

The Mental Health Index by LifeWorks™

United States of America | November 2022

 **TELUS** Health

LifeWorks



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What you need to know for October 2022

1. The mental health of working Americans declined in October 2022.

- At 69.9, the mental health of Americans declined slightly from the prior month.
- 25% of Americans have a high mental health risk, 40% have a moderate mental health risk, and 35% have a low mental health risk.
- There is no improvement in any of the mental health sub-scores from September to October.
- Anxiety, isolation, and work productivity have been the lowest mental health scores for six consecutive months.
- Full-time post-secondary students have the lowest mental health score for the fifth consecutive month.
- Mental health scores declined in the Northeast and Midwest, while the mental health score improved in the South and remains unchanged in the West.

2. Benefits and services offered for health and wellbeing is the principal factor, aside from compensation, when choosing an employer.

- 33% report that benefits and services offered for health and wellbeing is the most important factor.
- 29% report that flexibility is the most important factor.

- 21% report that the type of work is most important.

- 12% report that the reputation for positive workplace culture is the most important factor.

3. Managers are more likely to say that having flexibility at work encourages them to put in more effort.

- 41% say that more pay would encourage them to put in more effort at work.
- 11% say that more meaningful work would encourage a greater effort at work.
- 11% say that more flexibility would encourage more effort at work.
- Parents are twice as likely to say that flexibility would encourage them to put in more effort at work.

4. Americans who care about their work and try to exceed expectations have higher mental health scores.

- 87% care about their work and the mental health of this group is higher than the American average. Conversely, those who do not care about their work have a mental health score more than thirteen points below the national average.
- 82% often try to exceed expectations at work and the mental health of this group is higher than the American average. Conversely, those who do not try to exceed expectations at work have a mental health score more than eight points lower than the national average.

33%

say benefits and services offered for health and wellbeing is the most important factor when choosing an employer

29%

say flexibility is the most important factor when choosing an employer

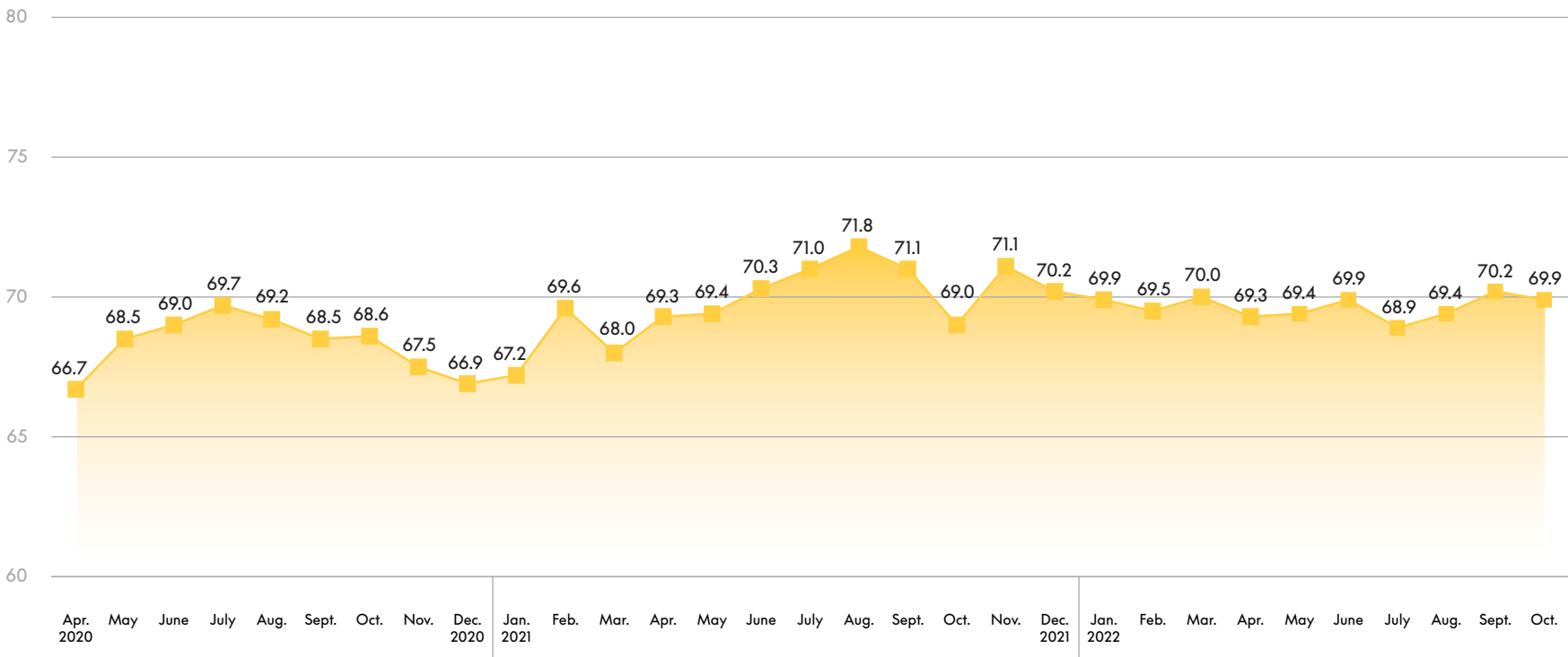
The mental health, productivity, and performance of employees is highly connected to key leadership qualities observed in their manager

5. Key leadership traits including charisma, humanity, and collaboration, have a significant impact on the mental health, job performance, and productivity of working Americans.

- The mental health of Americans rating their manager as strong in five key areas (autonomy, charisma, humanity, participative, team oriented) is higher than those rating their manager poorly.
- Americans rating their manager as having strong characteristics in all categories are more likely to care about their work and try to exceed expectations compared to those rating their manager as having weak characteristics.
- Employees who rate their manager poorly in each of the five categories lose productivity at a rate two and a half times higher than those rating their manager more favorably.

The Mental Health Index™

The overall Mental Health Index for October 2022 is 69.9 points¹, a modest decrease from the prior month.



MHI Current Month
October 2022

69.9

September 2022

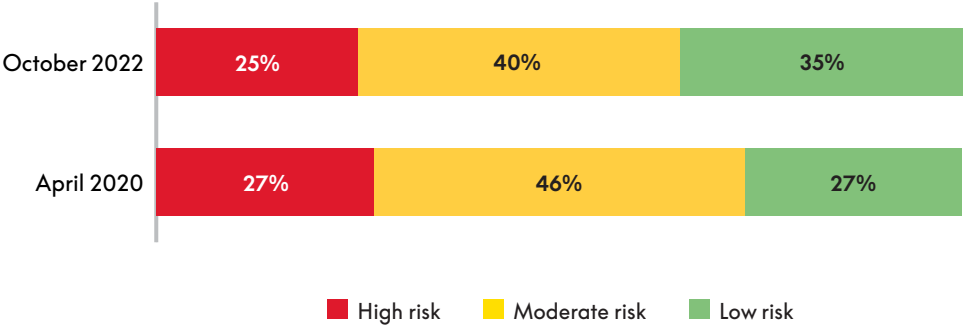
70.2

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 October 2022, 25 percent of Americans have a high mental health risk, 40 percent have a moderate mental health risk, and 35 percent have a low mental health risk. Approximately 30 percent of people in the high-risk group report diagnosed anxiety or depression, seven percent report diagnosed anxiety or depression in the moderate-risk group, and one percent of people in the low-risk group report diagnosed anxiety or depression.

In contrast, in April 2020, at the launch of the Index and near the onset of the COVID-19 pandemic, 27 percent of Americans had a high mental health risk.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (63.5), followed by isolation (66.1), work productivity (68.6), depression (69.3), optimism (71.3), and financial risk (73.0). General psychological health (76.9) continues to be the most favorable mental health measure in October 2022.

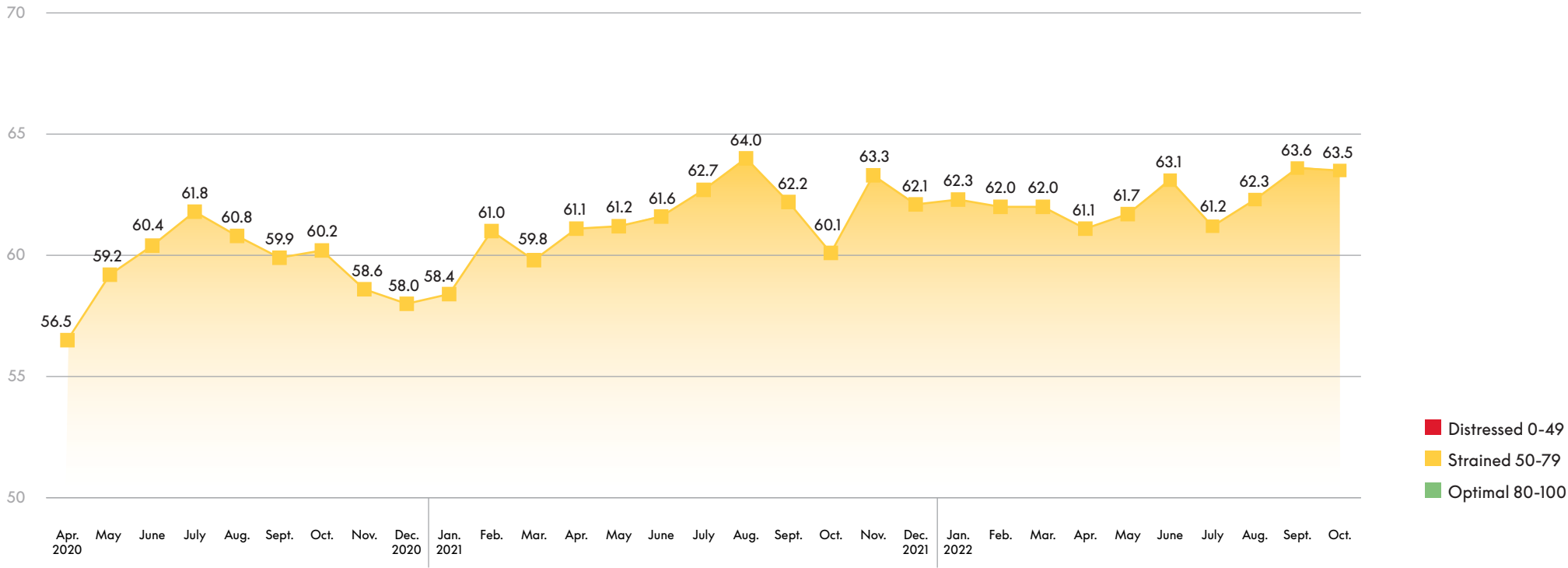
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores since April 2022.
- There is no improvement in any of the mental health sub-scores compared to September 2022.
- With a 1.1-point decrease, the financial risk score has the greatest decline over the prior month.

Mental Health Index™ Sub-scores ²	October 2022	September 2022
Anxiety	63.5	63.6
Isolation	66.1	66.1
Work productivity	68.6	68.6
Depression	69.3	69.8
Optimism	71.3	71.4
Financial risk	73.0	74.1
Psychological health	76.9	77.1

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

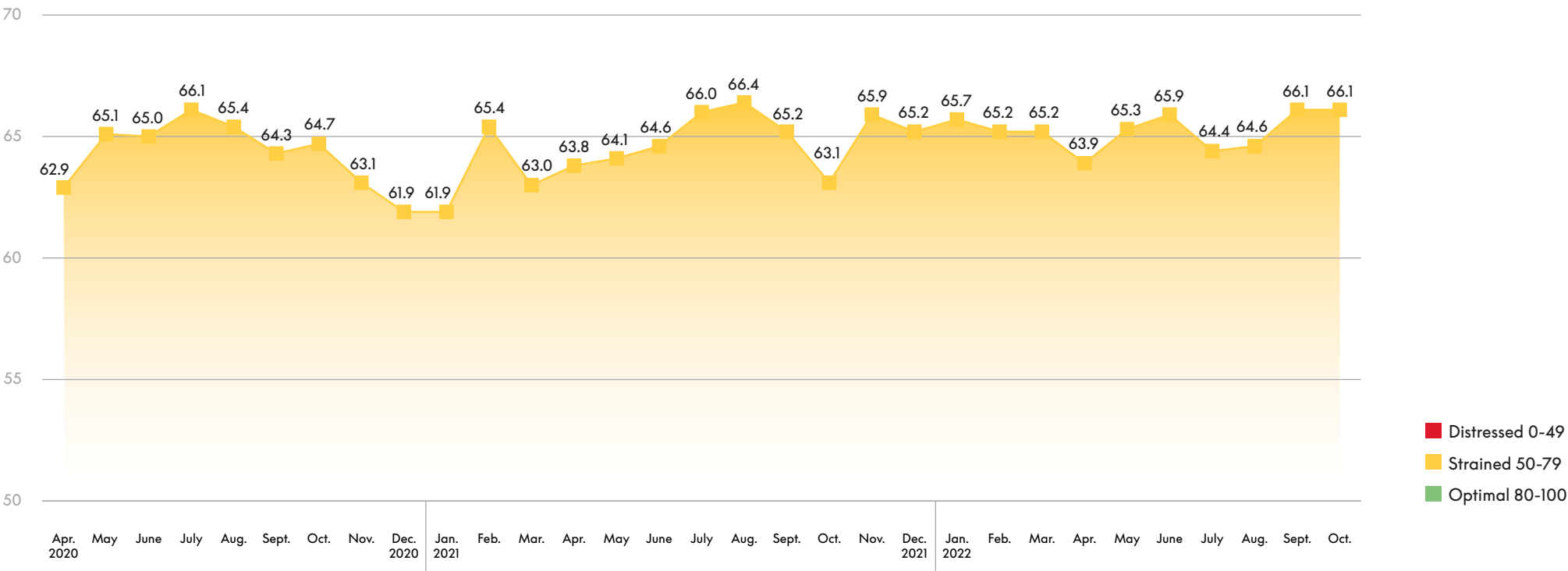
Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. After reaching its high in July 2021, the anxiety score declined sharply in October 2021. Since November 2021, anxiety scores have fluctuated. In October 2022, anxiety remains the lowest mental health sub-score for the sixth consecutive month.



Isolation

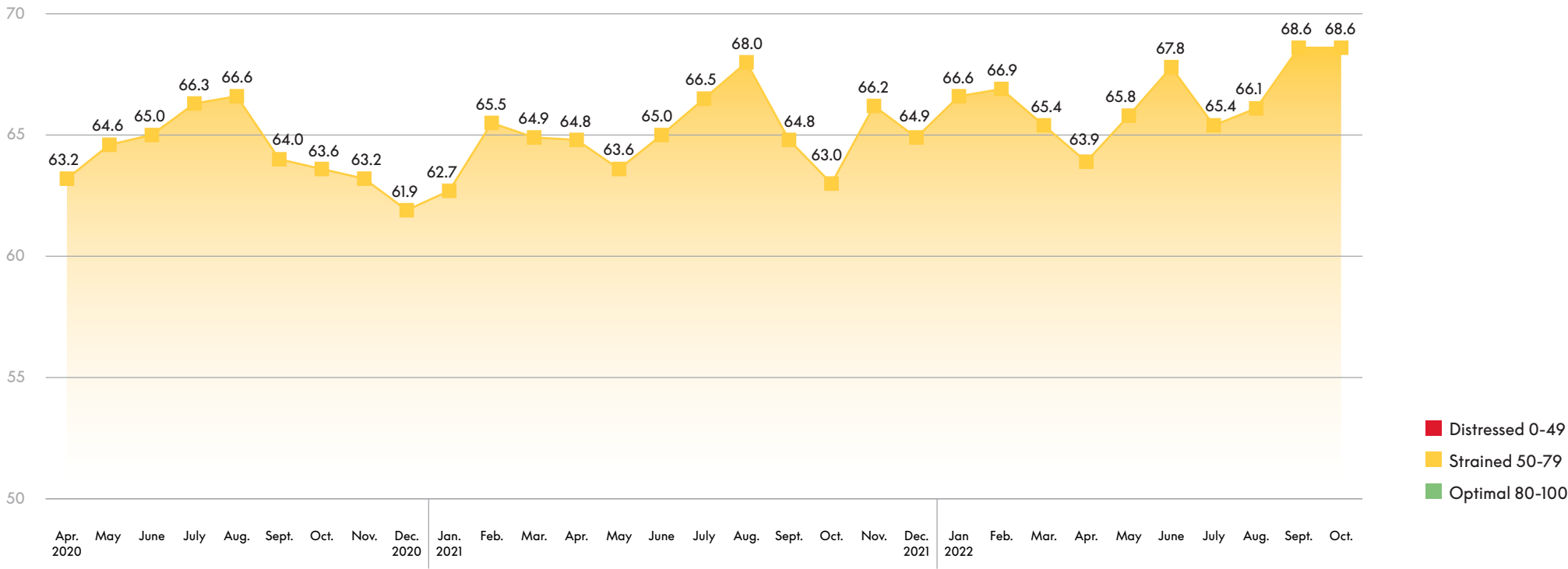
Isolation scores have fluctuated since the launch of the Index in April 2020. Following a sharp decline from July 2020 to January 2021, the isolation sub-score has made incremental improvements. In October 2022, the isolation score remains unchanged from the prior month.



Work productivity

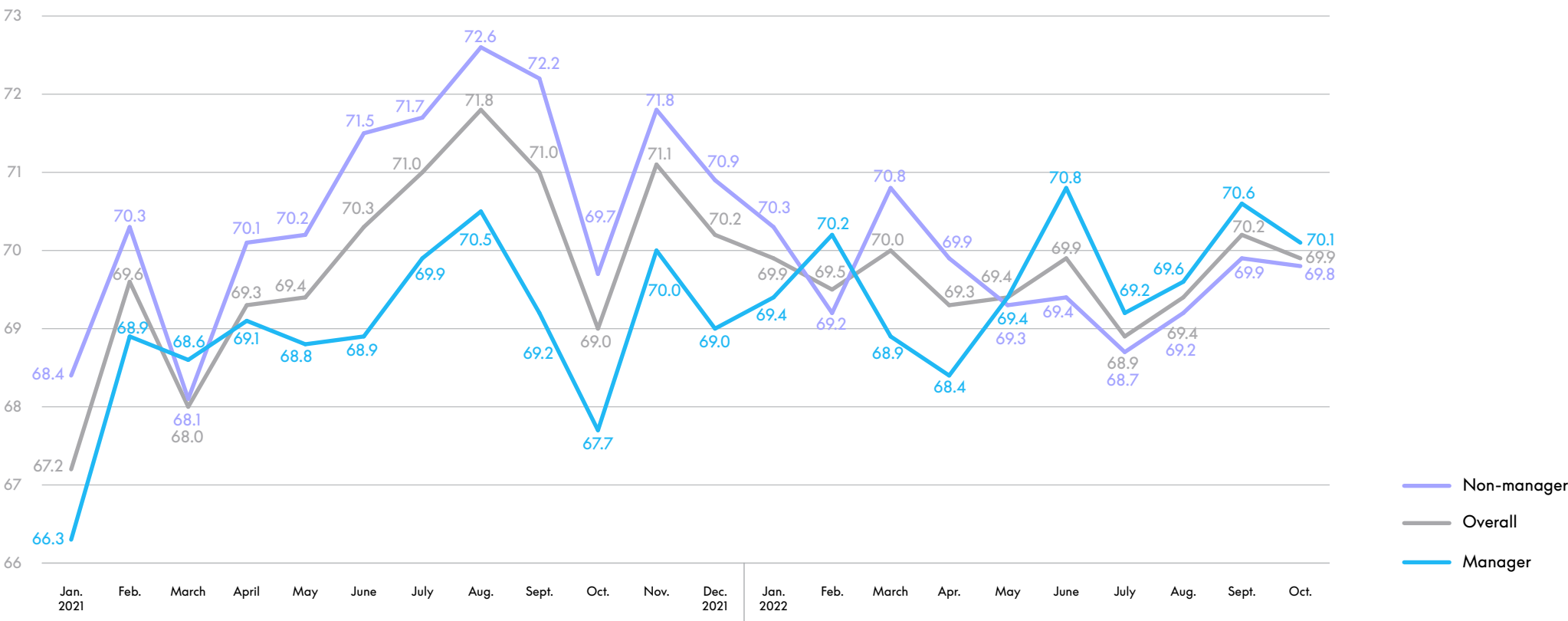
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity score has been inconsistent since the launch of the MHI in April 2020. After two months of improvement in August and September, the work productivity sub-score remains unchanged from the prior month.



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 is observed when the mental health score of non-managers declined along with the overall American average, whereas an improvement was observed in the mental health score of managers. A similar trend occurred since May 2022. In October 2022, managers have a better mental health score (70.1) compared to the national average (69.9) and that of non-managers (69.8)



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In October 2022, the mental health score of women is 67.4 compared to 72.7 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 (64.6) than those without children (71.9).

Employment

- Overall, four percent of respondents are unemployed³ and eight percent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (54.3), followed by those working fewer hours (56.0), those not currently employed (68.7), and those with no change to salary or hours (71.2).
- Managers have a slightly higher mental health score (70.1) than non-managers (69.8).
- Individuals working for organizations with 1,001-5,000 employees have the highest mental health score (72.2).
- Respondents working for organizations with 51-100 employees have the lowest mental health score (66.8).

Emergency savings

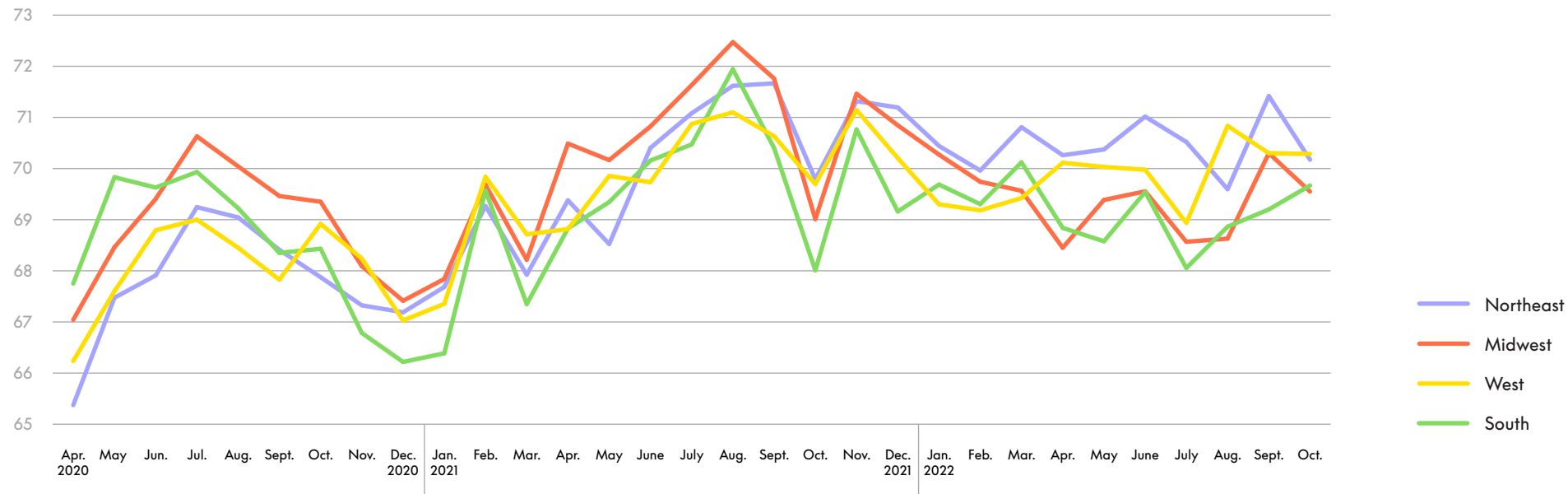
- Those without emergency savings continue to experience a lower mental health score (52.6) than the overall group (69.9). Individuals with emergency savings have a mental health score of 75.7.

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 October 2022, the mental health of Americans declined in the Northeast and Midwest while an improvement is observed in the Southern United States. The mental health score in the West is unchanged from September 2022.

- With a 0.8-point decrease, the Midwestern United States has the lowest mental health score (69.5).
- Despite no improvement from the prior month, the mental health score in the Western United States is highest (70.3).



Employment status	Oct. 2022	Sept. 2022
Employed (no change in hours/salary)	71.2	71.2
Employed (fewer hours compared to last month)	56.0	57.5
Employed (reduced salary compared to last month)	54.3	58.1
Not currently employed	68.7	67.1
Age group	Oct. 2022	Sept. 2022
Age 20-29	56.0	57.9
Age 30-39	62.0	61.8
Age 40-49	66.3	67.0
Age 50-59	71.5	72.3
Age 60-69	77.7	77.4
Number of children	Oct. 2022	Sept. 2022
No children in household	71.9	72.1
1 child	63.5	64.4
2 children	65.9	65.2
3 children or more	65.5	65.9

Region	Oct. 2022	Sept. 2022
Northeast	70.2	71.4
Midwest	69.5	70.3
South	69.7	69.2
West	70.3	70.3
Gender	Oct. 2022	Sept. 2022
Men	72.7	73.3
Women	67.4	67.7
Household income	Oct. 2022	Sept. 2022
<\$30K/annum	57.5	58.5
\$30K to <\$60K/annum	64.8	64.3
\$60K to <\$100K	70.8	70.8
\$100K to <\$150K	73.8	74.5
\$150K or more	77.8	79.3

Employer size	Oct. 2022	Sept. 2022
Self-employed/sole proprietor	68.9	69.8
2-50 employees	69.2	70.1
51-100 employees	66.8	66.3
101-500 employees	69.6	70.3
501-1,000 employees	69.4	69.9
1,001-5,000 employees	72.2	71.3
5,001-10,000 employees	70.2	70.2
More than 10,000 employees	72.1	71.8
Manager	Oct. 2022	Sept. 2022
Manager	70.1	70.6
Non-manager	69.8	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.

Mental Health Index™ (industry)

For the fifth consecutive month, full-time post-secondary students have the lowest mental health score (51.1).

This score is significantly lower than the next lowest score, among individuals employed in Food Services (62.7), and Wholesale Trade (65.7).

Those employed in Public Administration (76.3), Manufacturing (74.2), and Professional, Scientific and Technical Services (73.9) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	October 2022	September 2022	Change
Accommodation	72.3	67.6	4.7
Arts, Entertainment and Recreation	70.1	66.7	3.4
Food Services	62.7	60.4	2.3
Information and Cultural Industries	69.5	67.3	2.2
Retail Trade	67.8	65.8	2.1
Wholesale Trade	65.7	64.3	1.4
Manufacturing	74.2	73.8	0.4
Public Administration	76.3	75.9	0.3
Educational Services	72.4	72.5	-0.1
Health Care and Social Assistance	67.9	68.4	-0.4
Other services (except Public Administration)	69.9	70.3	-0.4
Finance and Insurance	71.6	72.1	-0.6
Administrative and Support services	66.3	67.0	-0.8
Real Estate, Rental and Leasing	73.3	74.3	-1.0
Utilities	72.4	73.4	-1.0
Management of Companies and Enterprises	68.9	70.3	-1.3
Other	68.1	69.5	-1.5
Construction	70.4	72.1	-1.6
Professional, Scientific and Technical Services	73.9	75.5	-1.7
Transportation and Warehousing	69.0	70.7	-1.7
Agriculture, Forestry, Fishing and Hunting	70.7	72.4	-1.7
I am a student	51.1	53.1	-2.0

Spotlight

Considerations when choosing an employer

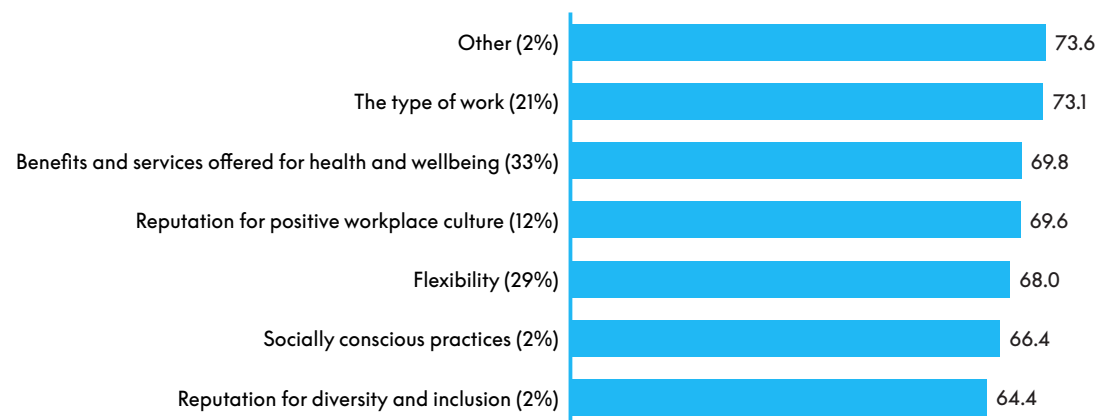
Americans were asked about the most important factor when choosing an employer, other than salary/compensation.

- One-third (33 percent) indicate that benefits and services offered for health and wellbeing is the most important factor when choosing an employer, followed by 29 percent indicating flexibility, 21 percent indicating the type of work, and 12 percent indicating that reputation for positive workplace culture is the most important factor when choosing an employer.
- Individuals ages 40 and under are 60 percent more likely than those ages 50 and older to indicate that flexibility is the most important factor when choosing an employer.

Most important factor when choosing an employer



MHI score by most important factor when choosing an employer



Job performance

Employed Americans were asked whether they care about their work.

- More than eight in ten (87 percent) care about their work, and this group has the most favorable mental health score (71.8), two points higher than the national average (69.9).
- Twelve percent who do not care about their work, or are unsure, have mental health scores more than thirteen points below the national average (69.9).
- Respondents who care about their work put in more effort than those who do not care about their work (90 percent compared to 78 percent).

I care about my work



MHI score by I care about my work



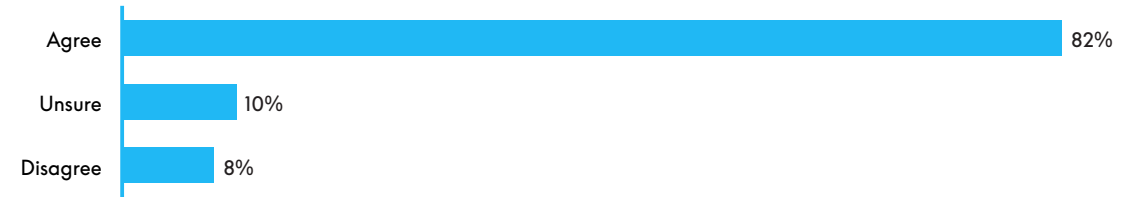
Average daily work effort by I care about my work



Employed Americans were asked whether they often try to exceed expectations at work.

- More than eight in ten (82 percent) often try to exceed expectations at work, and this group has the most favorable mental health score (71.7).
- Nearly one in ten (8 percent) do not try to exceed expectations at work, and the mental health score of this group is more than eight points below the national average (69.9).
- Respondents who often try to exceed expectations at work put in more effort than those who do not try to exceed expectations (91 percent compared to 76 percent).

I often try to exceed expectations at work



MHI score by I often try to exceed expectations at work



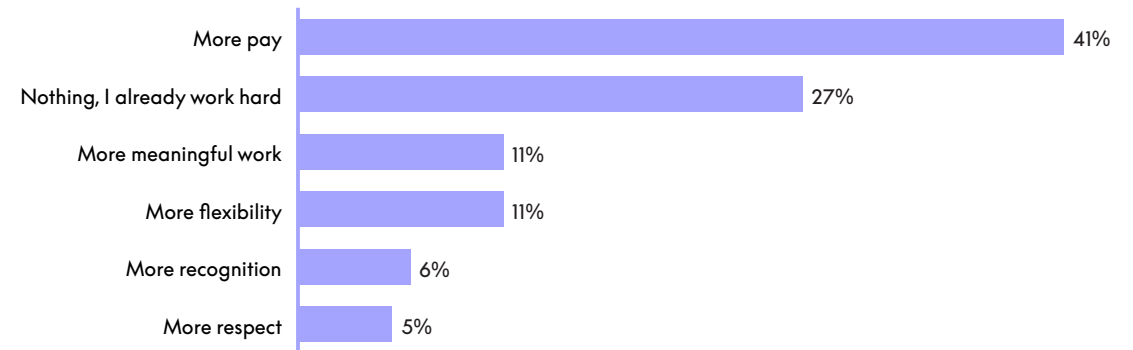
Average daily work effort by I often try to exceed expectations at work



Employed Americans were asked about the factor that would most encourage them to put in more effort at work.

- More than two in five (41 percent) report that more pay would most encourage them to put in more effort at work. The mental health score of this group (67.1) is nearly three points lower than the national average (69.9).
- More than one-quarter (27 percent) report that nothing would encourage them to put in more effort at work as they already work hard. The mental health score of this group is most favorable (78.4) at more than eight points above the national average (69.9).
- Managers are 50 percent more likely than non-managers to indicate that having more flexibility encourages them to put in more effort at work.
- Parents are twice as likely as non-parents to indicate that having more flexibility encourages them to put in more effort at work.
- Respondents aged 50 and older are three times more likely than those aged 40 and under to report that nothing would make them put in more effort at work as they already work hard.

Factors that most encourage employees to put in more effort at work



MHI score by factors that most encourage employees to put in more effort at work



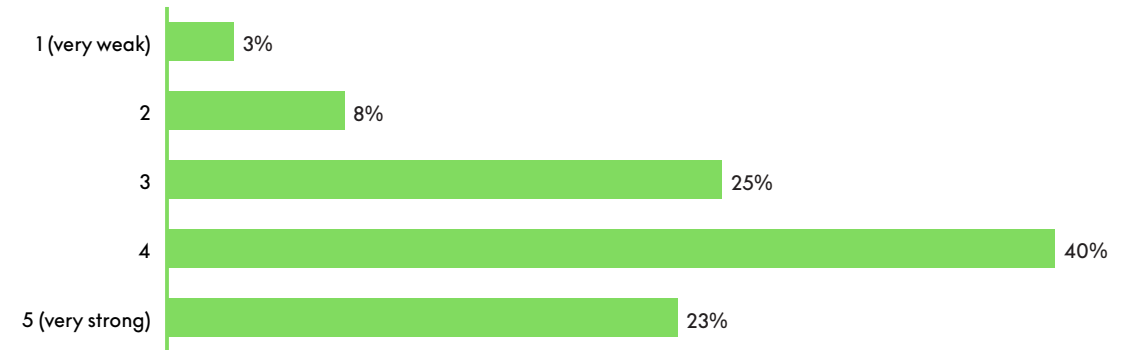
Impact of Manager traits on mental health, job performance, and productivity

Autonomy

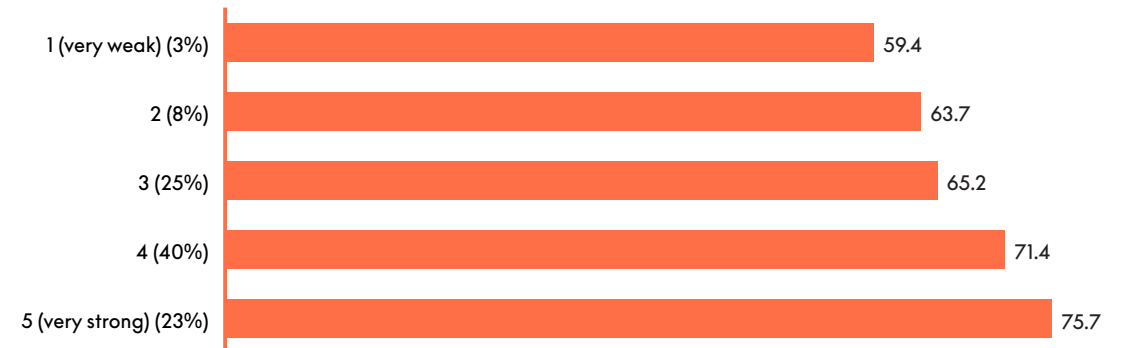
Americans were asked to rate the extent to which they perceive their manager to be **autonomous** (independent, individualistic) on a scale from one to five, with one being “very weak” and five being “very strong”.

- More than three in five (63 percent) rate their manager 4 or 5 (strongly autonomous), and the mental health of these groups are higher than the national average.
- More than one in ten (11 percent) rate their manager 1 or 2 (weakly autonomous). The mental health scores of these groups are at least six points below the national average.

Manager characteristic: Autonomy

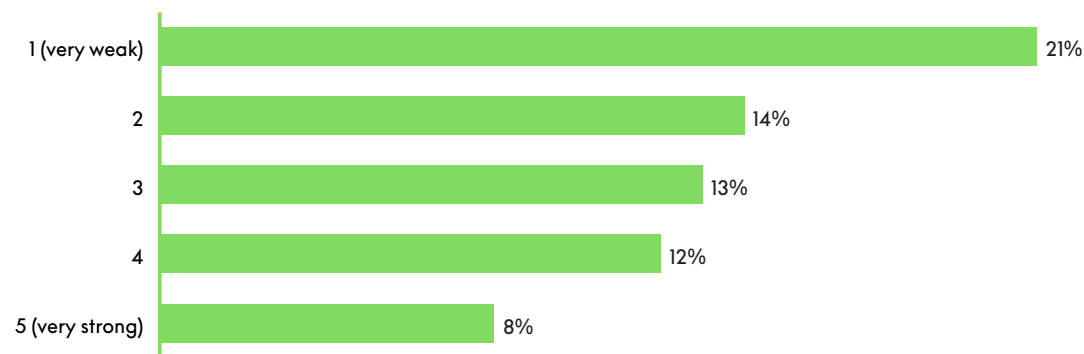


MHI score by manager characteristic: Autonomy

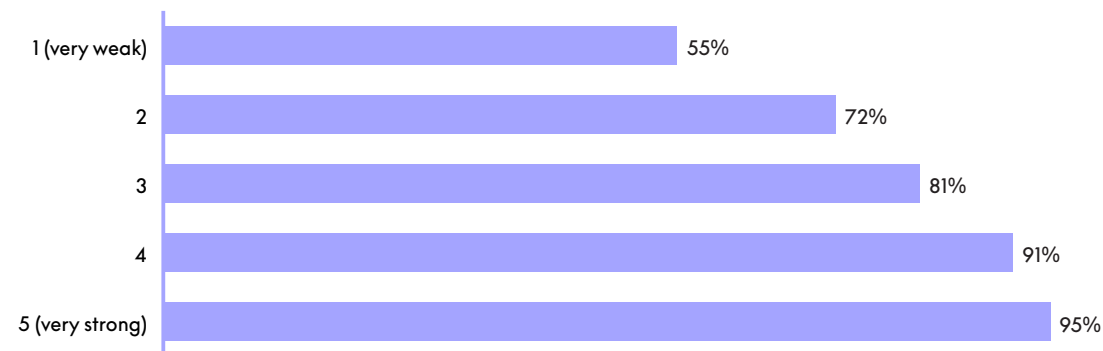


- Individuals rating their manager as strongly autonomous are more likely to care about their work and try to exceed expectations compared to those rating their manager weakly autonomous.
- Individuals rating their manager as weak in autonomy have productivity losses more than twice those rating their manager strongly autonomous.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Autonomy



Percentage reporting they care about their work by manager characteristic: Autonomy



Percentage reporting they try to exceed expectations at work by manager characteristic: Autonomy

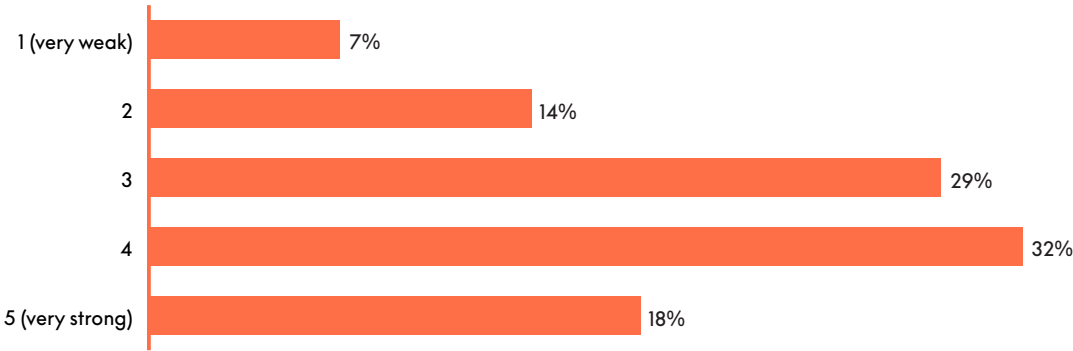


Charisma

Americans were asked to rate the extent to which they perceive their manager to be **charismatic** (inspirational, motivational) on a scale from one to five, with one being “very weak” and five being “very strong”.

- Half (50 percent) rate their manager 4 or 5 (strongly charismatic), and the mental health of these groups are higher than the national average.
- More than one in five (21 percent) rate their manager 1 or 2 (weakly charismatic). The mental health scores of these groups are at least four points lower than the national average.

Manager characteristic: Charisma

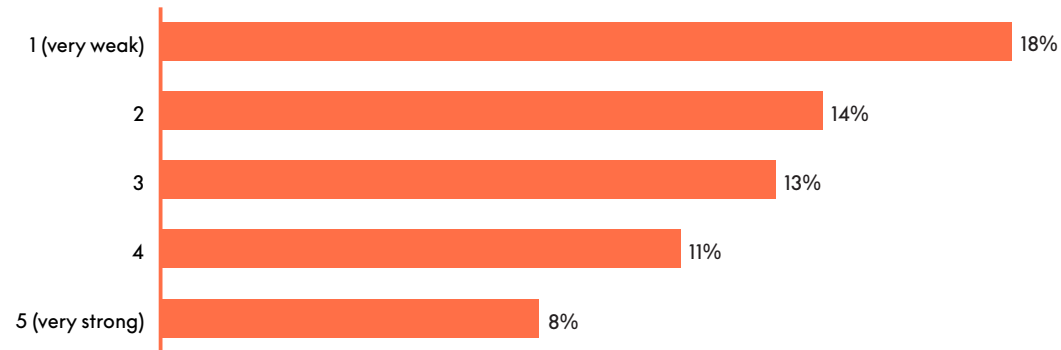


MHI score by manager characteristic: Charisma



- Individuals rating their manager as strongly charismatic are more likely to care about their work and to try to exceed expectations compared to those rating their manager as weakly charismatic.
- Individuals rating their manager as weak in charisma have productivity losses more than twice those rating their manager strongly charismatic.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Charisma



Percentage reporting they care about their work by manager characteristic: Charisma



Percentage reporting they try to exceed expectations at work by manager characteristic: Charisma

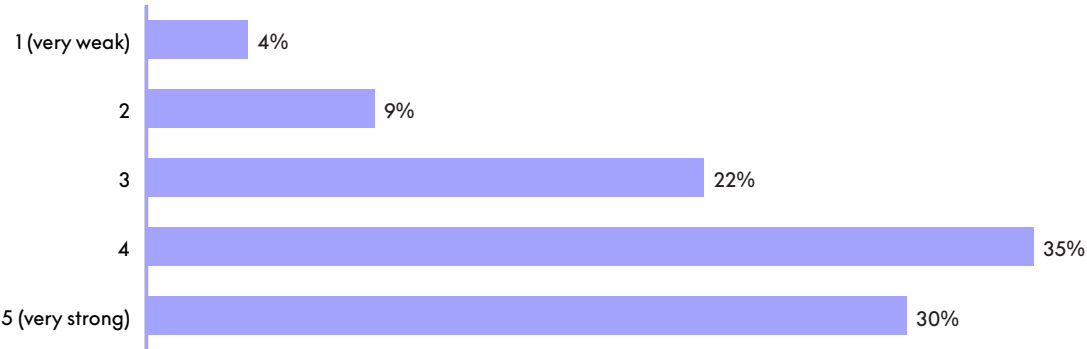


Humanity

Americans were asked to rate the extent to which they perceive their manager to be **humane** (supportive, considerate, compassionate) on a scale from one to five, with one being “very weak” and five being “very strong”.

- Nearly two thirds (65 percent) rate their manager 4 or 5 (strongly humane), and the mental health of these groups are higher than the national average.
- More than one in ten (13 percent) rate their managers 1 or 2 (weakly humane). The mental health scores of these groups are more than eight points lower than the national average.

Manager characteristic: Humanity

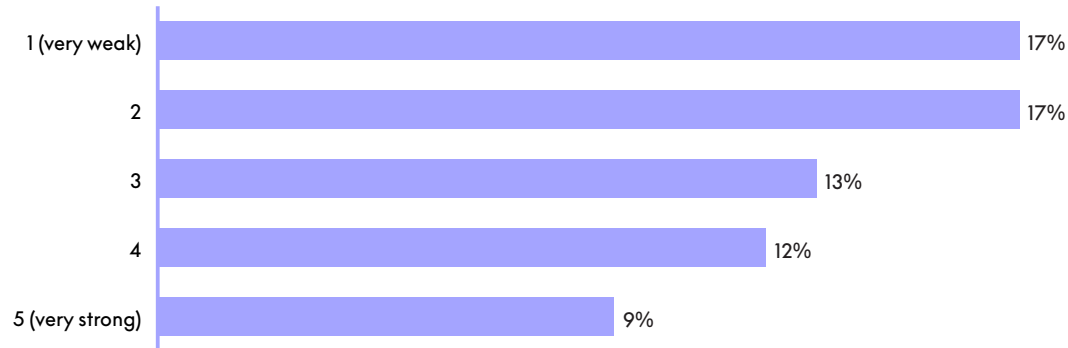


MHI score by manager characteristic: Humanity



- Individuals rating their manager as strongly humane are more likely to care about their work and try to exceed expectations compared to those rating their manager as weakly humane.
- Individuals rating their manager as weak in humanity have productivity losses nearly twice those rating their manager strongly humane.

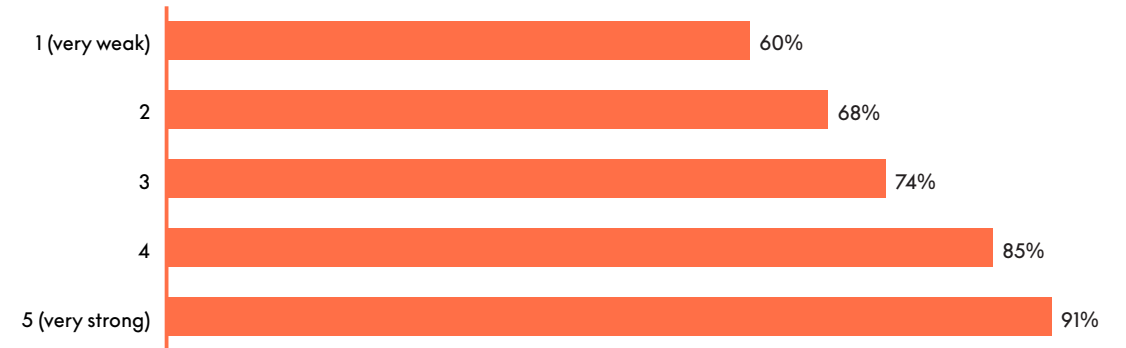
Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Humanity



Percentage reporting they care about their work by manager characteristic: Humanity



Percentage reporting they try to exceed expectations at work by manager characteristic: Humanity

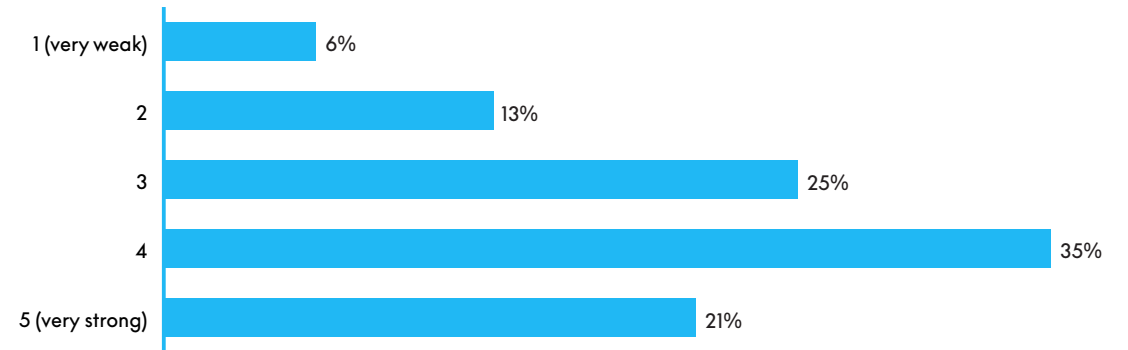


Participative

Americans were asked to rate the extent to which they perceive their manager to be **participative** (inclusive, not autocratic) on a scale from one to five, with one being “very weak” and five being “very strong”.

- More than half (56 percent) rate their manager 4 or 5 (strongly participative), and the mental health of these groups are higher than the national average.
- Nearly one in five (19 percent) rate their managers 1 or 2 (weakly participative). The mental health scores of these groups are at least six points lower than the national average.

Manager characteristic: Participative

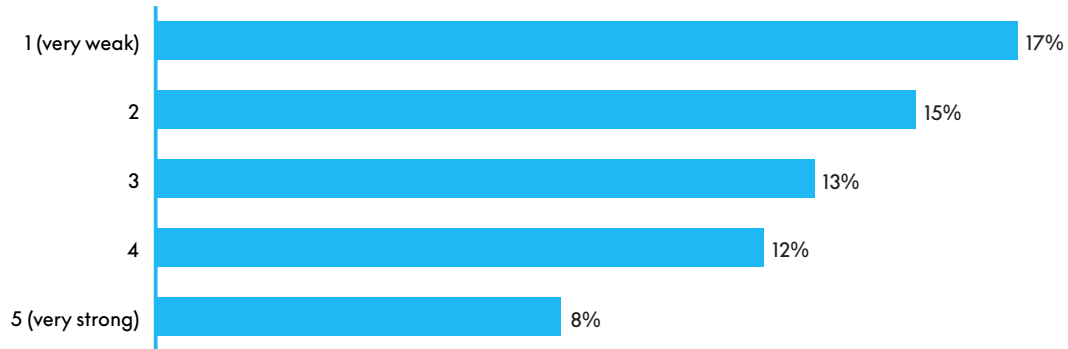


MHI score by manager characteristic: Participative



- Individuals rating their manager as strongly participative are more likely to care about their work and try to exceed expectations compared to those rating their manager as weakly participative.
- Individuals rating their manager as weak in participative have productivity losses more than twice those rating their manager strongly participative.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Participative



Percentage reporting they care about their work by manager characteristic: Participative



Percentage reporting they try to exceed expectations at work by manager characteristic: Participative

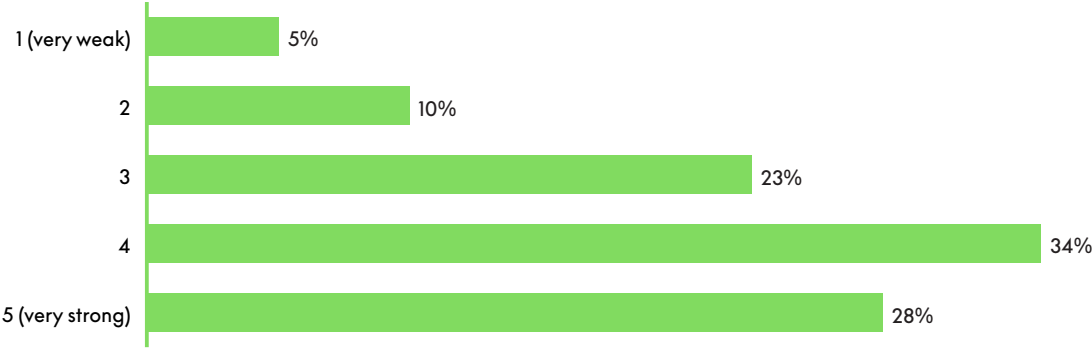


Team-oriented

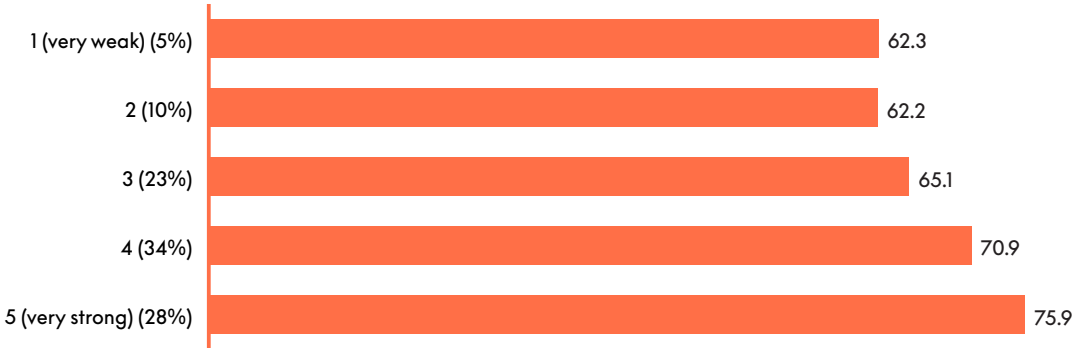
Americans were asked to rate the extent to which they perceive their manager to be **team-oriented** (collaborative, working toward a common purpose) on a scale from one to five, with one being “very weak” and five being “very strong”.

- More than three in five (62 percent) rate their manager 4 or 5 (strongly team-oriented), and the mental health of these groups are higher than the national average.
- Nearly one in five (15 percent) rate their managers 1 or 2 (weakly team-oriented). The mental health scores of these groups are nearly eight points lower than the national average.

Manager characteristic: Team-oriented

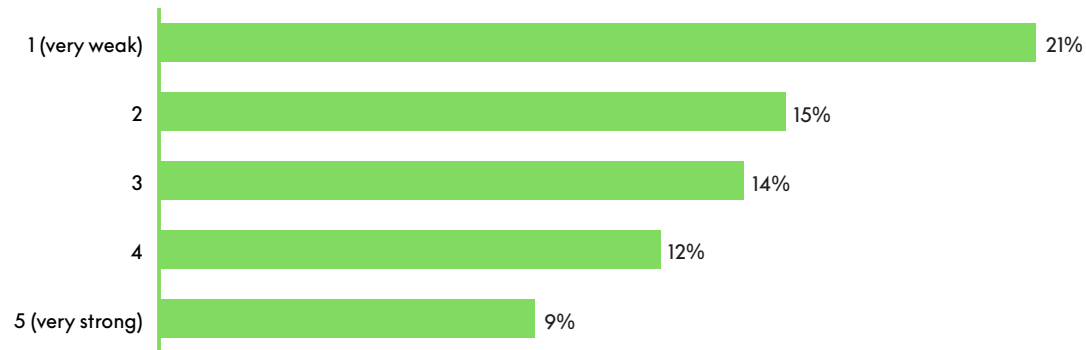


MHI score by manager characteristic: Team-oriented



- Individuals rating their manager as strongly team-oriented are more likely to report that they care about their work and try to exceed expectations compared to those rating their manager as weakly team-oriented.
- Individuals rating their manager as weakly team-oriented have productivity losses more than twice those rating their manager strongly team-oriented.

Productivity loss among those reporting they try to exceed expectations at work by manager characteristic: Team-oriented



Percentage reporting they care about their work by manager characteristic: Team-oriented



Percentage reporting they try to exceed expectations at work by manager characteristic: Team-oriented



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 October 4 and October 12, 2022.

Calculations

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

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

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

Additional data and analyses

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact MHI@lifeworks.com



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

About TELUS Health

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

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

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