



TELUS Mental Health Index.

United States of America | July 2023

Table of contents

1. What you need to know for July 2023	3
2. The Mental Health Index	5
Mental health risk	6
Mental Health Index sub-scores	7
Anxiety	8
Isolation	9
Work productivity	10
Managers compared to non-managers	11
Mental health by gender and age	12
Mental health by employment status	12
Emergency savings	12
3. The Mental Health Index by region	13
4. The Mental Health Index by industry	15

5. Spotlight	16
Turnover	16
Workplace culture and turnover	19
Emotional control	21
Financial control	22
Control over health	23
Control over work	24
Improving control	25
Medication use for mental health	26
Relationships	30
6. Overview of the TELUS Mental Health Index	33
Methodology	33
Calculations	33
Additional data and analyses	33

What you need to know for July 2023.

1. Following four months of stability, the mental health of workers in the United States fell more than one point in July.

- At 69.9, the mental health of workers is at its lowest point in five months
- 24 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 35 percent have a low mental health risk
- All mental health sub-scores, apart from optimism, have declined from June to July
- Mental health scores in all regions of the United States have declined compared to June 2023
- Managers continue to have a higher mental health score than non-managers and the national average

2. More than one-quarter of workers left or are considering leaving their jobs.

- 18 percent are considering leaving; nine percent made the decision to leave their job in the last year
- 34 percent of managers have experienced increased turnover in the last year
- Workers under 40 are more likely than workers over 50 to be considering leaving or to have had a job change in the last year
- 23 percent left or are considering leaving for a better career opportunity
- 12 percent left or are considering leaving for better benefits
- Women are more likely than men to say that feeling underappreciated is the primary reason they left or are considering leaving their job
- Higher workplace culture scores are associated with lower turnover, better mental health, and higher work productivity



want better control over their finances



want better control over their health



of workers **have taken medication for their mental health**



say it took **more than a year to find effective mental health medication**

Higher workplace culture scores are associated with lower turnover

3. One-third of workers want better control over their health.

- 36 percent want better control over their finances
- 33 percent want better control over their health
- 19 percent want better control over their emotions
- The mental health score of workers who have full control over their work is more than 33 points higher than workers with no control and more than 10 points higher than the national average
- Workers under 40 are more likely than workers over 50 to report having no control over their emotions, their finances, or their work
- Women are more likely than men to report having no control over their work or their finances

4. Among workers who have taken medication for a mental health issue, nearly half had to try more than one medication or dosage to treat their condition.

- 26 percent of workers have taken medication for their mental health
- 45 percent said they had to try more than one medication
- 29 percent say it took more than a year to arrive at an effective treatment
- 11 percent are still trying to find the right medication or dosage to treat their condition
- The mental health score of workers who are still trying to find the right medication or dosage is 31 points lower than the national average and nearly 24 points lower than workers whose first medication or dosage was effective
- Women and workers under 40 are more likely to have taken medication for a mental health issue

5. More than one-third of workers say that work has a mostly positive impact on personal relationships.

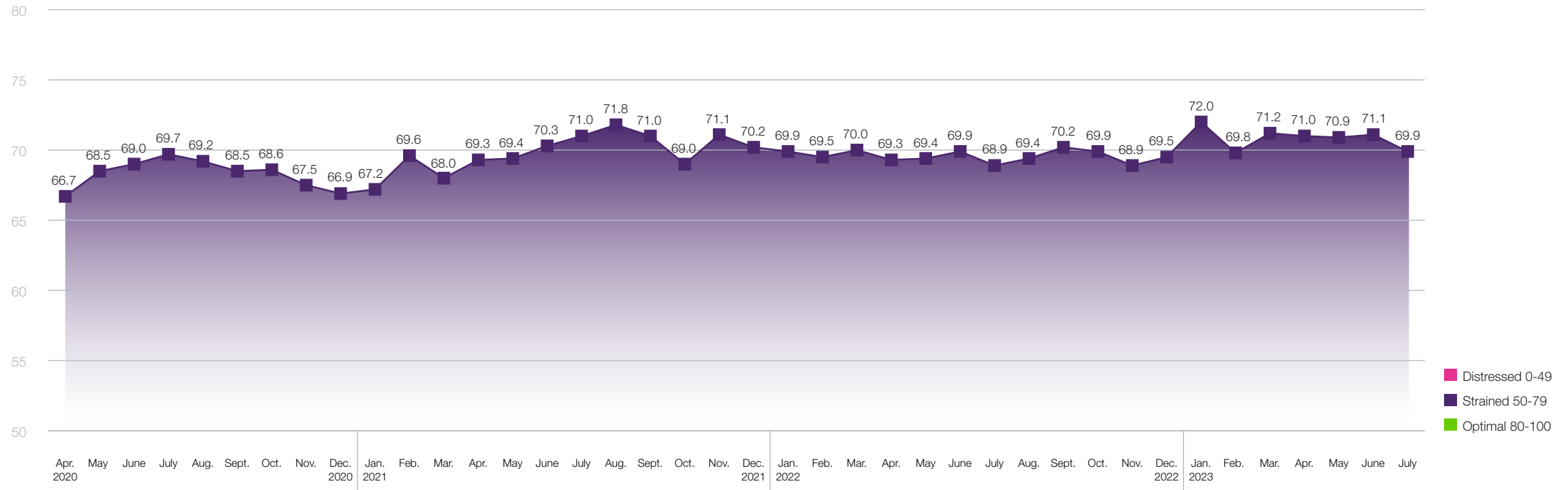
- 34 percent reporting a mostly positive impact of work on their relationship have a mental health score 22 points higher than workers reporting a mostly negative impact
- 33 percent reporting a mostly positive impact of the relationship with their partner/spouse on work have a mental health score nearly 28 points higher than workers reporting a mostly negative impact



The Mental Health Index.

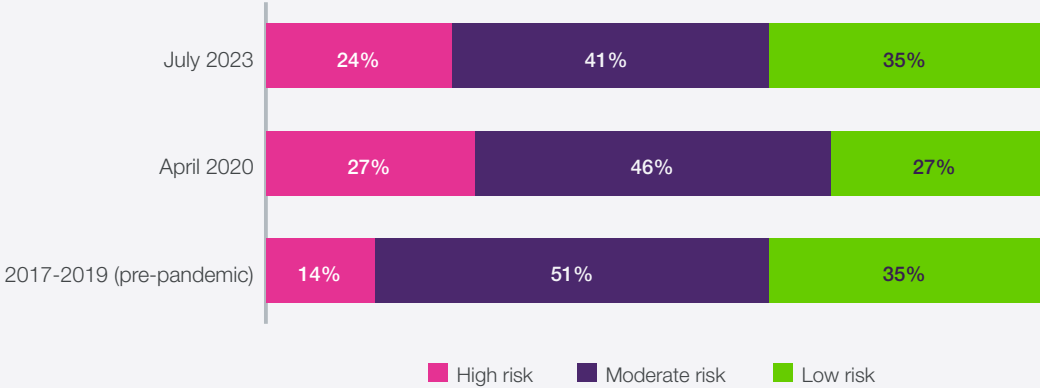
The overall Mental Health Index (MHI) for July 2023 is **69.9**. Following four months of stability, the mental health of workers in the United States declined more than one point in July.

MHI Current Month July 2023	June 2023
69.9	71.1



Mental health risk.

In July 2023, 24 percent of workers in the United States have a high mental health risk, 41 percent have a moderate mental health risk, and 35 percent have a low mental health risk. More than three years since the launch of the Index in April 2020, there has only been a three percent reduction in high-risk workers and an eight percent increase in low-risk workers.



Approximately 30 percent of workers 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 workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For more than one year, the lowest Mental Health Index sub-score is for the risk measure of anxiety (63.2).

Isolation (65.7), work productivity (68.8), depression (69.4), optimism (72.1), and financial risk (73.0) follow. General psychological health (76.8) continues to be the most favorable mental health measure in July 2023.

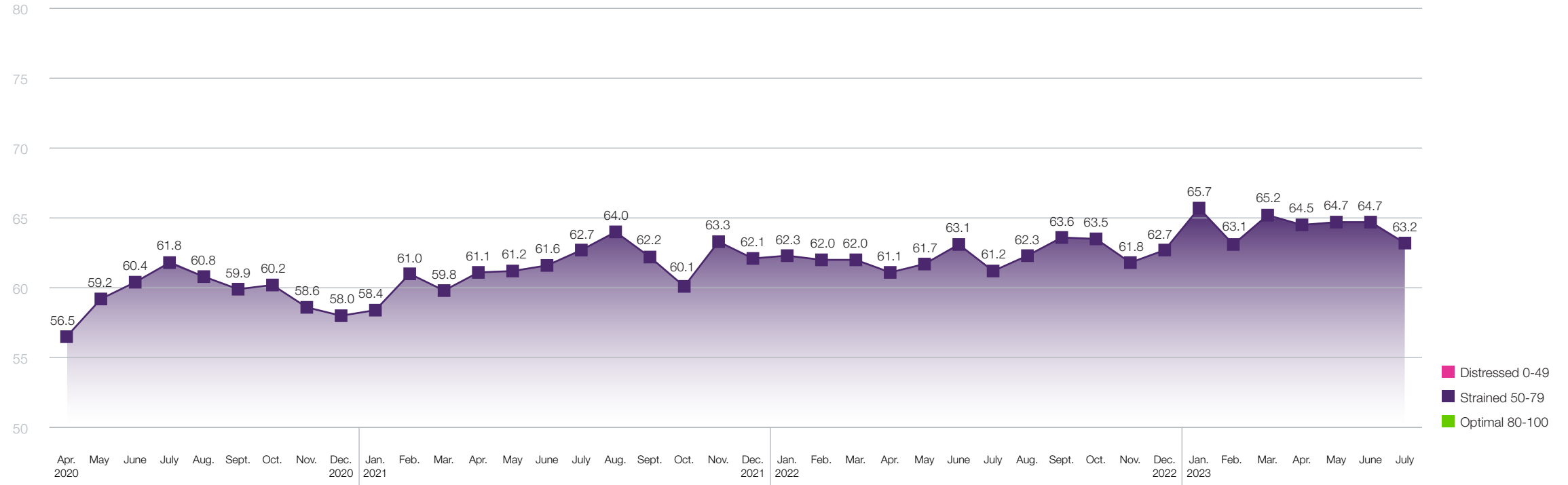
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for 15 consecutive months
- All mental health sub-scores, apart from optimism, have declined from the prior month

Mental Health Index Sub-scores	July 2023	June 2023
Anxiety	63.2	64.7
Isolation	65.7	67.1
Work productivity	68.8	70.7
Depression	69.4	70.8
Optimism	72.1	72.0
Financial risk	73.0	75.9
Psychological health	76.8	77.3



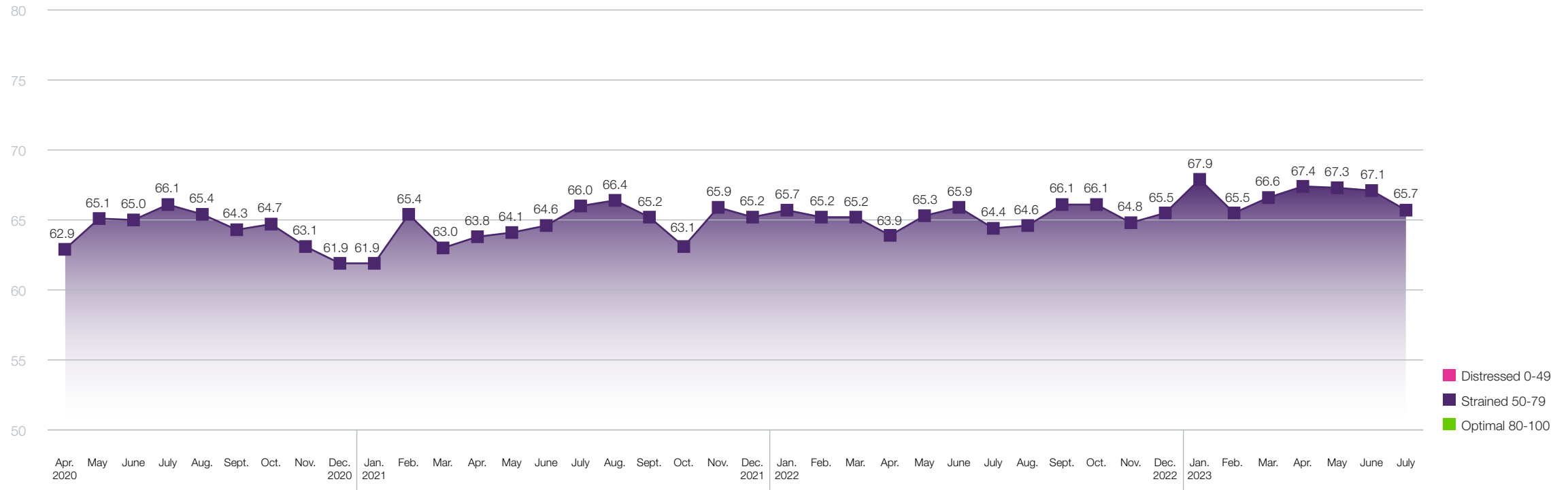
Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. Since November 2021, anxiety scores have fluctuated. Following a peak in January 2023, the anxiety sub-score declined 2.6 points in February 2023. A significant 2.1-point improvement was observed in March 2023. Despite a modest improvement from April to June 2023, the anxiety score declined 1.5 points in July 2023 and continues to be the lowest across all mental health sub-scores for the 15th consecutive month.



Isolation

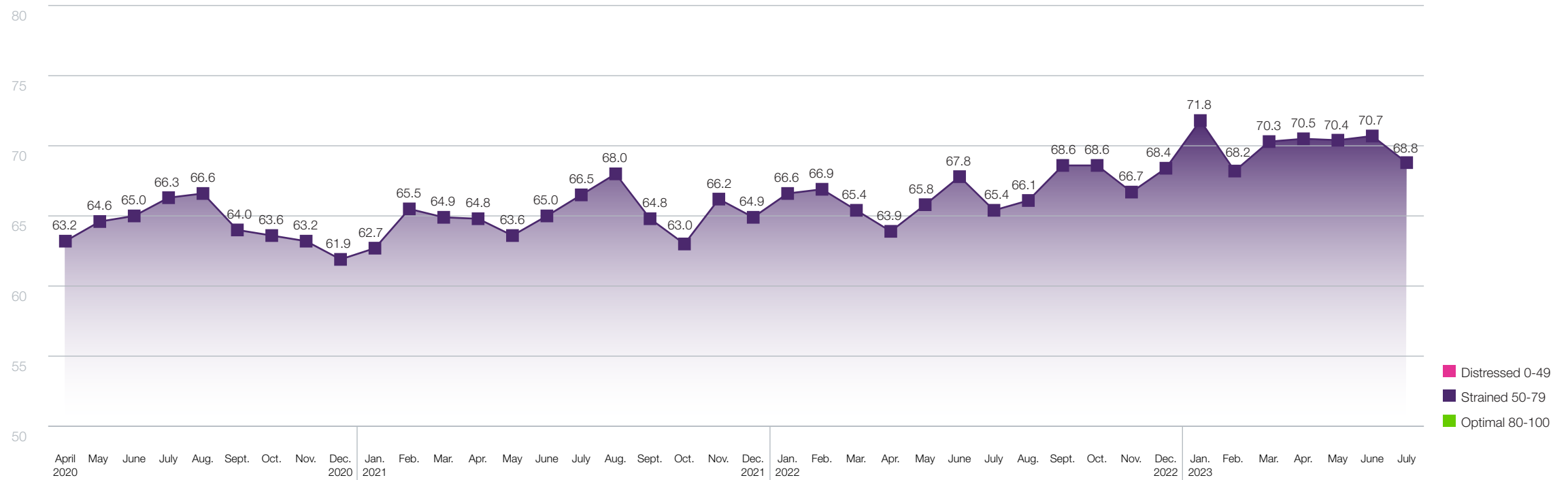
Isolation sub-scores have fluctuated since the launch of index in April 2020. Following a significant increase in January 2023 wherein the isolation sub-score reached its peak, a 2.4-point decrease was observed in February 2023, returning the score to a level equal to December 2022. The isolation score improved by 1.1 points in March 2023 but has been declining each month through July 2023.



Work productivity

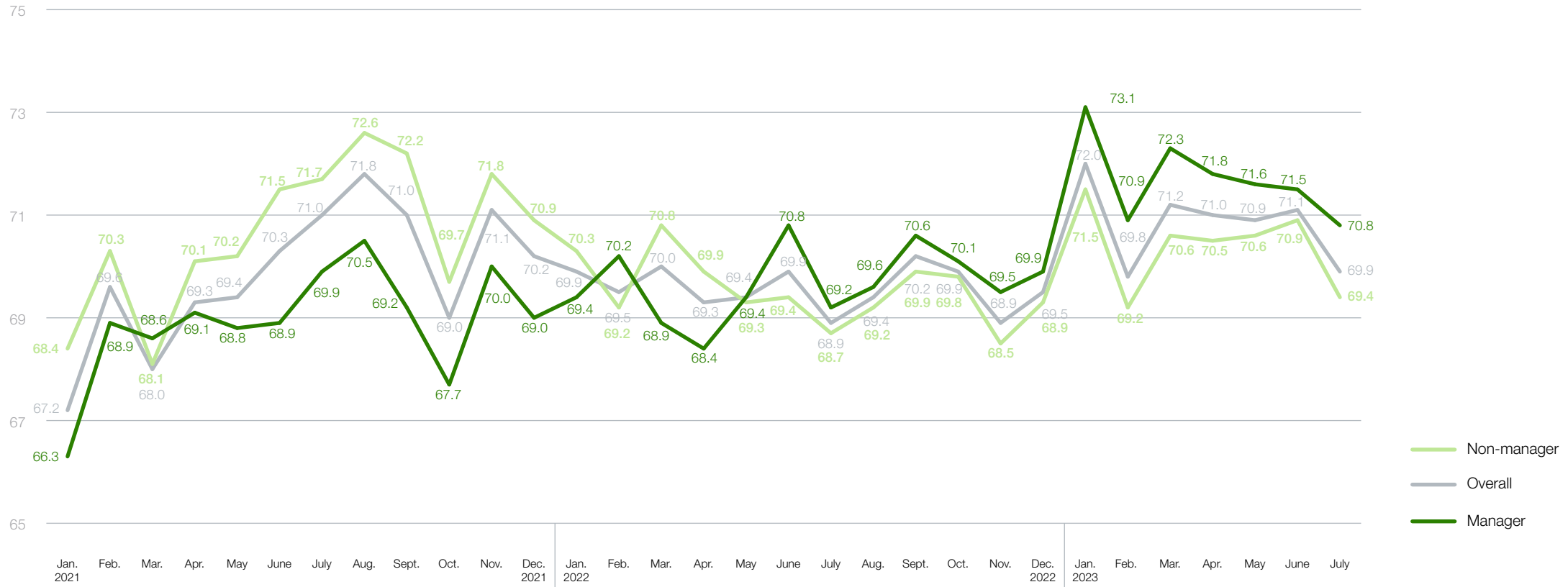
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With multiple periods of improvement followed by declines, the work productivity sub-score has been inconsistent since the launch of the MHI in April 2020. After reaching its peak in January 2023, the work productivity score declined sharply in February. Similar to other sub-scores, the work productivity score rebounded in March 2023 and had shown modest improvement into June 2023. In July 2023, a significant 1.9-point decline is observed in the work productivity score compared to 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 was observed when the mental health score of non-managers declined along with the overall American average, whereas managers experienced an improvement in mental health. A similar trend has been evidenced beginning in May 2022. Following two months of improvements, the mental health of managers and non-managers fell sharply in February 2023 but recovered in March. In July 2023, the mental health score of managers (70.8) is higher than non-managers (69.4) and the national average (69.9).



Mental health by gender and age.

- Since the launch of the MHI, women have a significantly lower mental health score than men. In July 2023, the mental health score of women is 67.0 compared to 73.3 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without children have been reported since the launch of the Index in April 2020. More than three years later, this pattern continues with a lower score for workers with at least one child (65.1) compared to workers without children (71.8)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and eight percent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month (59.5) have the lowest mental health score, followed by individuals working fewer hours (59.9), individuals not currently employed (65.1), and individuals with no change to salary or hours (70.9)
- Managers have a better/higher mental health score (70.8) than non-managers (69.4)
- Labourers have a lower mental health score (64.0) than service (69.5) and office workers (71.5)
- Respondents working for companies 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 (67.8)

Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (52.2) than the overall group (69.9). Workers with emergency savings have a mental health score of 75.8



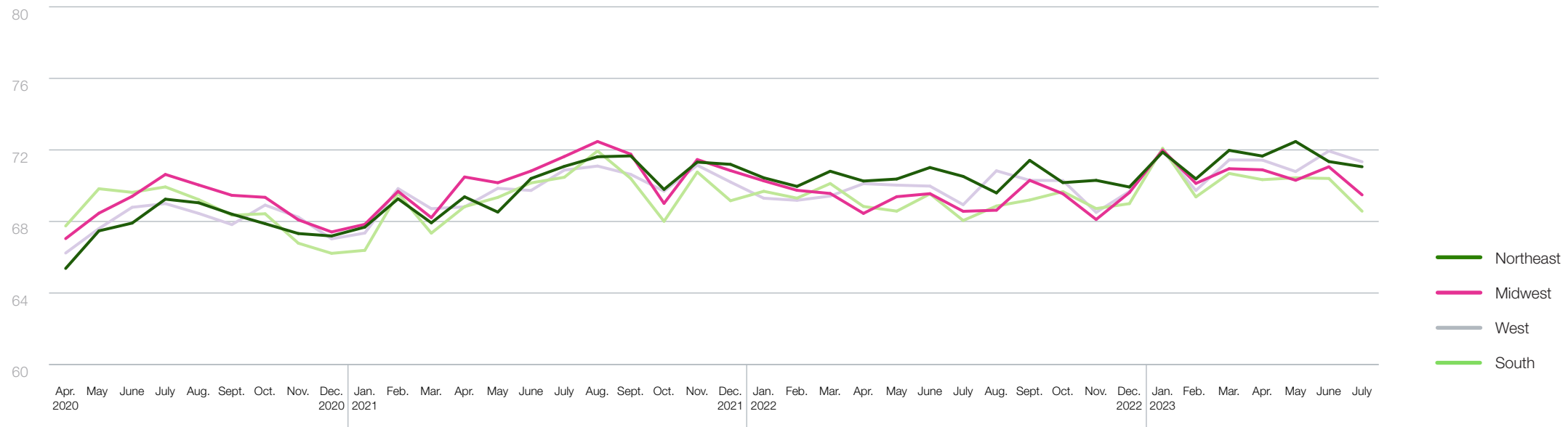
¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by region.

Since August 2021, the mental health scores in all regions of the United States have followed a declining trend apart from November 2021. Since February 2022, some fluctuations have been observed in scores. Following a notable improvement in all regions of the US in January 2023, the mental health of Americans in all regions declined sharply in February 2023 but rebounded in March. In July 2023, the mental health scores in all regions of the United States have declined.



- Despite a 0.6-point decline, the mental health score (71.3) in West remains the strongest in July 2023.
- The greatest decline is in the Southern United States, falling 1.8 points from June 2023



Employment status	July 2023	June 2023
Employed (no change in hours/salary)	70.9	71.9
Employed (fewer hours compared to last month)	59.9	61.9
Employed (reduced salary compared to last month)	59.5	58.4
Not currently employed	65.1	69.4

Age group	July 2023	June 2023
Age 20-29	54.4	58.8
Age 30-39	62.8	63.0
Age 40-49	67.1	68.2
Age 50-59	71.1	71.2
Age 60-69	77.2	78.0

Number of children	July 2023	June 2023
No children in household	71.8	72.7
1 child	64.6	66.8
2 children	66.4	67.5
3 children or more	64.0	64.4

Region	July 2023	June 2023
Northeast	71.1	71.3
Midwest	69.5	71.1
South	68.6	70.4
West	71.3	71.9

Gender	July 2023	June 2023
Men	73.3	74.2
Women	67.0	68.4

Household income	July 2023	June 2023
<\$30K/annum	58.9	59.7
\$30K to <\$60K/annum	63.8	65.7
\$60K to <\$100K	70.5	70.3
\$100K to <\$150K	73.0	74.5
\$150K or more	79.2	79.2

Employer size	July 2023	June 2023
Self-employed/sole proprietor	69.4	70.6
2-50 employees	69.7	71.7
51-100 employees	67.8	67.6
101-500 employees	69.4	71.8
501-1,000 employees	68.9	71.8
1,001-5,000 employees	71.5	71.2
5,001-10,000 employees	69.2	69.2
More than 10,000 employees	72.1	72.6

Manager	July 2023	June 2023
Manager	70.8	71.5
Non-manager	69.4	70.9

Work environment	July 2023	June 2023
Labour	64.0	65.0
Office/desk	71.5	72.5
Service	69.5	70.7

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

The Mental Health Index by industry.

Employees working in Information and Cultural Industries have the lowest mental health score (54.9) in July 2023, followed by individuals working in Food Services (59.4), and Management of Companies and Enterprises (63.7).

Respondents employed in Public Administration (76.1), Professional, Scientific and Technical Services (76.0), and Wholesale Trade (75.5) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	July 2023	June 2023	Change
Media and Telecommunications	74.8	66.4	8.4
Arts, Entertainment and Recreation	67.3	64.3	3.1
Accommodation	70.6	68.6	2.0
Transportation and Warehousing	70.6	68.9	1.7
Construction	70.5	70.0	0.5
Finance and Insurance	75.2	74.9	0.3
Professional, Scientific and Technical Services	76.0	76.2	-0.2
Agriculture, Forestry, Fishing and Hunting	68.7	68.9	-0.2
Technology	70.9	71.3	-0.4
Wholesale Trade	75.5	75.9	-0.4
Retail Trade	67.1	67.8	-0.7
Manufacturing	71.3	72.0	-0.7
Public Administration	76.1	77.1	-1.0
Utilities	66.6	67.7	-1.1
Health Care and Social Assistance	68.2	69.4	-1.3
Other	68.4	69.8	-1.4
Educational Services	71.1	72.9	-1.8
Management of Companies and Enterprises	63.7	65.8	-2.1
Other services (except Public Administration)	71.7	74.0	-2.3
Real Estate, Rental and Leasing	70.5	73.1	-2.7
Administrative and Support services	64.4	67.1	-2.7
Food Services	59.4	66.0	-6.6
Information and Cultural Industries	54.9	73.7	-18.9

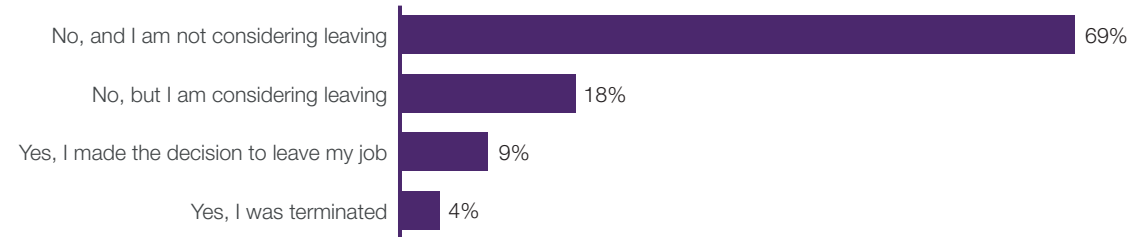
Spotlight

Turnover

Workers were asked whether they have had a job change in the last year.

- Nearly seven in ten (69 percent) are not considering leaving their job. The mental health score of this group (74.7) is nearly five points higher than the national average (69.9)
- Nearly one in five (18 percent) are considering leaving their job. The mental health score of this group (60.7) is 14 points lower than workers not considering leaving (74.7) and nine points lower than the national average (69.9)
- Workers under 40 are 70 percent more likely than workers over 50 to be considering leaving their job
- Workers under 40 are nearly three times more likely than workers over 50 to report having a job change in the last year

Have you had a job change in the last year?



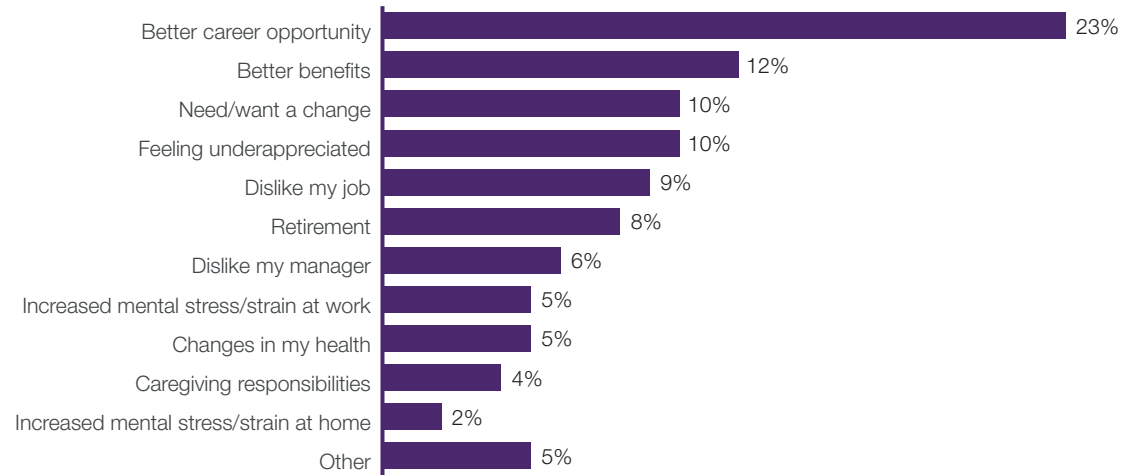
MHI score by “Have you had a job change in the last year?”



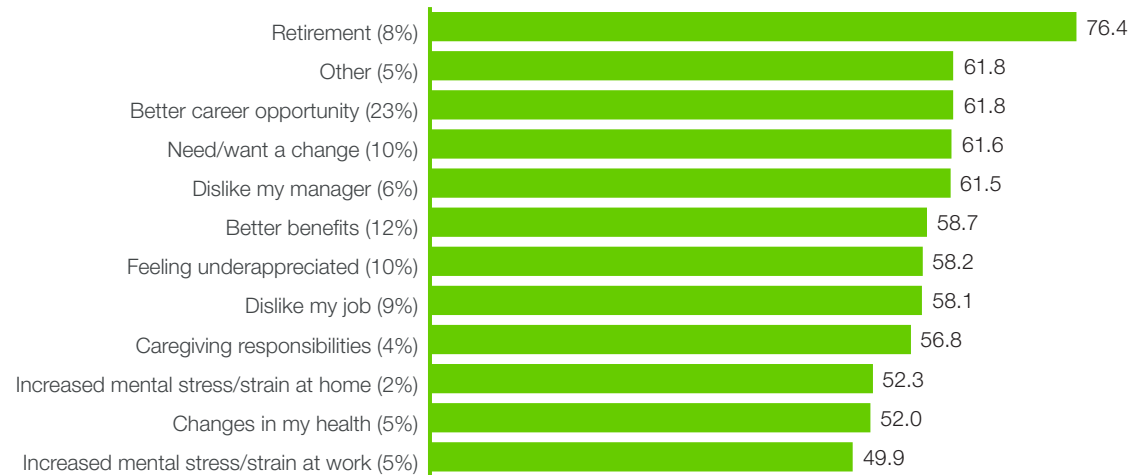
Workers who left their jobs or who are considering leaving were asked for the reason.

- Nearly one in four (23 percent) report a better career opportunity as the primary reason for a job change, followed by 12 percent reporting better benefits
- Workers under 40 are two times more likely than workers over 50 to report a better career opportunity as the reason for job change
- The worst/lowest mental health score (49.9) is among five percent reporting increased mental stress/strain at work as the reason for job change; this score is 20 points lower than the national average (69.9)
- The best/highest mental health score (76.4) is among eight percent reporting retirement as the reason for job change
- Women are nearly two times more likely than men to report feeling underappreciated as the reason for job change

Primary reason for job change



MHI score by “Primary reason for job change”



Managers were asked whether they have experienced increased turnover in the last year.

- More than one-third of managers (34 percent) have experienced increased turnover in the last year. The mental health score of this group (64.6) is nearly 12 points lower than managers who have not experienced increased turnover (76.2) and more than five points lower than the national average (69.9)



As a manager, have you experienced increased turnover in the last 12 months?



MHI score by “As a manager, have you experienced increased turnover in the last 12 months?”



Workplace culture and turnover.

In August 2022, the TELUS Mental Health Index introduced the Workplace Culture Score (WCS). Workers were asked to rate their workplace culture across nine indicators on a scale from one to five, with opposite connotations. The nine indicators of workplace culture are:

Indicators		
1	Competitive	Collaborative
2	Inflexible	Flexible
3	Hard driing	Relaxed
4	Cliquish	Inclusive
5	Stagnant	Innovative
6	Demotivating	Motivating
7	Disrespectful	Respectful
8	Unsafe	Safe
9	Uncaring/hostile	Supportive

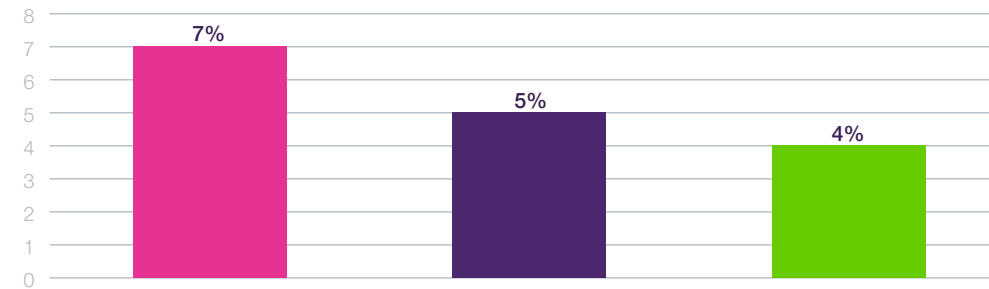


The Workplace Culture Score (WCS) is a combination of these nine indicators, calculated to a score from 0 to 100. In August 2022, it was observed that **higher Workplace Culture Scores are correlated with better employee mental health and higher work productivity** while lower scores are associated with poorer mental health and lower work productivity.

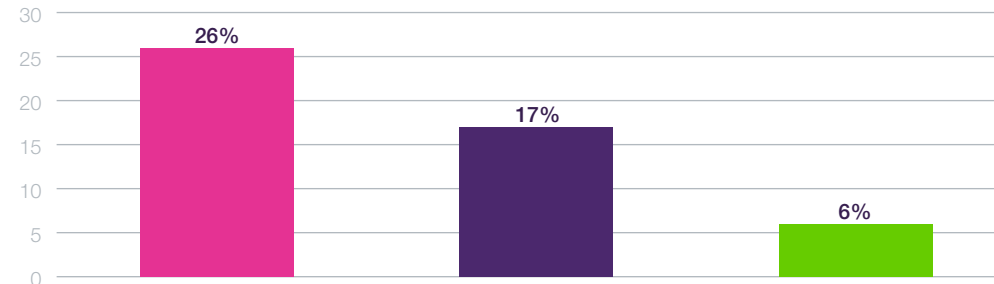
In July 2023, 1,700 workers who participated in the Workplace Culture Score study in August 2022 also provided information on turnover.

- Workers with high-risk Workplace Culture Scores (WCS≤50) in August 2022 are nearly two times more likely to report having left their jobs than workers with low-risk Workplace Culture Scores (WCS≥80) in August 2022
- Twenty-six percent of workers with high-risk Workplace Culture Scores (WCS≤50) in August 2022 report they are thinking about leaving their jobs in July 2023, four times more likely than workers with low-risk Workplace Culture Scores in August 2022
- Eighty-nine percent of workers with low-risk Workplace Culture Scores (WCS≥80) in August 2022 report they are **not** thinking about leaving their jobs in July 2023, 40 percent more likely than workers with high-risk Workplace Culture Scores in August 2022

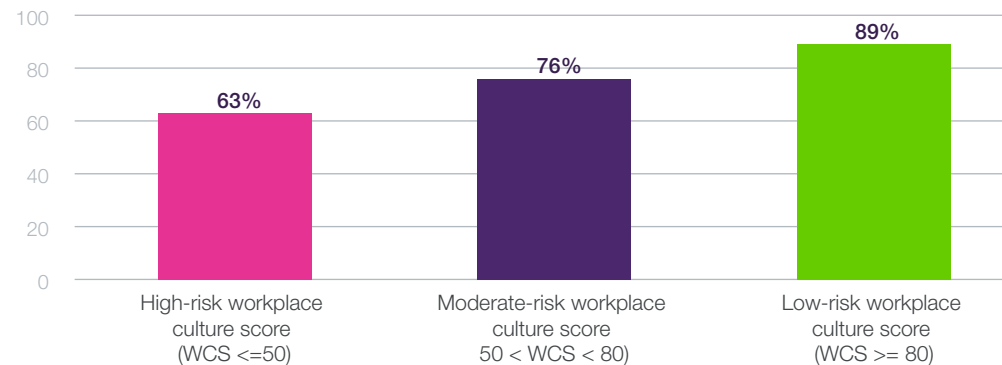
Turnover in relation to Workplace Culture Score



Percentage of workers thinking about leaving their job in relation to Workplace Culture Score



Percentage of workers not thinking about leaving their job in relation to Workplace Culture Score



Emotional control

Workers were asked how much control they have over their emotions.

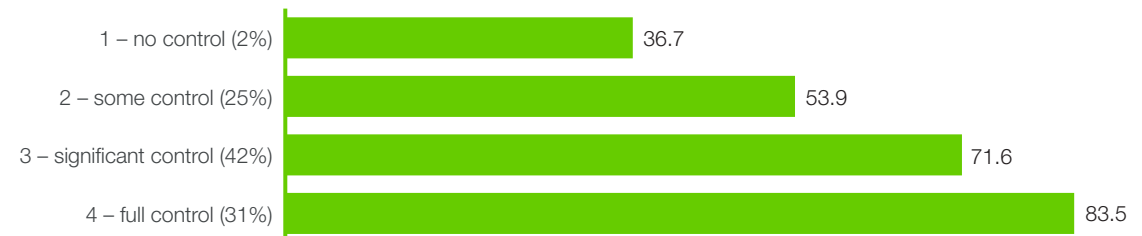
- Nearly one-third (31 percent) report having full control over their emotions. The mental health score of this group (83.5) is nearly 47 points higher than workers reporting no control (36.7) and nearly 14 points higher than the national average (69.9)
- Two percent report having no control over their emotions; the mental health score of this group (36.7) is more than 33 points lower than the national average
- Workers under 40 are three times more likely than workers over 50 to report having no control over their emotions



Generally, how much control do you feel you have over your emotions?



MHI score by “Generally, how much control do you feel you have over your emotions?”



Financial control

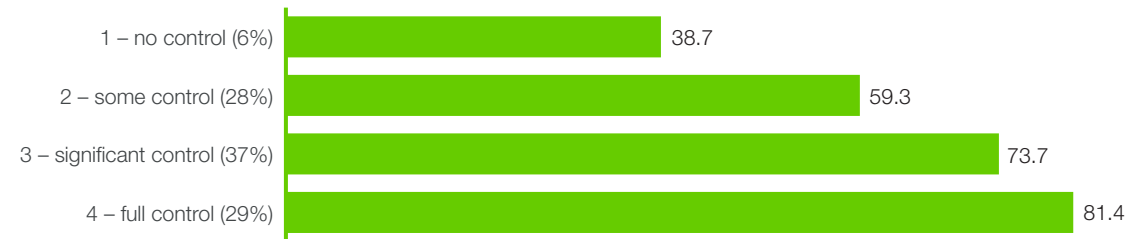
Workers were asked how much control they have over their finances.

- More than one-quarter (29 percent) report having full control over their finances. The mental health score of this group (81.4) is nearly 43 points higher than workers reporting no control (38.7) and more than 11 points higher than the national average (69.9)
- Workers with emergency savings are two and half times more likely than workers without emergency savings to report having full control over their finances
- Six percent report having no control over their finances; the mental health score of this group (38.7) is 31 points lower than the national average (69.9)
- Among workers reporting no control over their finances:
 - Workers with an annual household income less than \$100,000 are nearly four times more likely than workers with an annual household income greater than \$100,000 to report having no control over their finances
 - Workers under 40 are two and half times more likely than workers over 50 to report having no control over their finances
 - Women are two times more likely than men to report having no control over their finances

Generally, how much control do you have over your finances?



MHI score by “Generally, how much control do you have over your finances?”



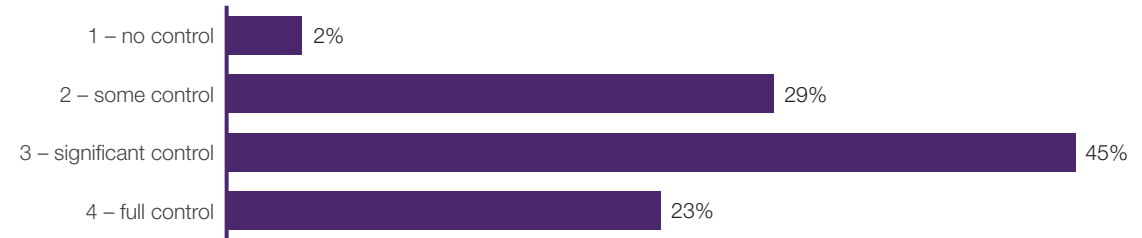
Control over health.

Workers were asked how much control they have over their health.

- Nearly one in four (23 percent) report having full control over their health. The mental health score of this group (79.9) is nearly 40 points higher than workers reporting no control (40.5) and 10 points higher than the national average (69.9)
- Four percent report having no control over their health; the mental health score of this group (40.5) is more than 29 points lower than the national average (69.9)



Generally, how much control do you have over your health?



MHI score by “Generally, how much control do you have over your health?”



Control over work.

Workers were asked how much control they have over their work.

- Nearly one in four (24 percent) report having full control over their work. The mental health score of this group (80.0) is more than 33 points higher than workers reporting no control (46.5) and 10 points higher than the national average (69.9)
- Six percent report having no control over their work; the mental health score of this group (46.5) is more than 23 points lower than the national average
- Workers without emergency savings are two and half times more likely than workers with emergency savings to report having no control over their work
- Workers under 40 are 50 percent more likely than workers over 50 to report having no control over their work
- Women are 40 percent more likely than men to report having no control over their work

Generally, how much control do you feel you have over your work?



MHI score by “Generally, how much control do you feel you have over your work?”



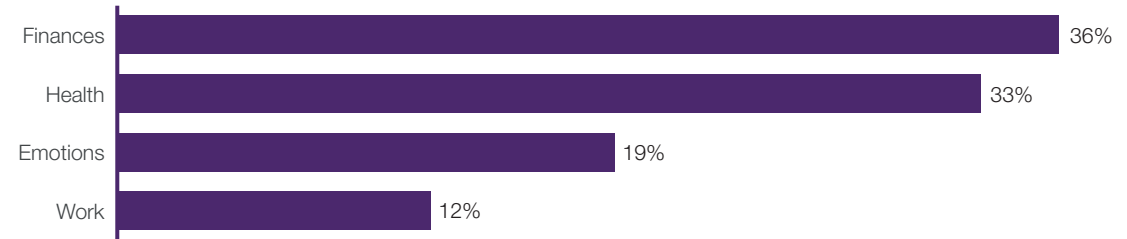
Improving control

Workers were asked in which area they most want to improve their sense of control.

- More than one-third (36 percent) most want to improve control over their finances and 33 percent most want to improve control over their health
- Workers over 50 are 60 percent more likely to want to improve control over their health compared to workers under 40
- Workers wanting to improve control of their emotions have the lowest/worst mental health score (62.4) more than seven points lower than the national average (69.9)



In which area do you most want to improve your sense of control?



MHI score by “In which area do you most want to improve your sense of control?”



Medication use for mental health.

Workers were asked whether they have ever taken prescription medication for a mental health issue.

- More than one-quarter (26 percent) have taken prescription medication for a mental health issue. The mental health score of this group (55.6) is more than 14 points lower than the national average (69.9)
- Women are nearly 50 percent more likely than men to have taken prescription medication for a mental health issue
- Workers under 40 are two times more likely than workers over 50 to have taken prescription medication for a mental health issue
- Nearly three-quarters (74 percent) have never taken prescription medication for a mental health issue; this group has a mental health score (74.8) nearly five points higher than the national average (69.9)



Have you ever taken prescription medication for a mental health issue?



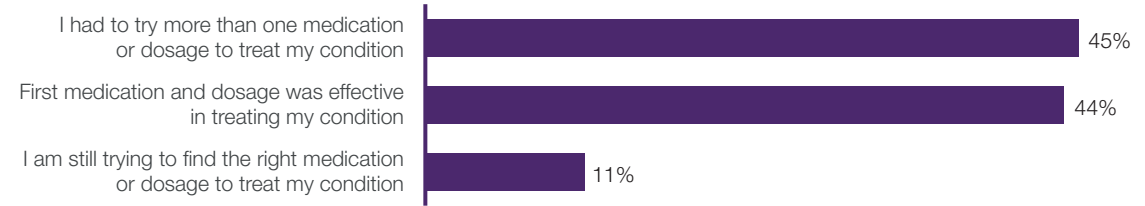
MHI score by “Have you ever taken prescription medication for a mental health issue?”



Workers who have taken prescription medication for a mental health issue were asked whether the first medication prescribed was effective.

- Nearly half (45 percent) had to try more than one medication or dosage to treat their condition. The mental health score of this group (52.7) is more than 17 points lower than the national average (69.9)
- More than two in five (44 percent) report their first medication and dosage was effective in treating their condition
- More than one in ten (11 percent) are still trying to find the right medication or dosage to treat their condition. The mental health score of this group (38.8) is 31 points lower than the national average (69.9), and nearly 24 points lower than the group reporting their first medication and dosage was effective in treating their condition (62.6)

Was the first medication prescribed effective?



MHI score by “Was the first medication prescribed effective?”

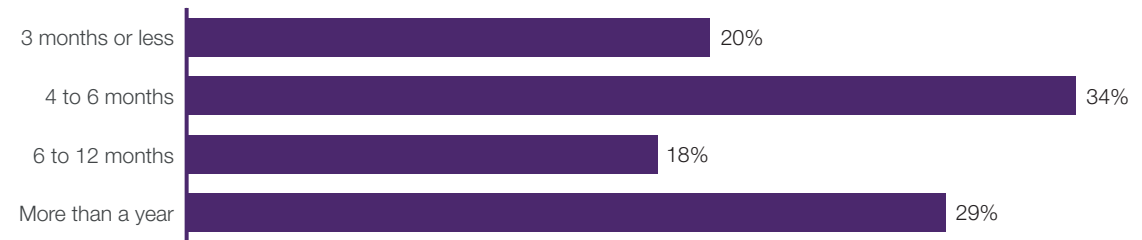


Workers reporting they had to try more than one medication or dosage to treat their condition were asked how long it took to arrive at an effective treatment.

- Nearly one-third (32 per cent) report taking more than a year to arrive at an effective treatment. An equal proportion (32 per cent) report taking 4 to 6 months
- More than one-third (34 percent) report taking 4 to 6 months to arrive at an effective treatment; 29 percent report taking more than a year
- Nearly one in five (18 percent) report taking 6 to 12 months to arrive at an effective treatment. The mental health score of this group (52.2) is nearly 18 points lower than the national average (69.9)



How long did it take to arrive at an effective treatment?



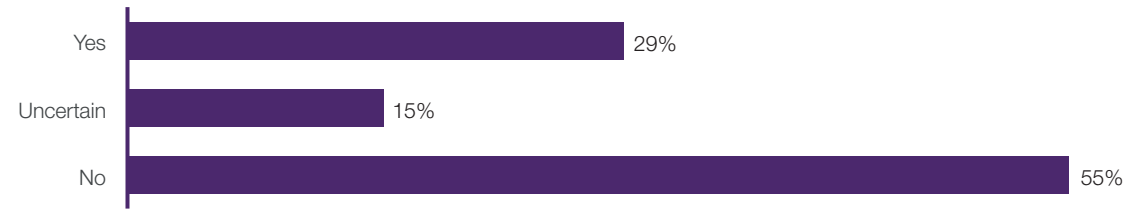
MHI score by “How long did it take to arrive at an effective treatment?”



More than one-quarter (29 percent) of workers report a family member has taken prescription medication for a mental health issue.



Has a family member ever taken prescription medication for a mental health issue?



MHI score by “Has a family member ever taken prescription medication for a mental health issue?”



Relationships

Workers were asked about the impact of work on the relationship with their partner/spouse.

- More than one-third (34 percent) report a mostly positive impact of work on the relationship with their partner/spouse. The mental health score of this group (73.8) is 22 points higher than workers reporting a mostly negative impact (51.8) and four points higher than the national average (69.9)
- More than one in ten (11 percent) report a mostly negative impact of work on the relationship with their partner/spouse; the mental health score of this group (51.8) is more than 18 points lower than the national average (69.9)
- More than half (55 percent) report no impact of work on the relationship with their partner/spouse



What impact does work have on the relationship with your partner/spouse?



MHI score by “What impact does work have on the relationship with your partner/spouse?”



Workers were asked what impact the relationship with their partner/spouse has on work.

- One-third (33 percent) report a mostly positive impact of the relationship with their partner/spouse on work. The mental health score of this group (73.1) is nearly 28 points higher than workers reporting a mostly negative impact (45.6) and more than three points higher than the national average (69.9)
- Parents are 50 percent more likely than non-parents to report a mostly negative impact of the relationship with their partner/spouse on work
- Six percent report a mostly negative impact of the relationship with their partner/spouse on work. The mental health score of this group (45.6) is more than 24 points lower than the national average (69.9)
- More than three in five (61 percent) report no impact of the relationship on work



What impact does the relationship with your partner/spouse have on work?



MHI score by “What impact does the relationship with your partner/spouse have on work?”

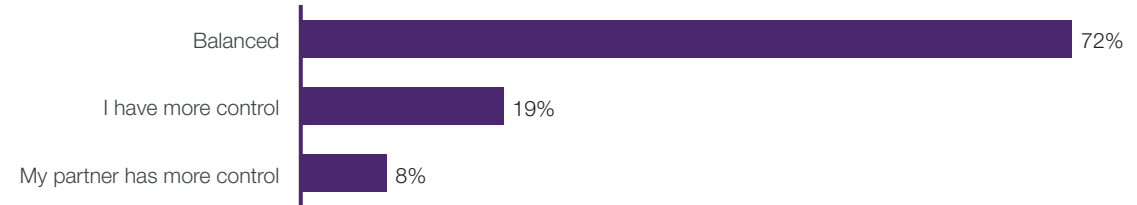


Workers were asked to describe decision-making in their relationship.

- Nearly three-quarters (72 percent) report balanced decision-making in their relationship. The mental health score of this group (73.7) is nearly 20 points higher than relationships where the partner has more control (54.0), more than five points higher than relationships where the respondent has more control (68.3) and nearly four points higher than the national average (69.9)



How would you describe decision-making in your partner/spouse/significant other relationship of things that are important to you?



MHI score by “How would you describe decision-making in your partner/spouse/significant other relationship of things that are important to you?”



Overview of the TELUS Mental Health Index.

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 8 and July 26, 2023.

Calculations

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





www.telushealth.com

