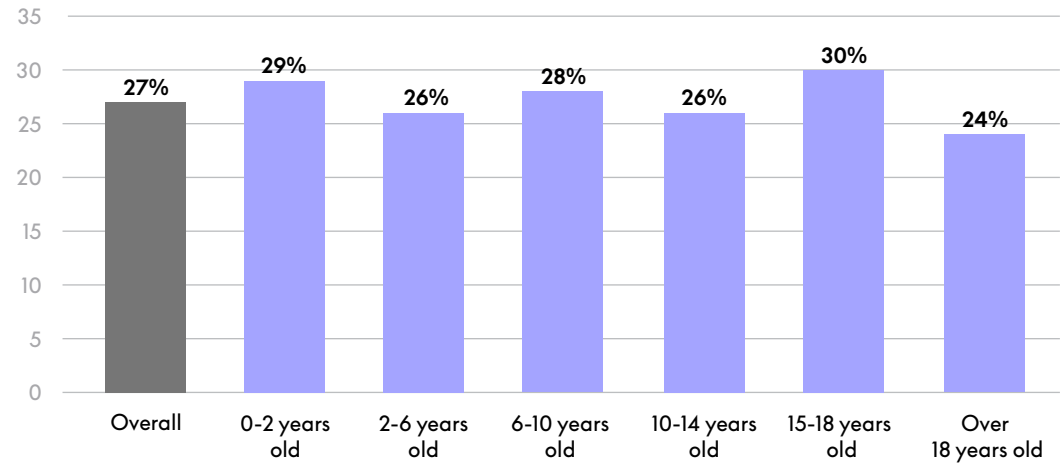


- Children 15 to 18 years of age have more anxiety about their future than the American average (27 percent).
- The greatest negative impact on mental health is to children ages 15 to 18.
- Social development has been negatively impacted nearly equally among children ages 6-14.

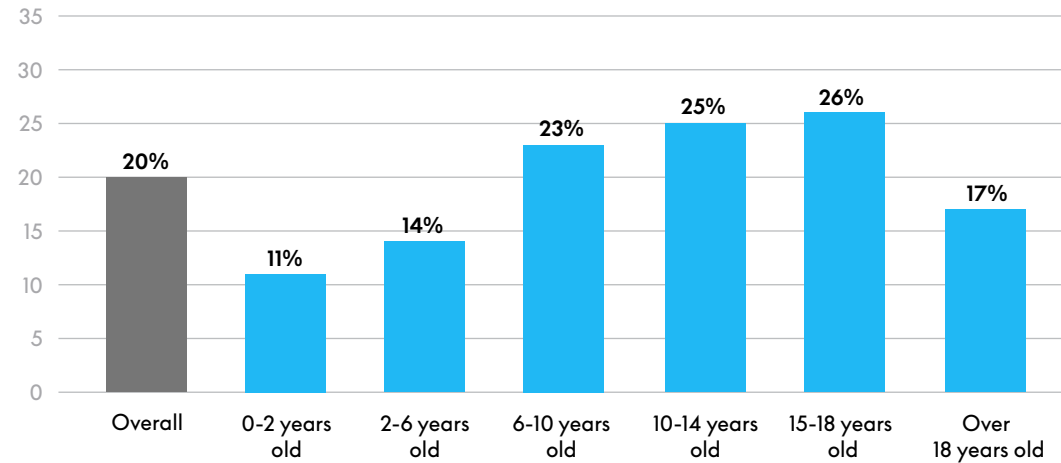
Negative impact on social development per age group



Anxiety about the future per age group

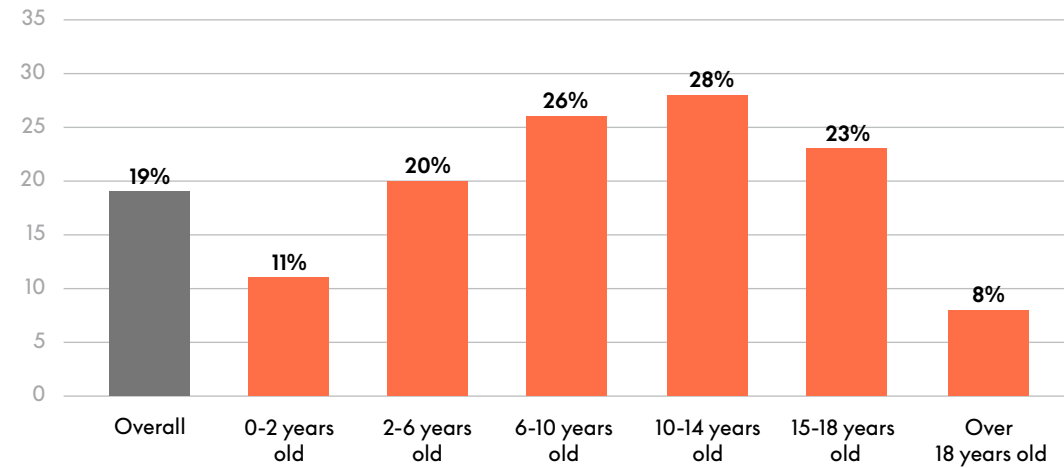


Negative impact on mental health per age group

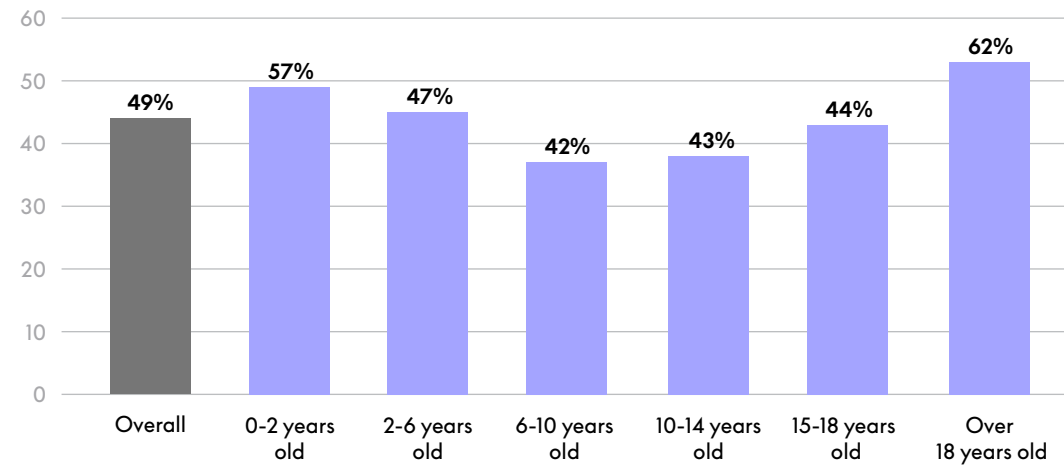


- Nearly equal proportions of children (6 to 14 years of age) are experiencing a negative impact on academic development.

Negative impact on academic development per age group



No impact or positive impact per age group



Neurodiversity

Americans were asked whether they identify as neurodiverse.

- Nearly three in five (59 percent) do not know what neurodiverse is.
- Six percent of respondents identify as neurodiverse, and this group has a mental health score (53.6) 15 points below the national average (68.9).
- Managers are nearly three times more likely than non-managers to identify as neurodiverse.
- Respondents under the age of 40 are four times more likely than respondents over 50 to identify as neurodiverse.

Do you identify as neurodiverse?



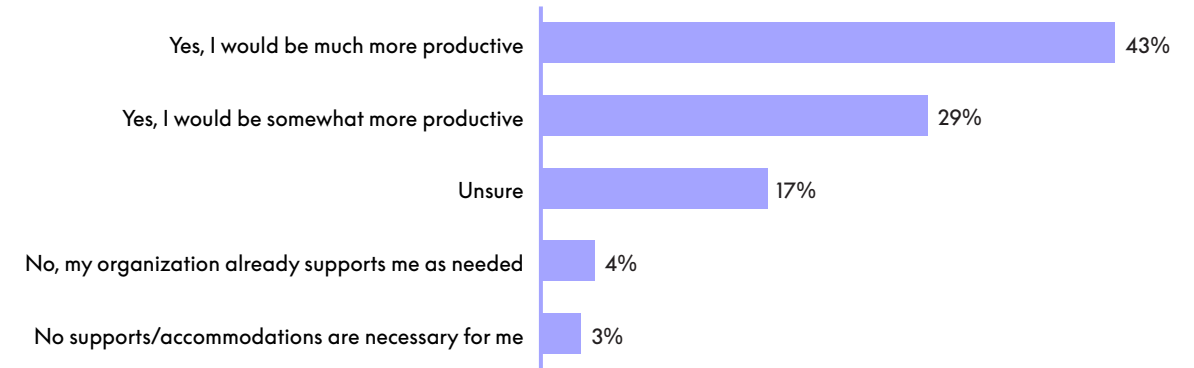
MHI score by do you identify as neurodiverse



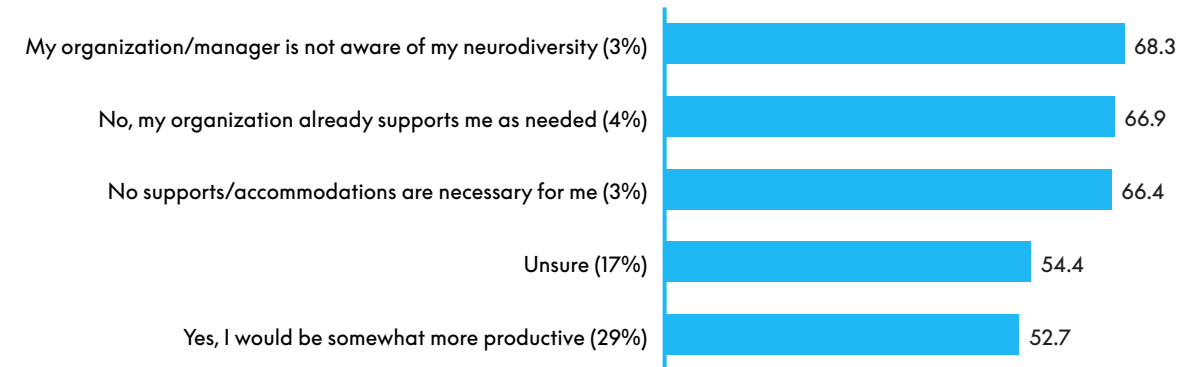
Americans who identify as neurodiverse were asked whether additional support or accommodation for their neurodiversity would improve their productivity at work.

- Nearly three-quarters (72 percent) would be more productive if additional support or accommodation was provided for their neurodiversity. The mental health scores of these groups are more than 14 points below the national average (68.9).

Impact on work productivity when additional support or accommodation is provided for neurodiversity



MHI score by impact on work productivity when additional support or accommodation is provided for neurodiversity



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 July 7 and July 13, 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



About LifeWorks

LifeWorks is a world leader in providing digital and in-person solutions that support the total wellbeing of individuals. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.

For more information, visit:

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