

The Mental Health Index by LifeWorks™

United States of America | May 2022

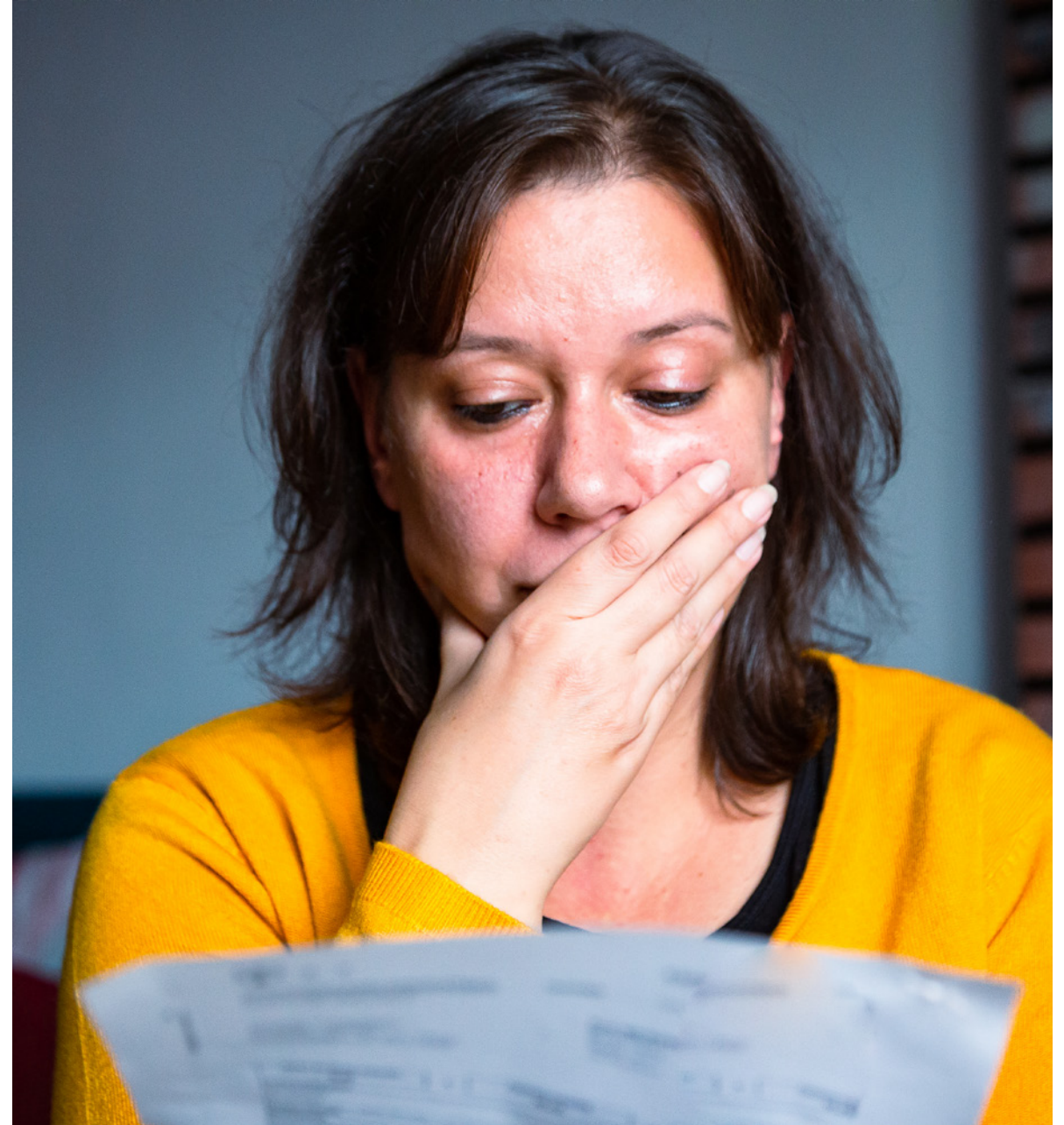


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What you need to know for May 2022

1. The mental health of working Americans has been strained for more than two years, suggesting the emergence of a lower baseline measure of mental health going forward.

- At 69.4, the mental health of Americans remains nearly unchanged from the prior month.
- 26% of Americans have a high mental health risk, 41% have a moderate mental health risk, and 34% have a low mental health risk.
- Optimism, general psychological health, and financial risk scores have declined from April to May 2022.
- Mental health scores improved in the Northeast and the Midwest while the South and Western United States saw declines in mental health.
- After three consecutive months of poorer mental health scores, managers have moderately improved mental health, in line with non-managers and the national average.

2. One in five working Americans are having difficulty meeting their basic needs.

- 48% have cut back on optional spending because of the effects of inflation.

- 20% indicate that inflation has impacted their ability to meet their basic needs and this group has a mental health score nearly 16 points below the national average.
- 16% indicate that inflation has not impacted them yet but expect that it will.
- 15% are unsure or are not confident that their housing will be secure for the next year.
- Americans who rent their homes have poorer mental health than homeowners.

3. Nearly three in five managers believe in offering flexible work arrangements for their employees.

- Flexibility, improving job satisfaction, productivity improvement, and improving productivity are the most reported reasons among managers and employees alike when asked about work location.
- 36% of managers prefer their employees work a hybrid model; 31% prefer their employees work full-time at the workplace; 27% prefer their employees work fully remote.
- 39% of employees think their manager believes in offering flexibility in their work location.
- 33% of employees report an improvement in their productivity when working from home.

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. Nearly one in five Americans have experienced increased aggression or conflict when working with the public or clients.

- The mental health score of those who have experienced increased aggression or conflict is 14 points lower than the national average.
- 45% indicate their organization provides training, coaching or support to help deal with aggression or conflict.

5. Younger Americans are more likely to have relocated, changed careers, and changed jobs during the pandemic.

- Americans under the age of 40 are nearly five times more likely to have changed careers, more than three times more likely to have changed jobs, and more than 50 percent more likely to have moved to a new city during the pandemic.
- Women are 55% more likely to have moved to a new city.
- Managers and parents are more likely to have changed careers during the pandemic.
- 86% of Americans who made changes during the pandemic have no regrets about their decision.

56%

of managers believe
in offering flexible work
arrangements

33%

of employees report an
increase in their productivity
when working from home

20%

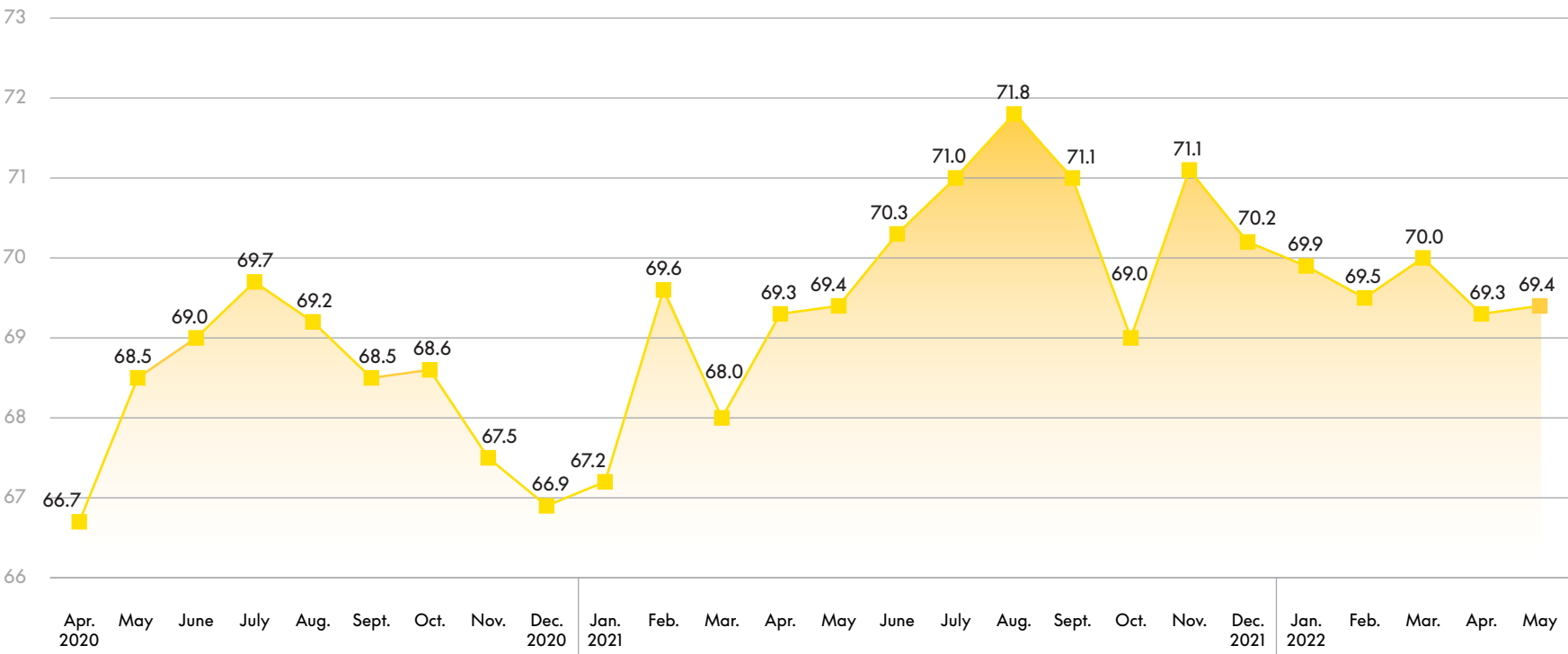
are having difficulty
meeting their basic needs
because of inflation

**Managers
are 60%**

more likely to have
changed careers during
the pandemic

The Mental Health Index™

The overall Mental Health Index for May 2022 is 69.4 points¹. A general decline in the mental health scores of Americans has been observed since November 2021.



MHI Current Month
May 2022

69.4

April 2022

69.3

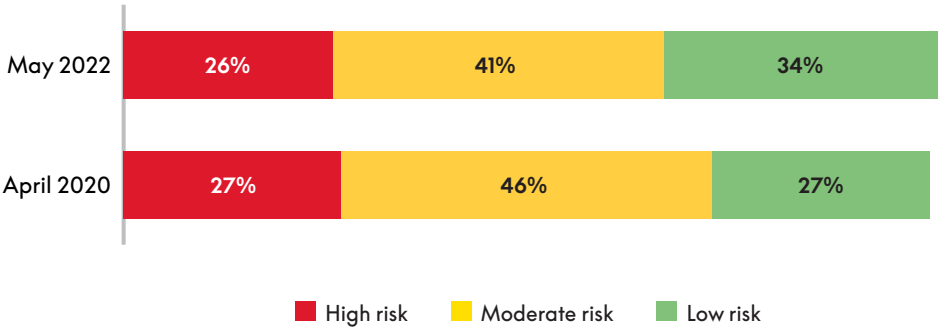
- Distressed 0-49
- Strained 50-79
- Optimal 80-100

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 May 2022, 26 percent of Americans have a high mental health risk, 41 percent have a moderate mental health risk, and 34 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 (61.7), followed by isolation (65.3), work productivity (65.8), depression (67.8), optimism (72.5), and financial risk (72.7). The most favorable mental health sub-score is general psychological health (77.4).

- Optimism, general psychological health, and financial risk scores have declined compared to the prior month.
- With a 1.9-point increase, work productivity has seen the greatest improvement since last month.
- Despite a one-point decline from April, general psychological health is the strongest of all sub-scores.

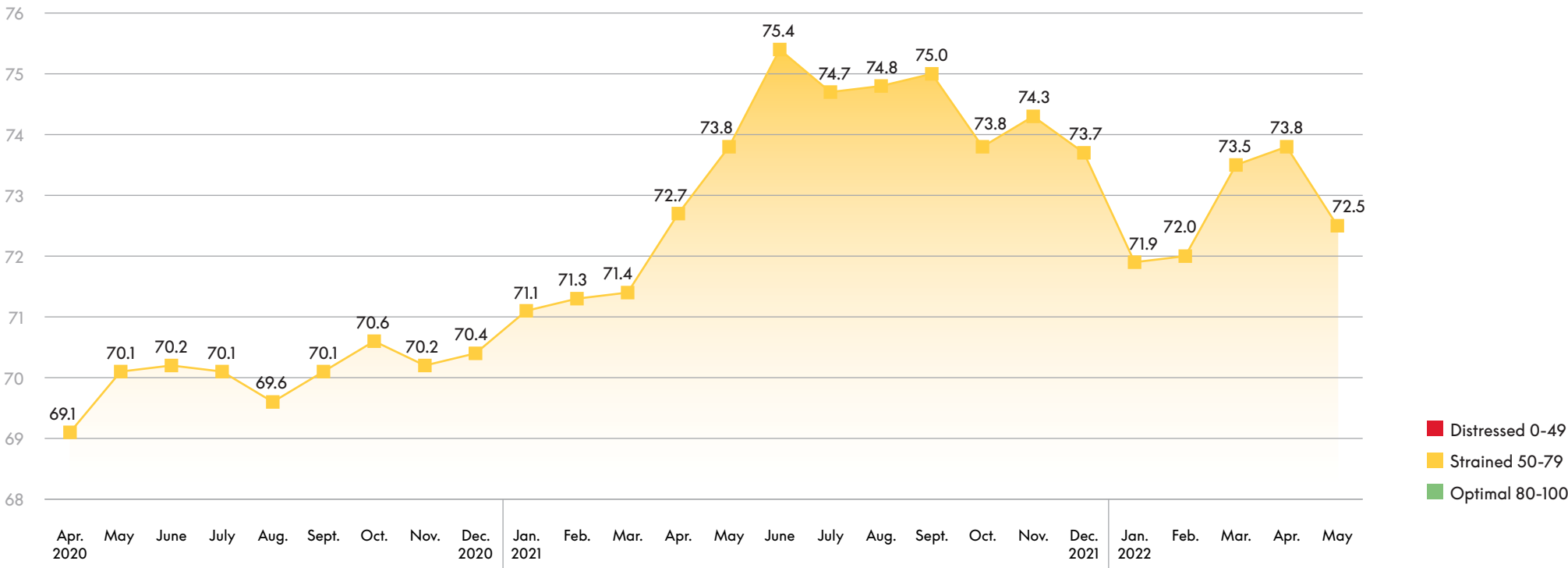
Mental Health Index™ Sub-scores ² 2022	May	April
Anxiety	61.7	61.1
Isolation	65.3	63.9
Work productivity	65.8	63.9
Depression	67.8	66.5
Optimism	72.5	73.8
Financial risk	72.7	73.1
Psychological health	77.4	78.4

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

Optimism

Optimism scores increased from April 2020 to June 2021 followed by a declining trend from July 2021 to January 2022.

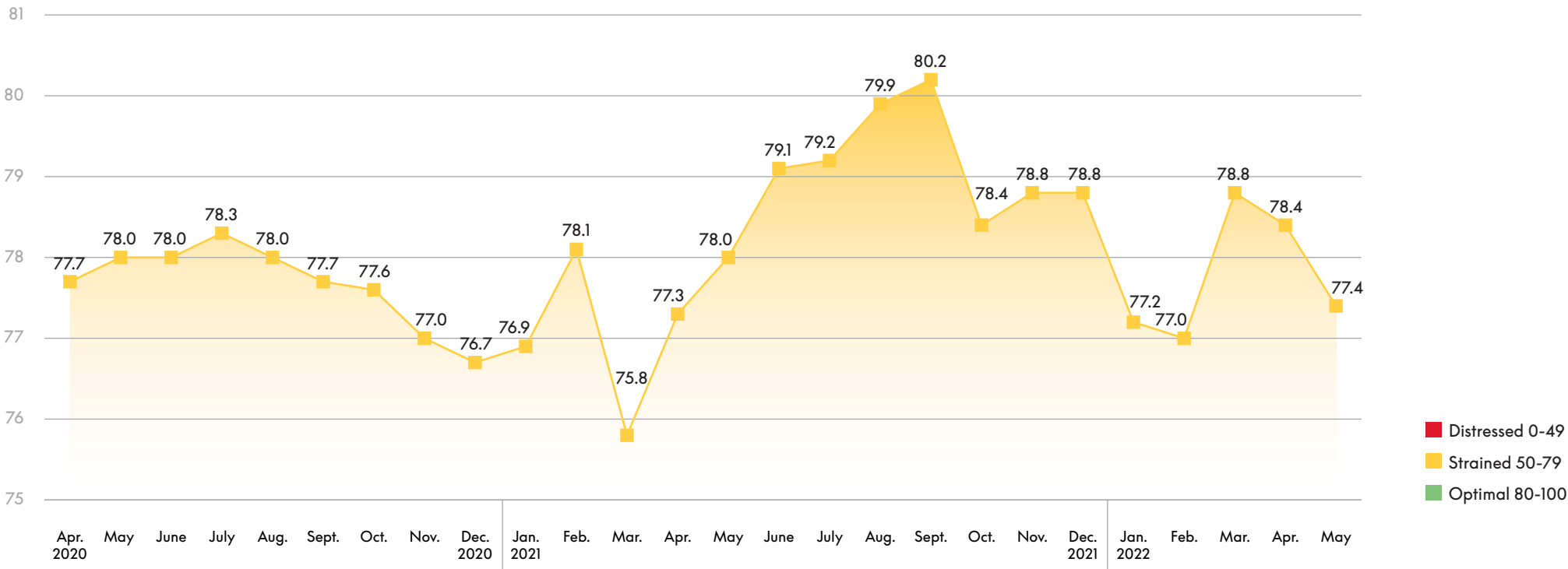
From February through April 2022, the optimism sub-score increased but has fallen 1.3 points in May to 72.5.



General psychological health

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

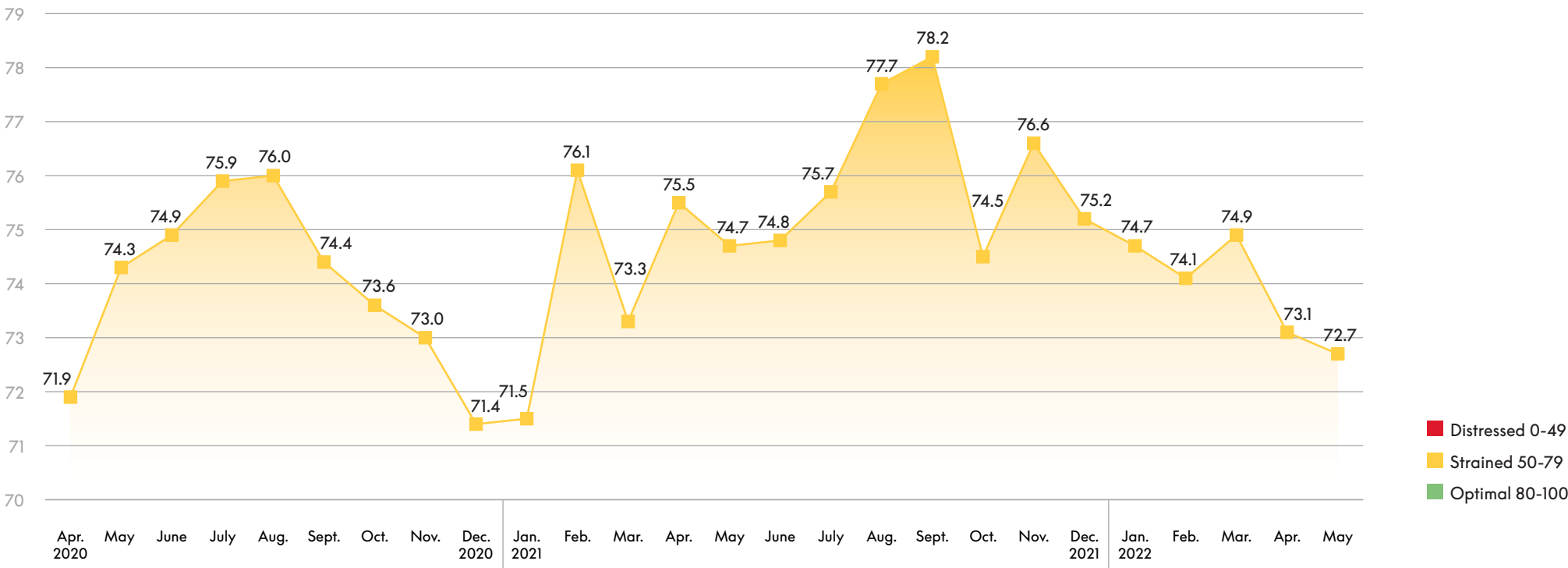
While modest improvements to general psychological health were observed from April 2020 to July 2020 and from December 2020 to February 2021, the psychological health score of Americans dropped dramatically in March 2021. Since March 2021, psychological health sub-scores showed seven continuous months of improvement, reaching a high of 80.2 in September 2021. A sharp decline of nearly two points occurred in October and after 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 May 22 to 77.4.



Financial risk

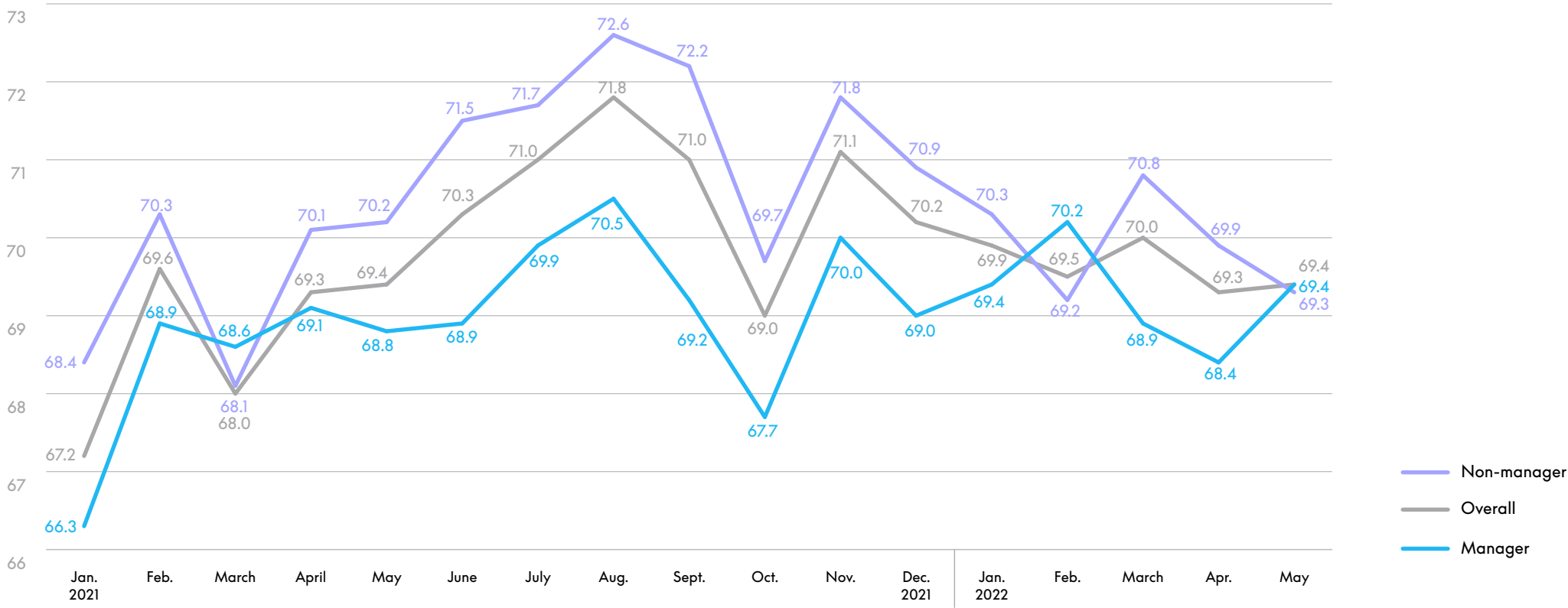
The financial risk sub-score measures the level of individuals' emergency savings.

The financial risk sub-score has been inconsistent since the launch of the Index in April 2020. Increases and decreases 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 May 2022, the financial risk score (72.7) is at the lowest point in 14 months.



Managers compared to non-managers

Since January 2021, the mental health scores of managers have typically been lower than those of non-managers and the overall American average. In February 2022, a reversal of this trend was noted as 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. In March 2022, the trend of managers having lower mental health scores than non-managers returned. In May 2022, managers (69.4) report similar mental health compared to the national average (69.4) and the mental health of non-managers (69.3).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In May 2022, the mental health score of women is 67.0 compared to 72.2 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 (65.1) than those without children (71.4).

Employment

- Overall, three percent of respondents are unemployed³ and seven percent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (57.9), followed by those working fewer hours (58.0), those not currently employed (69.9), and those with no change to salary or hours (70.4).
- Managers have a similar mental health score (69.4) to non-managers (69.3).
- Individuals working for organizations with more than 10,000 employees have the highest mental health score (72.1).
- Respondents working for companies with 51-100 employees have the lowest mental health score (64.6).

Emergency savings

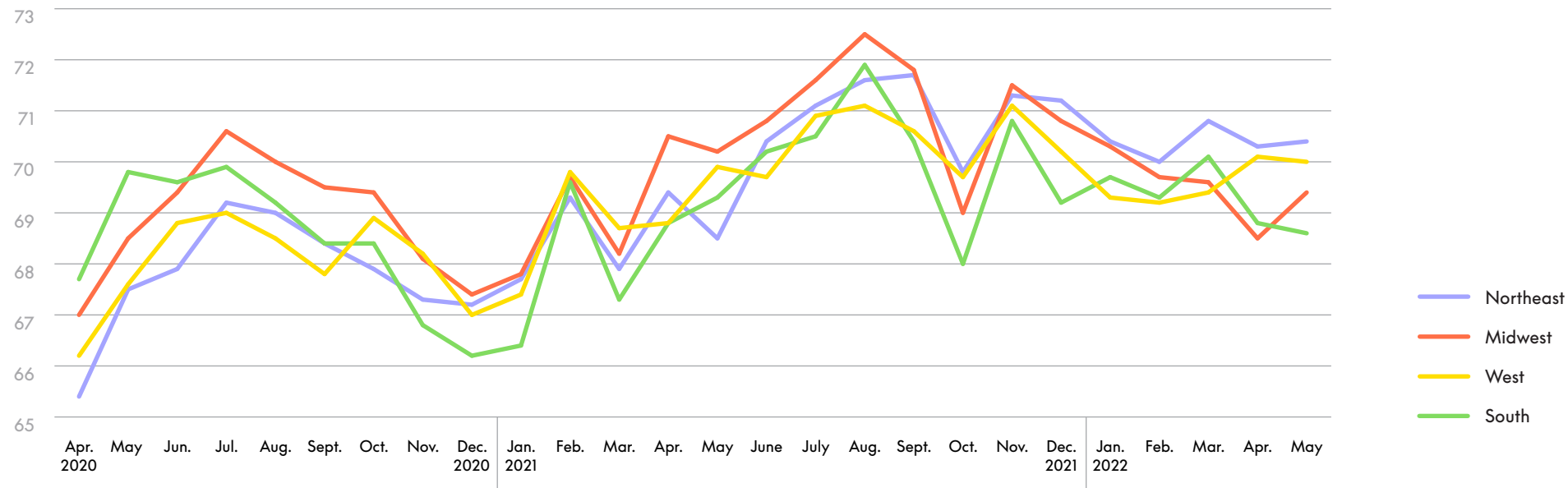
- Those without emergency savings continue to experience a lower mental health score (52.7) than the overall group (69.4). Individuals with emergency savings have a mental health score of 75.2.

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. In May 2022, the mental health of Americans declined in the South and Western United States while modest improvements are observed in the Northeast and Midwest.

- The mental health score in the Northeast continues to be the strongest (-70.4) for the sixth consecutive month.
- The mental health score in the South is lowest (68.6) following a modest decline from April.



Employment status	May 2022	Apr. 2022
Employed (no change in hours/salary)	70.4	70.1
Employed (fewer hours compared to last month)	58.0	57.3
Employed (reduced salary compared to last month)	57.9	54.4
Not currently employed	69.9	71.8
Age group	May 2022	Apr. 2022
Age 20-29	56.0	58.1
Age 30-39	64.0	62.1
Age 40-49	67.3	67.3
Age 50-59	71.7	72.0
Age 60-69	78.0	78.4
Number of children	May 2022	Apr. 2022
No children in household	71.4	72.0
1 child	64.4	63.0
2 children	65.2	65.4
3 children or more	67.5	65.0

Region	May 2022	Apr. 2022
Northeast	70.4	70.3
Midwest	69.4	68.5
South	68.6	68.8
West	70.0	70.1
Gender	May 2022	Apr. 2022
Men	72.2	71.1
Women	67.0	67.5
Household income	May 2022	Apr. 2022
<\$30K/annum	56.7	59.8
\$30K to <\$60K/annum	64.8	63.8
\$60K to <\$100K	69.9	70.1
\$100K to <\$150K	73.5	71.0
\$150K or more	78.1	77.3

Employer size	May 2022	Apr. 2022
Self-employed/sole proprietor	69.1	74.0
2-50 employees	69.3	69.5
51-100 employees	64.6	65.1
101-500 employees	68.9	68.6
501-1,000 employees	70.0	66.9
1,001-5,000 employees	68.6	68.6
5,001-10,000 employees	71.3	71.6
More than 10,000 employees	72.1	71.7
Manager	May 2022	Apr. 2022
Manager	69.4	68.4
Non-manager	69.3	69.9

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)

The lowest mental health score in May 2022 is among individuals employed in Food Services (59.4), followed by full-time post-secondary students (63.0), and individuals in Administrative and Support services (63.3).

Those employed in Public Administration (74.8), Real Estate, Rental and Leasing (73.8), and Professional, Scientific and Technical Services (73.3) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	May 2022	April 2022	Change
Management of Companies and Enterprises	67.6	58.2	9.4
Transportation and Warehousing	72.4	68.3	4.1
Information and Cultural Industries	65.1	62.1	2.9
Agriculture, Forestry, Fishing and Hunting	71.6	69.3	2.3
Accommodation	69.3	67.3	1.9
Manufacturing	71.5	70.2	1.4
Public Administration	74.8	73.5	1.4
Finance and Insurance	70.4	69.4	1.0
Professional, Scientific and Technical Services	73.3	72.4	0.8
Retail Trade	66.5	65.7	0.8
I am a student	63.0	62.4	0.6
Construction	69.2	68.7	0.6
Wholesale Trade	65.7	65.5	0.2
Other services (except Public Administration)	70.6	70.5	0.1
Health Care and Social Assistance	68.8	68.8	-0.1
Educational Services	71.3	71.5	-0.2
Real Estate, Rental and Leasing	73.8	74.7	-0.9
Arts, Entertainment and Recreation	66.1	67.0	-1.0
Other	69.1	70.2	-1.1
Administrative and Support services	63.3	66.0	-2.7
Food Services	59.4	64.8	-5.4
Utilities	64.1	72.0	-7.9

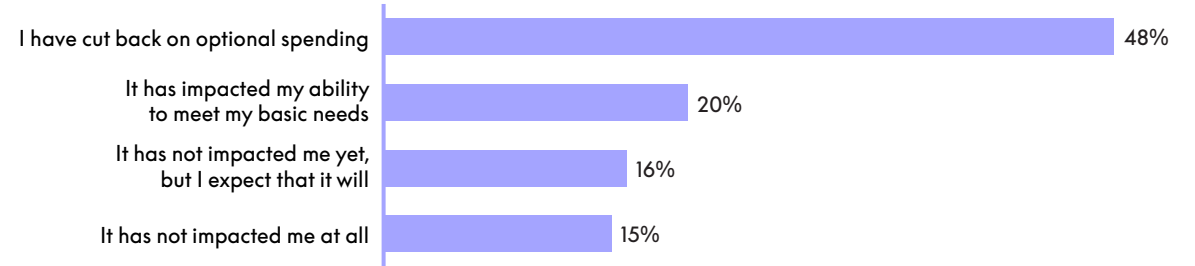
Spotlight

Inflation

Americans were asked how inflation has impacted them.

- Nearly half (48 percent) have cut back on their optional spending.
- One in five (20 percent) report that inflation has impacted their ability to meet basic needs, and this group has the lowest mental health score (53.6), nearly 16 points below the national average (69.4).
- Those who indicate that inflation has not impacted them (15 percent) have the highest mental health score (80.6), more than 11 points above the national average (69.4).
- Individuals under the age of 40 are 2.5 times more likely than those 50 and older to report that inflation has affected their ability to meet their basic needs.
- Parents are twice as likely as non-parents to report that inflation has affected their ability to meet their basic needs.
- Individuals with household income less than \$100,000 are 70 percent more likely to report that inflation has affected their ability to meet their basic needs.

Impact of inflation



MHI score by impact of inflation



Housing security

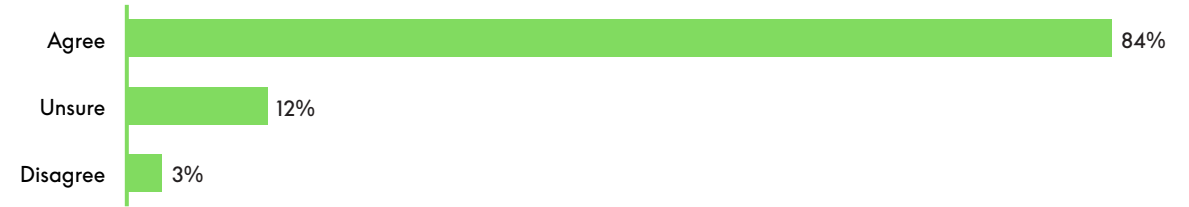
Americans were asked whether they are confident that their housing will be secure for the next year.

- Eighty-four percent are confident that their housing will be secure for the next year and this group has the highest mental health score (72.5).
- Those who are unsure (12 percent) or not confident (3 percent) have significantly lower mental health than the national average (69.4).
- Respondents under the age of 40 are nearly four times more likely than those 50 and older to be concerned about their housing security.

Americans were asked whether they rent or own their home.

- The mental health of Americans who rent their home (61.5) is lower than that of those who own their home (72.6), as well as the average national mental health score (69.4).
- Americans under the age of 40 are more than twice as likely than those 50 and older to indicate that they rent their home.

I am confident that my housing will be secure for the next year



MHI score by I am confident that my housing will be secure for the next year



Work from home: The manager perspective

Ability to work from home

Managers were asked whether their employees can work from home. Two-thirds (67 percent) indicate that some or all employees can work from home, while 33 percent indicate that their employees cannot work from home.

Preference for where employees work

Managers reporting that their employees can work from home were asked about their preference for where employees work.

- More than one-third (36 percent) prefer hybrid work (2-3 days per week at the worksite). This group of managers has the highest mental health score (73.8).
- More than one-quarter (27 percent) of managers prefer their employees work remotely.
- Male managers are 30 percent more likely than female managers to prefer their employees work full-time at the workplace.

Are your employees able to work from home?



Preference for where employees work



MHI score by preference for where employees work



Work from home rationale

Managers reporting that their employees can work from home were asked the reason for their preference.

Nearly three in five managers (56 percent) believe in offering flexibility, 42 percent believe their preference improves job satisfaction, and 41 percent believe their preference improves productivity.

Work from home rationale given by Managers



Among managers who prefer employees work full-time at the worksite, their top three reasons are that it helps people feel part of the team (51 percent), belief that it improves productivity (44 percent), and belief in offering flexibility (36 percent).

Among managers who prefer employees work fully remote, their top three reasons are belief in offering flexibility (60 percent), belief that it improves job satisfaction (49 percent), and belief that it improves productivity (39 percent).

Among managers who prefer employees work a hybrid model, their top three reasons are belief in offering flexibility (70 percent), belief that it improves job satisfaction (46 percent), and helping people feel part of the team (43 percent).

Among managers who have no preference where employees work, their top three reasons are belief in offering flexibility (56 percent), belief that it improves job satisfaction (39 percent), and belief that it improves the quality of work (34 percent).

Top three reasons managers prefer employees full-time at the worksite



Top three reasons managers prefer employees fully remote



Top three reasons managers prefer employees work a hybrid model



Top three reasons managers have no preference where employees work

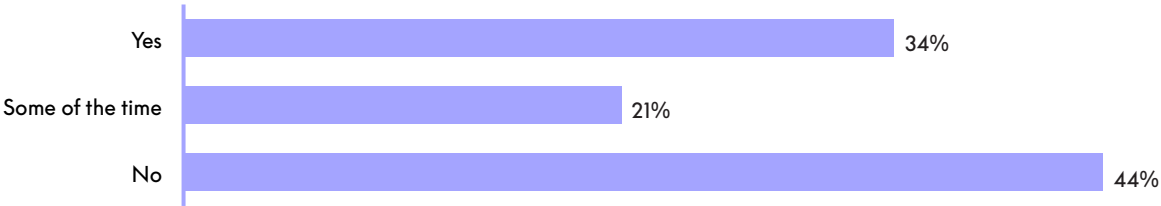


Work from home: The employee perspective

Ability to work from home

Americans were asked whether they can work from home. More than half (55 percent) can work from home full-time or part-time.

Are you able to work from home?



MHI score by are you able to work from home?

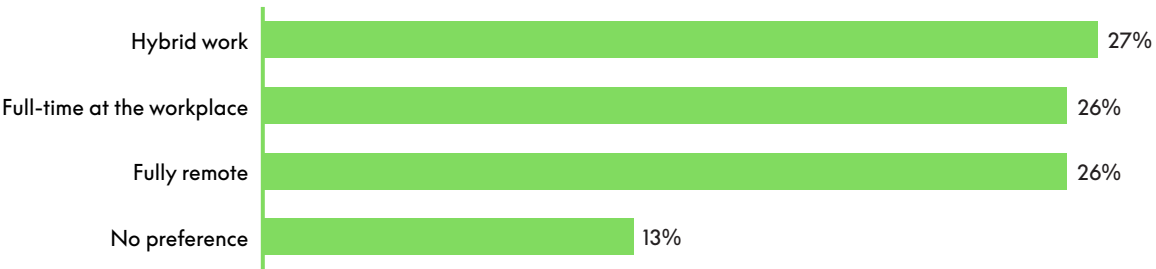


Manager preference

Americans who can work from home full-time or part-time were asked what they believe is their manager’s preference for where they work.

- More than one-quarter (27 percent) believe their manager prefers they work a hybrid schedule.
- More than one-quarter (26 percent) believe their manager prefers they work full-time at the workplace and this group has the lowest mental health score (66.9).
- Those who believe their manager has no preference for where they work have the highest mental health score (73.7).

My manager’s preference for where I work



MHI score by my manager’s preference for where I work

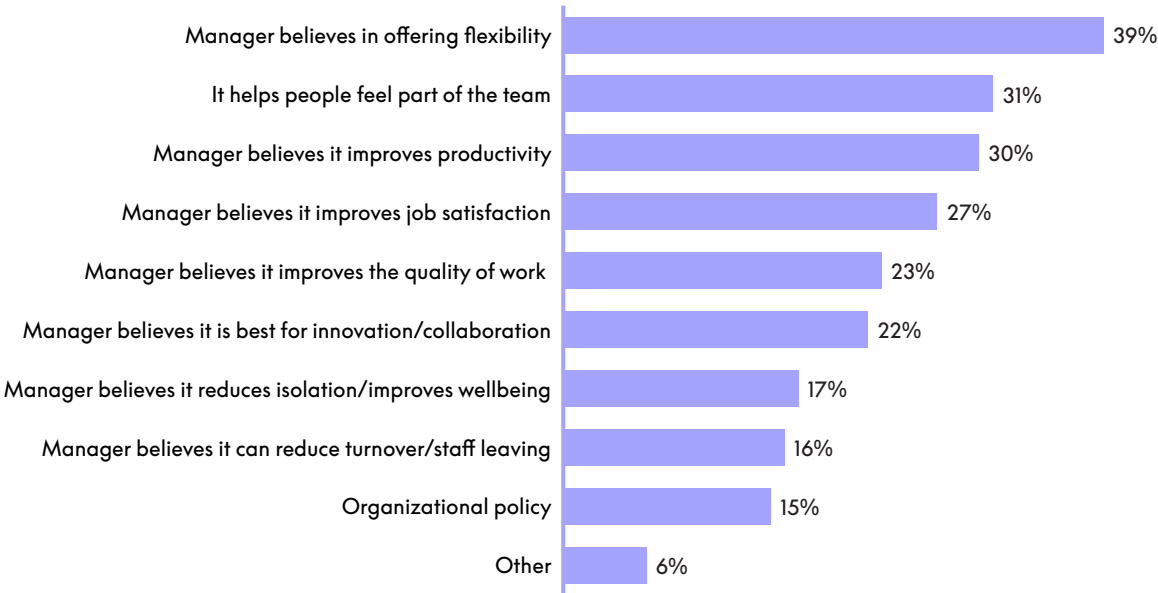


Rationale for preference

Americans were asked why they believe their manager prefers the work location previously reported.

Nearly two in five (39 percent) think their manager believes in offering flexibility, 31 percent think their manager believes it helps people feel part of the team, and 30 percent think their manager believes it improves productivity.

Why does your manager feel this way?



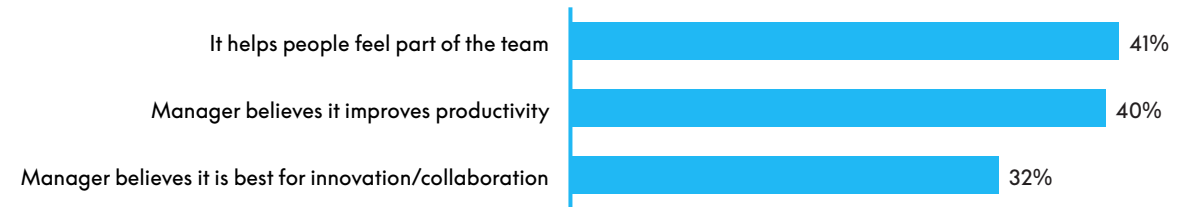
Among employees who believe their manager prefers employees work full-time at the worksite, their top three reasons are a belief that it helps people feel part of the team (41 percent), a belief that it improves productivity (40 percent), and belief that it is best for innovation and collaboration (32 percent).

Among employees who believe their manager prefers employees work fully remote, their top three reasons are belief in offering flexibility (40 percent), belief that it improves job satisfaction (29 percent), and belief that it improves productivity (27 percent).

Among employees who believe their manager prefers a hybrid model, their top three reasons are belief in offering flexibility (48 percent), helping people feel part of the team (37 percent), and belief that it improves job satisfaction (30 percent).

Among employees who believe their manager has no preference for where they work, their top three reasons are belief in offering flexibility (48 percent), belief that it improves job satisfaction (27 percent), and belief that it improves productivity (23 percent).

Top three reasons employees believe their managers want employees full-time at the worksite



Top three reasons employees believe their managers want employees fully remote



Top three reasons employees believe their managers want a hybrid model



Top three reasons employees believe their managers have no preference where employees work



Productivity

Fifty-five percent of Americans report working full-time or part-time from home. This group was asked about their productivity when working from home.

- One-third (33 percent) report an improvement in their productivity when working from home.
- The highest mental health score is found among those reporting that their productivity remained the same (71.5).
- Five percent report a decline in their productivity when working from home and this group has the lowest mental health score (55.1).

Impact on productivity when working from home



MHI score by impact on productivity when working from home

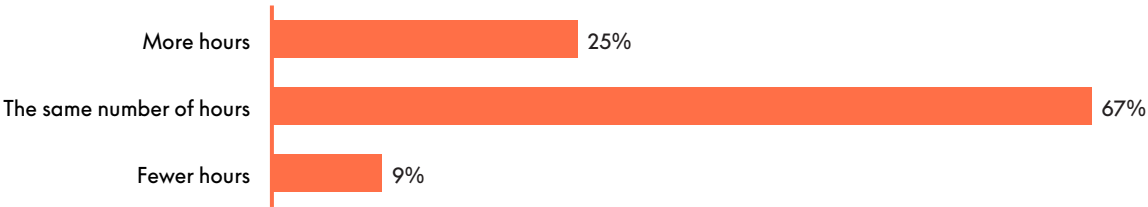


Work hours

Americans who work from home full-time or part-time were asked about their work hours.

- Two-thirds (67 percent) work the same number of hours from home as they do at the worksite, and this group has the highest mental health score (70.7).
- One-quarter (25 percent) work more hours from home than they do at the worksite.
- Managers are 70 percent more likely than non-managers to work more hours from home.

Hours worked at home compared to at worksite



MHI scores by hours worked at home compared to at worksite

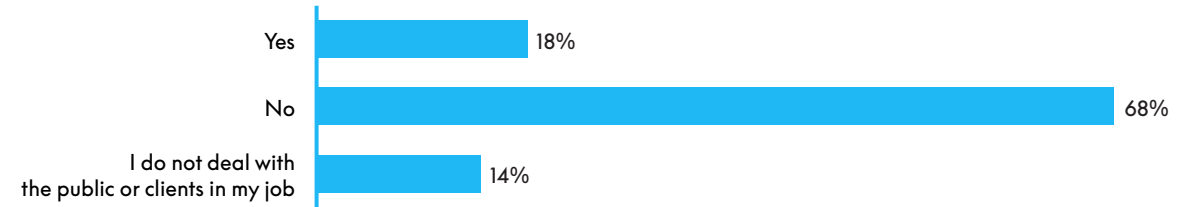


Aggression/conflict at the workplace

Americans were asked whether they have experienced increased aggression/conflict in dealing with the public or clients.

- More than two thirds (68 percent) have not felt increased aggression/conflict and this group has the highest mental health score (72.5).
- Nearly one in five (18 percent) have experienced increased aggression/conflict in dealing with public or clients. This group has the lowest mental health (55.4), 14 points below the national average.
- Managers are twice as likely as non-managers to have experienced increased aggression/conflict in dealing with the public or clients.
- Parents are twice as likely as non-parents to have experienced increased aggression/conflict in dealing with the public or clients.

I have experienced increased aggression/conflict in dealing with public/clients



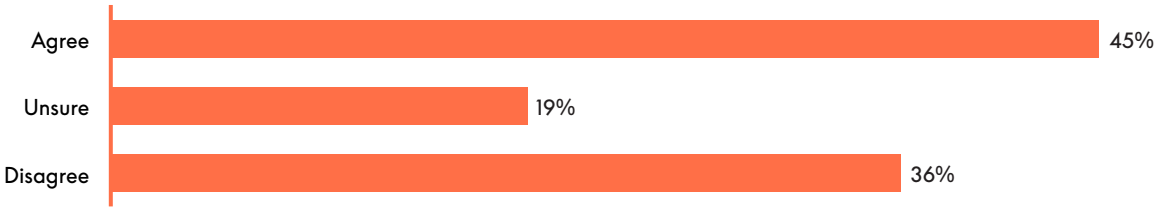
MHI scores by I have experienced increased aggression/conflict in dealing with public/clients



Respondents who deal with the public or clients in their job were asked whether their organization provides training, coaching or support to help deal with conflict/aggression.

- Nearly half (45 percent) indicate that their organization provides training, coaching or support to help deal with conflict/aggression and this group has the highest mental health score (69.6).
- Managers are 60 percent more likely to report that their organization provides support to help deal with conflict/aggression than non-managers.

Organization provides support to help deal with aggression/conflict



MHI scores by organization provides support to help deal with aggression/conflict

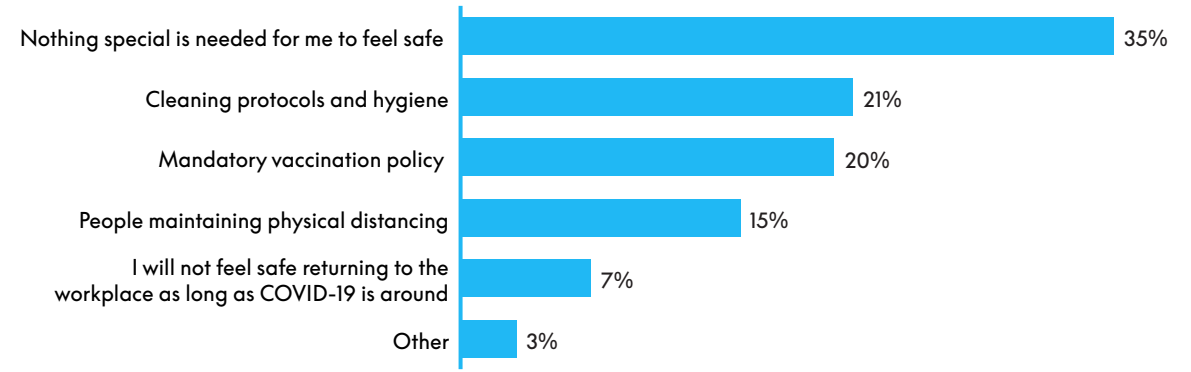


Safety at the worksite

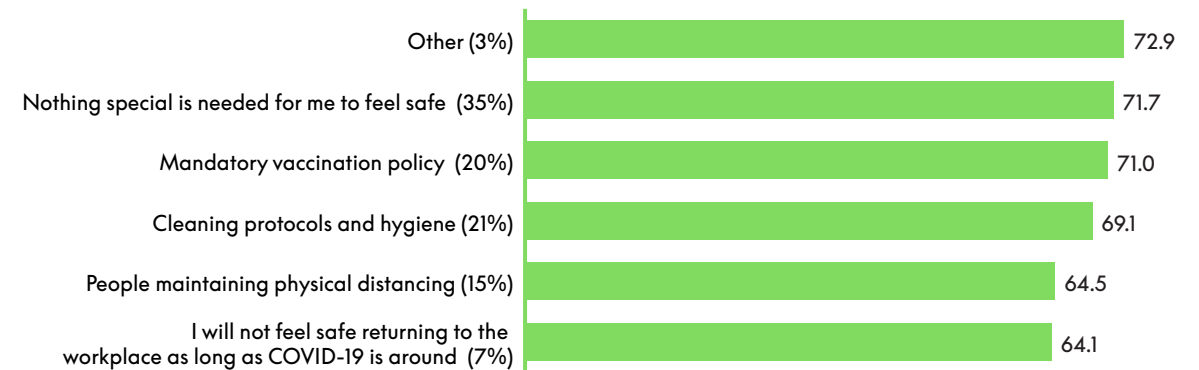
Americans were asked about the most important thing that makes them feel safe when working at the worksite.

- More than one in five (21 percent) indicate that cleaning protocols and hygiene is the most important thing that makes them feel safe when working at the worksite, followed by 20 percent reporting a mandatory vaccination policy, and 15 percent reporting physical distancing.
- Nearly one in ten (7 percent) will not feel safe returning to the workplace if COVID-19 is around, and this group has the lowest mental health score (64.1).

Most important thing making you feel safe when working at the worksite



MHI score by most important thing making you feel safe when working at the worksite

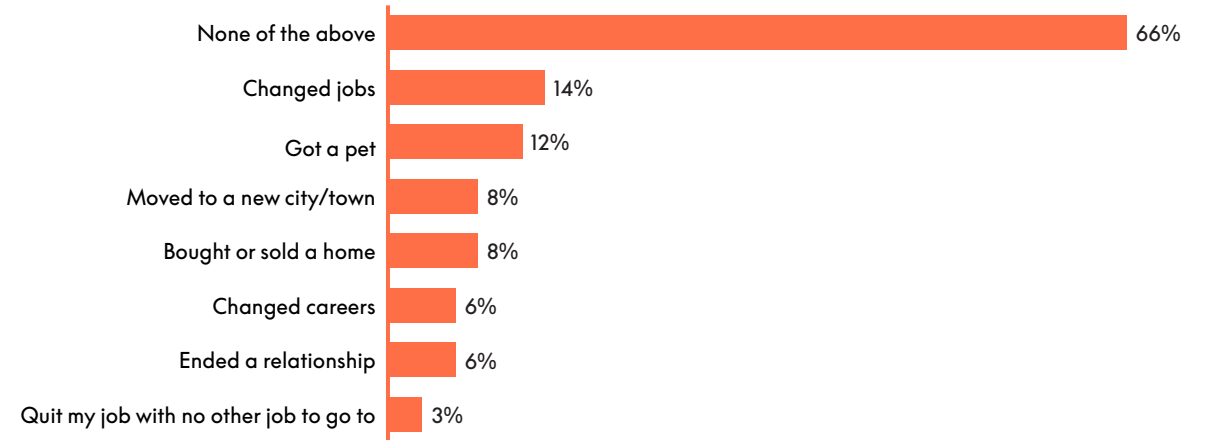


Change during the pandemic

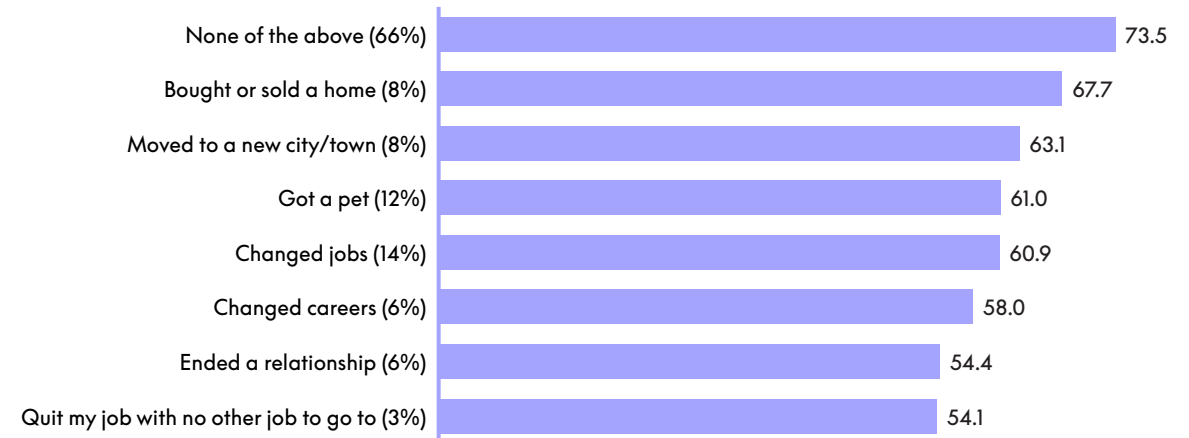
Americans were asked about the changes they made during the pandemic.

- Nearly two-thirds (66 percent) did not make any changes during the pandemic and this group has the highest mental health score (73.5).
- Fourteen percent changed their job during the pandemic, 12 percent got a pet, eight percent moved to a new city, and eight percent bought or sold a home during the pandemic.
- Individuals under the age of 40 are:
 - nearly five times more likely than those 50 and older to have changed careers during the pandemic.
 - more than three times more likely than those 50 and older to have changed jobs during the pandemic.
 - 50 percent more likely than those 50 and older to have moved to a new city during the pandemic.
- Women are 55 percent more likely than men to have moved to a new city during the pandemic.
- Parents are twice as likely than non-parents to have changed careers during the pandemic.
- Managers are 60 percent more likely than non-managers to have changed careers during the pandemic.
- Individuals with a household income lower than \$100,000 are 50 percent more likely than those with a household income greater than \$100,000 to have changed careers during the pandemic.

Changes made during the pandemic



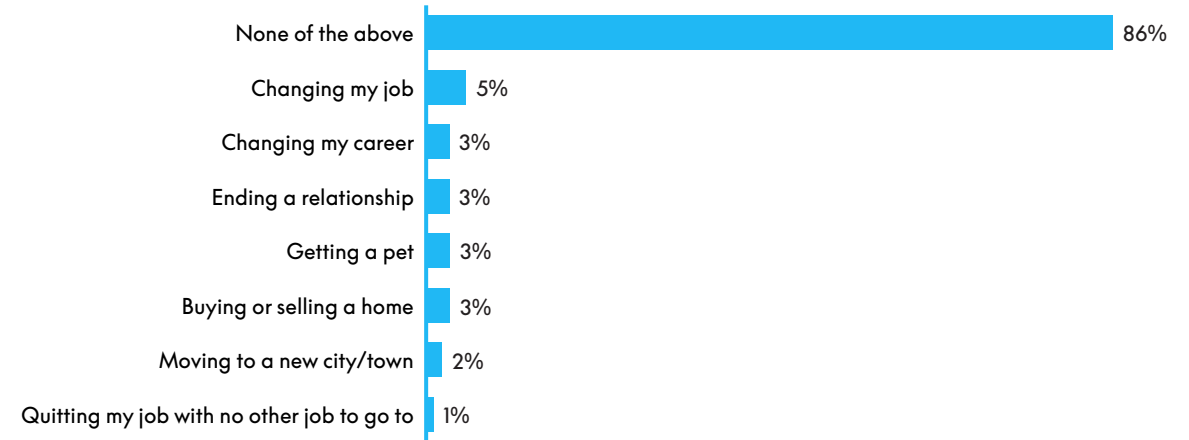
MHI score by changes made during the pandemic



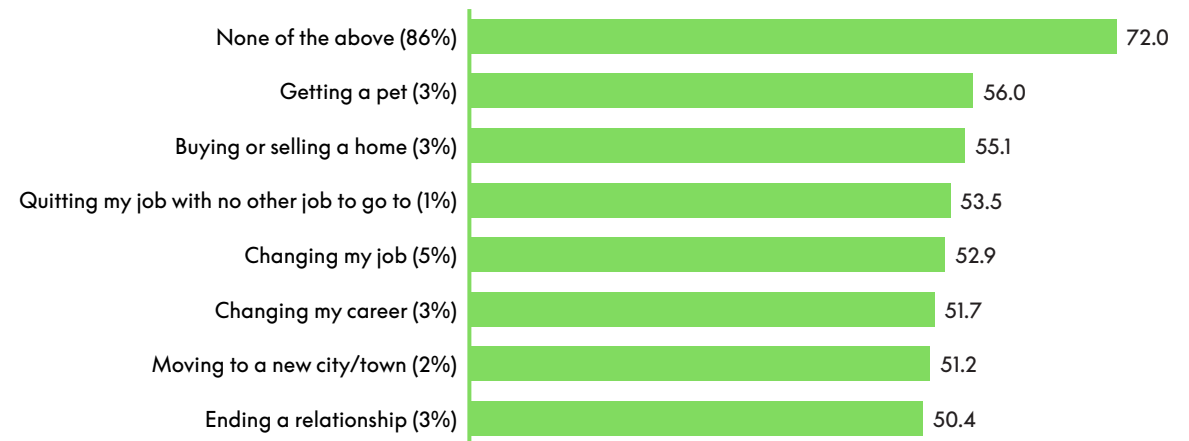
Americans were asked whether they regret making changes during the pandemic.

- Nearly 9 in 10 (86 percent) do not regret making changes during the pandemic, and this group has the highest mental health score (72.0).
- Those who regret ending a relationship during the pandemic have the lowest mental health score (50.4), nearly 19 points below the national average.
- Among 14 percent who changed jobs during the pandemic, 5 percent regret the change.
- Among 6 percent who changed careers during the pandemic, 3 percent regret the change.
- Among 6 percent who ended a relationship during the pandemic, 3 percent regret the change.

Changes made during the pandemic resulting in regret



MHI score by changes made during the pandemic resulting in regret



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 May 2 and 18, 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.

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