

# The Mental Health Index by LifeWorks™

Canada | September 2021



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# September 2021 highlights

## Key insight: Older employees are more likely to consider leaving a job because of feeling underappreciated

### Nearly one-in-five Canadians resigned from their job during the pandemic due to increased mental stress/strain at work

- 33% of Canadians report an increase in job stress in 2021 compared to 2020.
- 16% resigned due to caregiving responsibilities and this group has among the least favourable mental health scores (-28.4).
- Parents and managers are more than twice as likely than others to report resigning during the pandemic.

### More than one-third of Canadians are thinking about leaving their job or are unsure

- 35% of Canadians who are thinking about leaving their job or are unsure have mental health scores more than 10-points lower than those who are not thinking about leaving their jobs.
- Older employees are more likely to consider leaving their jobs because of feeling underappreciated.

### Canadians with poorer mental health are more likely to leave a job that they are happy with for a salary increase

- More than one-fifth of Canadians would leave a job that they are happy with for a salary increase of 10% or less, and this group has among the lowest mental health scores.
- 74% would leave a job that they are happy with for any increase in salary.

## After three months of improvement, the mental health of Canadians declined in September 2021

- The Mental Health Index for September 2021 is more than 10-points below the pre-2020 benchmark.
- All mental health sub-scores apart from isolation and financial risk have declined compared to August 2021.
- Optimism has been declining since a high in July 2021 and is currently near the level seen in April 2021.
- Those without emergency savings continue to experience a lower mental health score (-23.8) than the overall group (-10.3) and those with emergency savings (-5.7).
- Despite a four-point improvement over August, for the 16th consecutive month, full-time post-secondary students have the lowest mental health score (-16.5).
- Consistent with findings from June 2020, August 2020, and January 2021 MHI reports, individuals reporting positive emotions (calm, gratitude, happiness, and hopefulness) have a significantly higher mental health score (0.0) than those reporting negative emotions (anger, apathy/indifference, disbelief, frustration, helplessness, worry/anxiety) (-23.1).

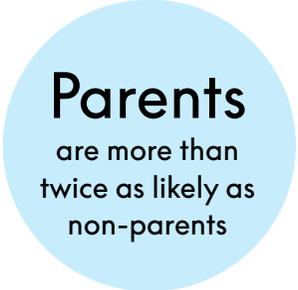
- The 26% of Canadians who would not leave a job that they are happy with for more money have among the highest mental health scores (-4.5), nearly six points higher than the overall average (-10.3).
- Those without emergency savings, parents, and managers are more likely than others to leave jobs they like for more money.

**Managers continue to have poorer mental health and have been experiencing more mental strain than non-managers**

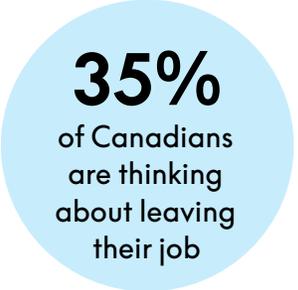
- Since January 2021, the mental health scores of managers have been lower than non-managers and lower than the overall Canadian average.
- In September 2021, the mental health score of managers is -10.4 compared to -10.0 for non-managers.
- Managers also have a greater increase in mental stress (58.2) than non-managers (55.8).

**When asked what workplace changes Canadians want to see, one-third report flexibility in working hours**

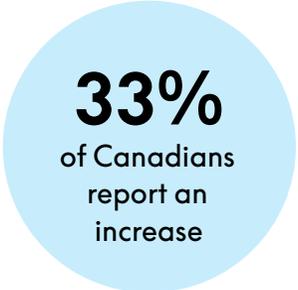
- Nearly half of Canadians indicate that their employer has not asked them about their working preferences and this group has among the lowest mental health scores.
- 29% of Canadians want to have flexibility in their work location.
- 17% of Canadians want more/better support for their personal wellbeing.
- Parents are more likely than non-parents to want flexibility in work location and in work hours.



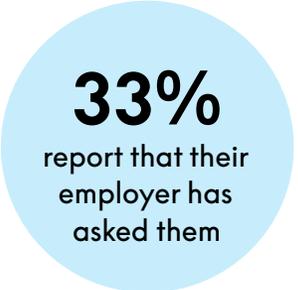
to report resigning  
during the pandemic



or are unsure and have  
lower mental health scores



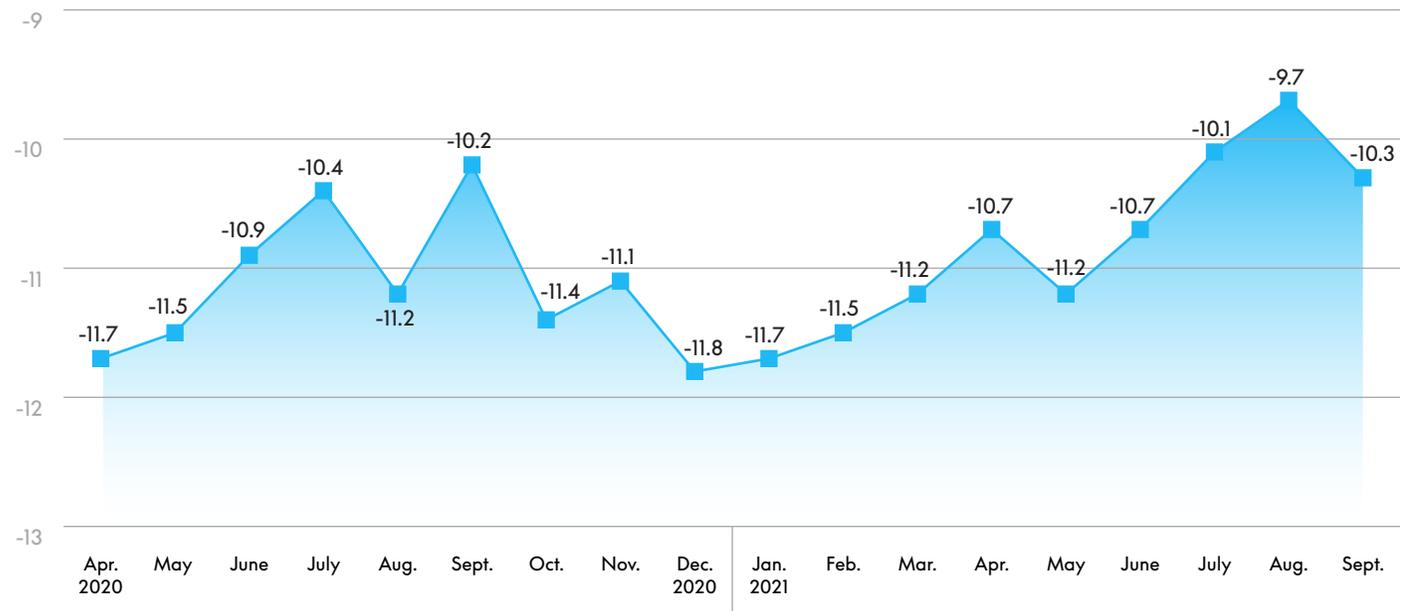
in job stress compared to  
2020 pre pandemic



about their working  
preferences and this group has  
higher mental health scores

# The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark<sup>1</sup> of mental health and risk. **The overall Mental Health Index™ for September 2021 is -10.3 points.** A 10-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed three per cent of the benchmark population.



MHI Current Month  
September 2021

-10.3

August 2021

-9.7

<sup>1</sup> The benchmark reflects data collected in 2017, 2018 and 2019.

## Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of depression (-12.2), followed by anxiety (-11.3), optimism (-11.3), isolation (-10.9), work productivity (-10.4), and general psychological health (-3.3).

The best sub-score, and the only measure above the benchmark continues to be for financial risk (5.2).

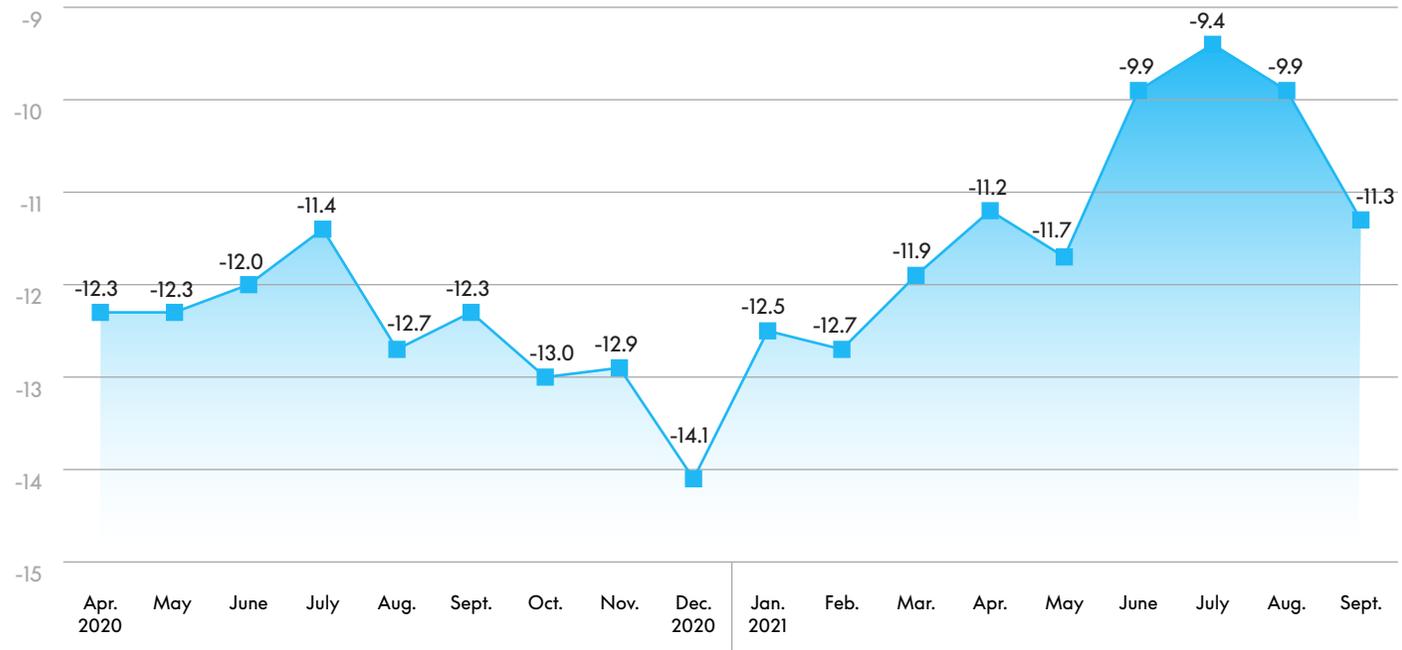
- All mental health sub-scores apart from isolation and financial risk have declined compared to August 2021.
- The financial risk sub-score has seen the most significant improvement (+0.6 points) from the prior month, continues to be the strongest of all sub-scores, and remains above the pre-2020 benchmark.

Mental Health Index™ Sub-scores <sup>2</sup> 2021	September	August
Depression	-12.2	-11.5
Anxiety	-11.3	-10.3
Optimism	-11.3	-9.9
Isolation	-10.9	-11.1
Work productivity	-10.4	-10.3
Psychological health	-3.3	-2.8
Financial risk	5.2	4.7

<sup>2</sup> The demographic breakdown of sub-scores is available upon request.

## Optimism

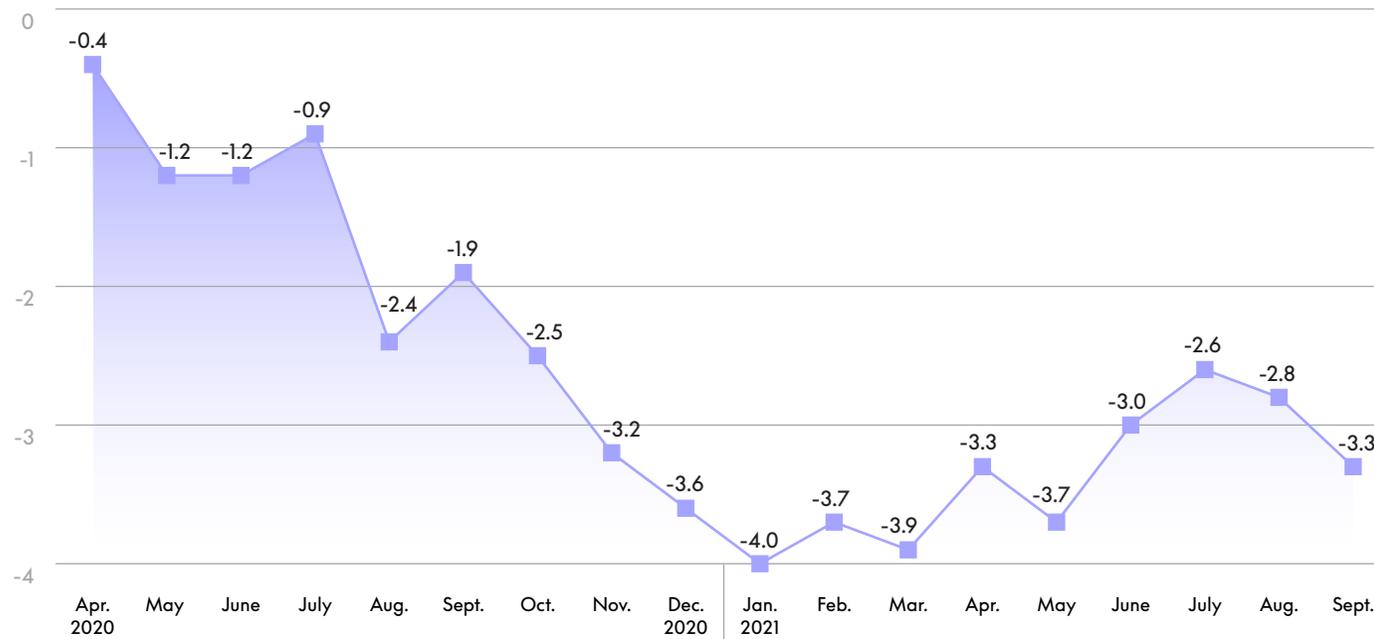
Since April 2020, optimism sub-scores have remained significantly below the benchmark. Despite some months of modest improvement, including a peak in July 2020, there was a general decline to a low point in December 2020 (-14.1). Since December, the optimism sub-score has improved, reaching a high of -9.4 in July 2021. In September 2021, the optimism sub-score continues its decline to more than 11-points below benchmark.



## General psychological health

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

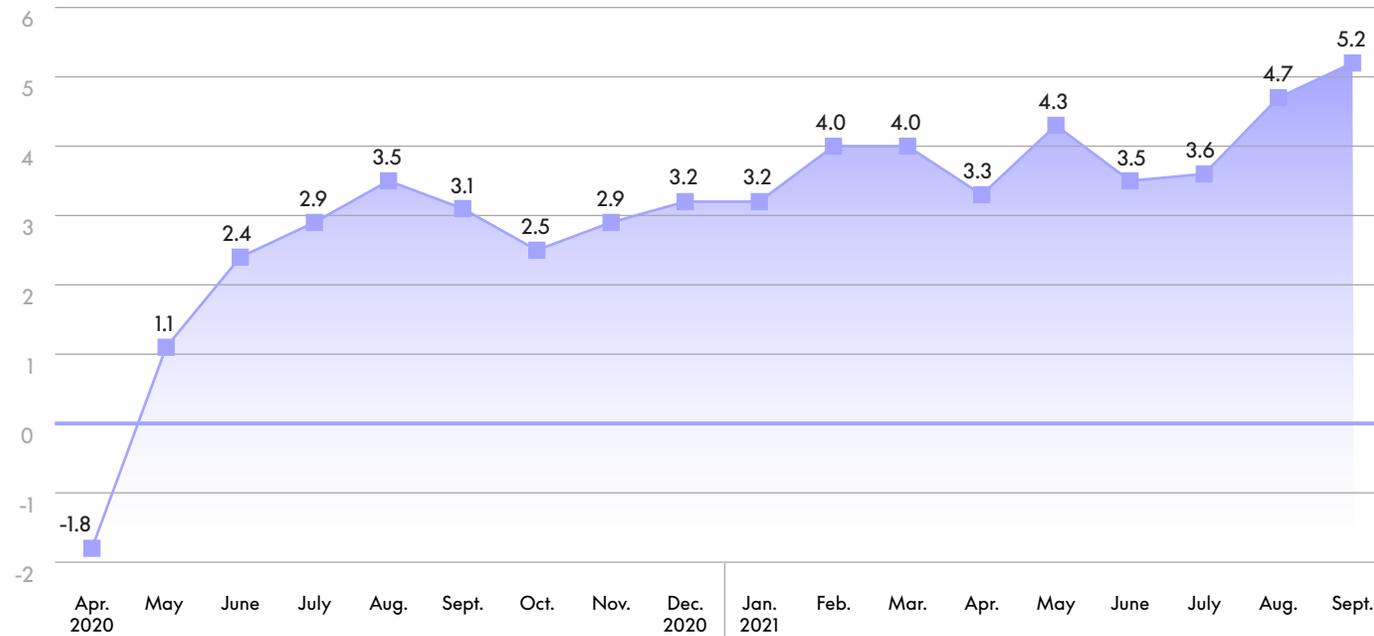
From the launch of the MHI in April 2020 to January 2021, the general psychological health of Canadians declined to a low of four-points below the pre-2020 benchmark. Since January 2021, sub-scores have fluctuated modestly. In September 2021, the psychological health score has declined slightly for the second consecutive month to -3.3.



## Financial risk

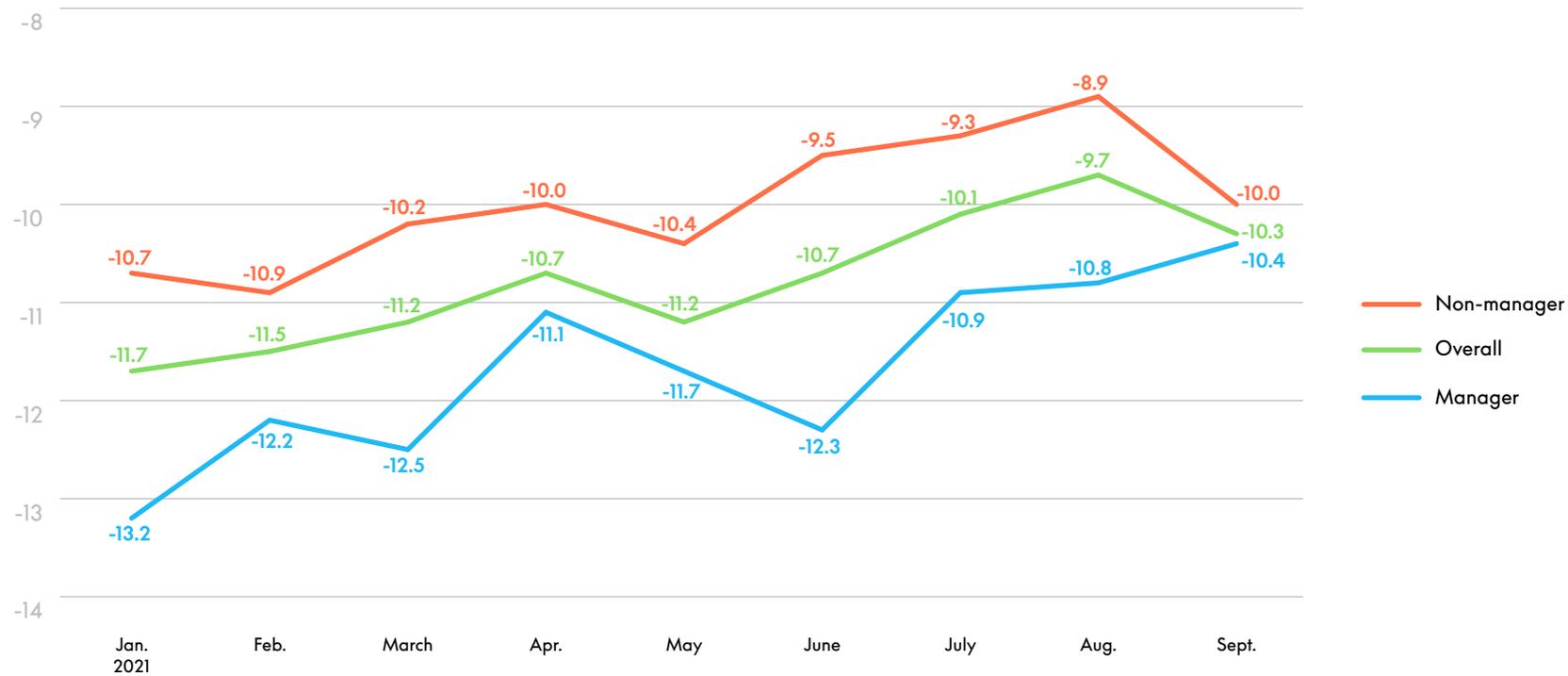
The financial risk sub-score measures the level of individuals' emergency savings.

The financial risk sub-score has shown general improvement since the launch of the MHI in April 2020. In September 2021, the financial risk sub-score of Canadians is at its highest point (5.2) since the start of the Index in April 2020. At more than five-points above the pre-2020 benchmark, financial risk continues to be the strongest of all mental health sub-scores.



## Managers compared to non-managers

Since January 2021, the mental health scores of managers have been lower than non-managers and lower than the overall Canadian average. Non-managers have consistently higher mental health scores than the overall Canadian population. In September 2021, the mental health score of managers is -10.4 compared to -10.0 for non-managers. While mental health scores for managers continue to improve in September, mental health scores for non-managers have declined compared to the prior month.



## Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In September 2021, the mental health score of women is -12.3 compared to -8.3 for men.
- In each of the past 18 months, mental health scores are better the older the age cohort.
- 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 one year later, this pattern continues with a lower score for those with at least one child (-11.6) compared to those without children (-9.7).

## Employment

- Overall, four per cent of respondents are unemployed<sup>3</sup> and 12 per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (-21.0), followed by those reporting fewer hours (-17.7), and those not currently employed (-16.0).
- Managers have a slightly lower mental health score (-10.4) than non-managers (-10.0).
- Self-employed/sole proprietors have the highest mental health score (-6.3).
- Respondents working for companies with 51-100 employees have the lowest mental health score (-13.8).

## Emergency savings

- Those without emergency savings continue to experience a lower mental health score (-23.8) than the overall group. Individuals with emergency savings have a mental health score of -5.7.

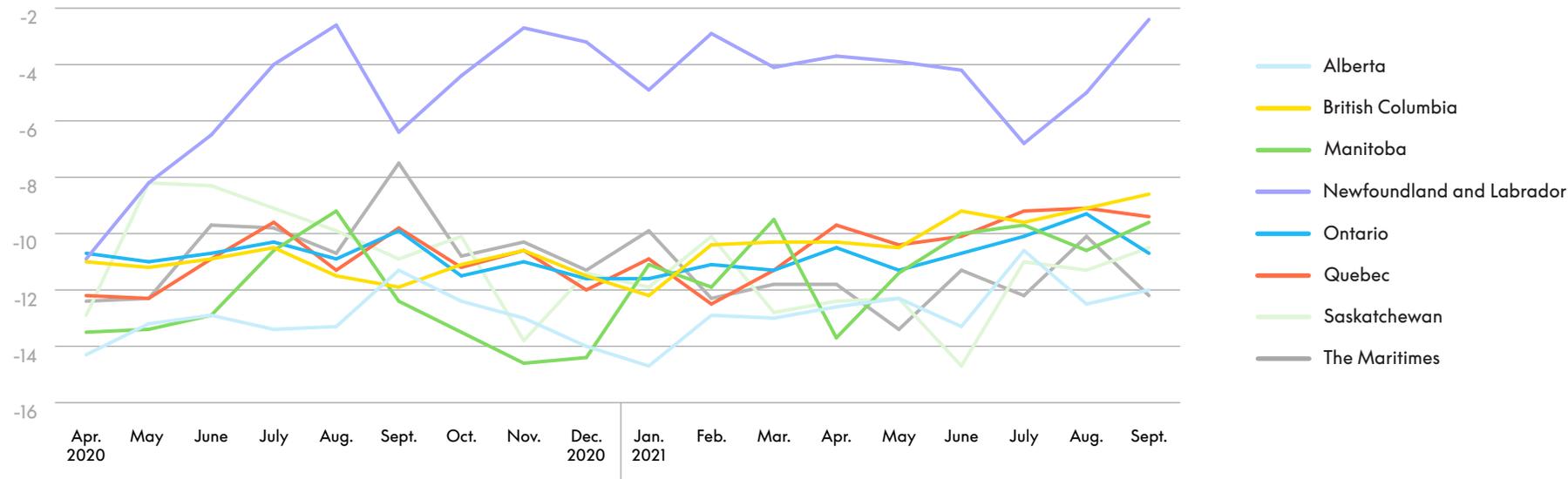
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3 MHI respondents who have been employed in the past six months are included in the poll.

# Mental Health Index™ (provincial)

Since April 2020, provincial mental health scores have fluctuated. Except for Newfoundland and Labrador, the fluctuation patterns for the provinces are similar. With respect to scores, in September 2021, there is a significant difference between Alberta's score of -12.0 and Newfoundland and Labrador's score of -2.4.

- The score for Newfoundland and Labrador is the most favourable of all provinces at -2.4, due to a 2.6-point increase from the prior month.
- Following a significant (2.1-points) decline from August to September 2021, the mental health score in the Maritimes declined to -12.2-points below the pre-2020 benchmark.



Employment status	Sept. 2021	Aug. 2021
Employed (no change in hours/salary)	-8.8	-8.2
Employed (fewer hours compared to last month)	-17.7	-19.6
Employed (reduced salary compared to last month)	-21.0	-21.2
Not currently employed	-16.0	-10.3

Age group	Sept. 2021	Aug. 2021
Age 20-29	-20.4	-21.6
Age 30-39	-14.8	-14.7
Age 40-49	-11.1	-12.1
Age 50-59	-8.1	-6.2
Age 60-69	-4.9	-2.4

Number of children	Sept. 2021	Aug. 2021
No children in household	-9.7	-8.8
1 child	-12.2	-13.2
2 children	-11.0	-10.8
3 children or more	-10.8	-6.7

Province	Sept. 2021	Aug. 2021
Alberta	-12.0	-12.5
British Columbia	-8.6	-9.1
Manitoba	-9.6	-10.6
Newfoundland and Labrador	-2.4	-5.0
The Maritimes	-12.2	-10.1
Quebec	-9.4	-9.1
Ontario	-10.7	-9.3
Saskatchewan	-10.5	-11.3

Gender	Sept. 2021	Aug. 2021
Men	-8.3	-8.0
Women	-12.3	-11.4

Household income	Sept. 2021	Aug. 2021
<\$30K/annum	-21.1	-19.4
\$30K to <\$60K/annum	-14.5	-14.7
\$60K to <\$100K	-10.9	-10.0
\$100K to <\$150K	-7.7	-6.3
\$150K or more	-2.9	-2.8

Employer size	Sept. 2021	Aug. 2021
Self-employed/sole proprietor	-6.3	-6.7
2-50 employees	-9.8	-9.7
51-100 employees	-13.8	-13.6
101-500 employees	-11.8	-11.3
501-1,000 employees	-12.7	-10.9
1,001-5,000 employees	-8.9	-9.8
5,001-10,000 employees	-10.2	-8.4
More than 10,000 employees	-9.1	-6.8

Manager	Sept. 2021	Aug. 2021
Manager	-10.4	-10.8
Non-manager	-10.0	-8.9

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)

Despite a four-point improvement over the prior month, full-time post-secondary students have the lowest mental health score (-16.5) for the 16th consecutive month. This score continues to be significantly lower than the next lowest scores: individuals employed in Utilities (-14.8), and Real Estate, Rental and Leasing (-14.5).

Individuals employed in the Management of Companies and Enterprises (-2.0), Professional, Scientific and Technical Services (-5.9), and Construction (-7.8) have the highest mental health scores this month.

Full-time post-secondary students, as well as individuals employed in the Management of Companies and Enterprises and those employed in Accommodation and Food Services have seen the greatest improvement in mental health since last month.

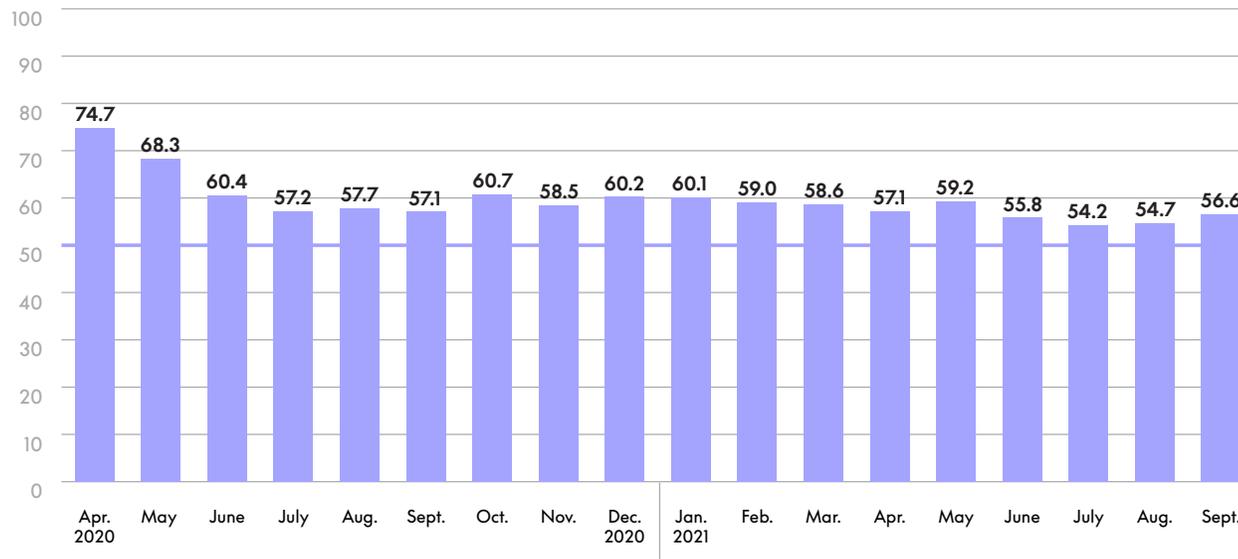
Changes from the prior month are shown in the table.

Industry	September 2021	August 2021	Change
Management of Companies and Enterprises	-2.0	-9.6	7.5
Full-time student	-16.5	-20.5	4.0
Accommodation and Food Services	-11.4	-13.1	1.7
Professional, Scientific and Technical Services	-5.9	-7.4	1.5
Wholesale Trade	-11.9	-13.4	1.5
Arts, Entertainment and Recreation	-12.1	-13.4	1.3
Construction	-7.8	-8.3	0.5
Agriculture, Forestry, Fishing and Hunting	-12.0	-11.9	-0.1
Public Administration	-8.7	-8.6	-0.1
Educational Services	-9.4	-9.2	-0.2
Other	-10.4	-9.9	-0.5
Manufacturing	-9.9	-9.3	-0.6
Finance and Insurance	-11.8	-10.8	-1.0
Utilities	-14.8	-13.7	-1.1
Retail Trade	-12.8	-11.6	-1.2
Mining and Oil and Gas Extraction	-10.2	-8.8	-1.4
Transportation and Warehousing	-8.6	-6.9	-1.7
Health Care and Social Assistance	-12.0	-10.1	-1.9
Information and Cultural Industries	-12.6	-10.6	-2.0
Automotive Industry	-9.8	-6.8	-3.0
Other services (except Public Administration)	-8.8	-5.3	-3.5
Real Estate, Rental and Leasing	-14.5	-10.6	-3.9

# The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for September 2021 is 56.6.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 20 per cent of the population is experiencing more mental stress compared to the prior month, with six per cent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the Canadian population.



- ▲ More mental stress
- 50 = No change from prior month
- ▼ Less mental stress

MStressChg  
Current Month—  
September 2021

56.6

MStressChg  
August 2021

54.7

# Mental Stress Change (percentages)

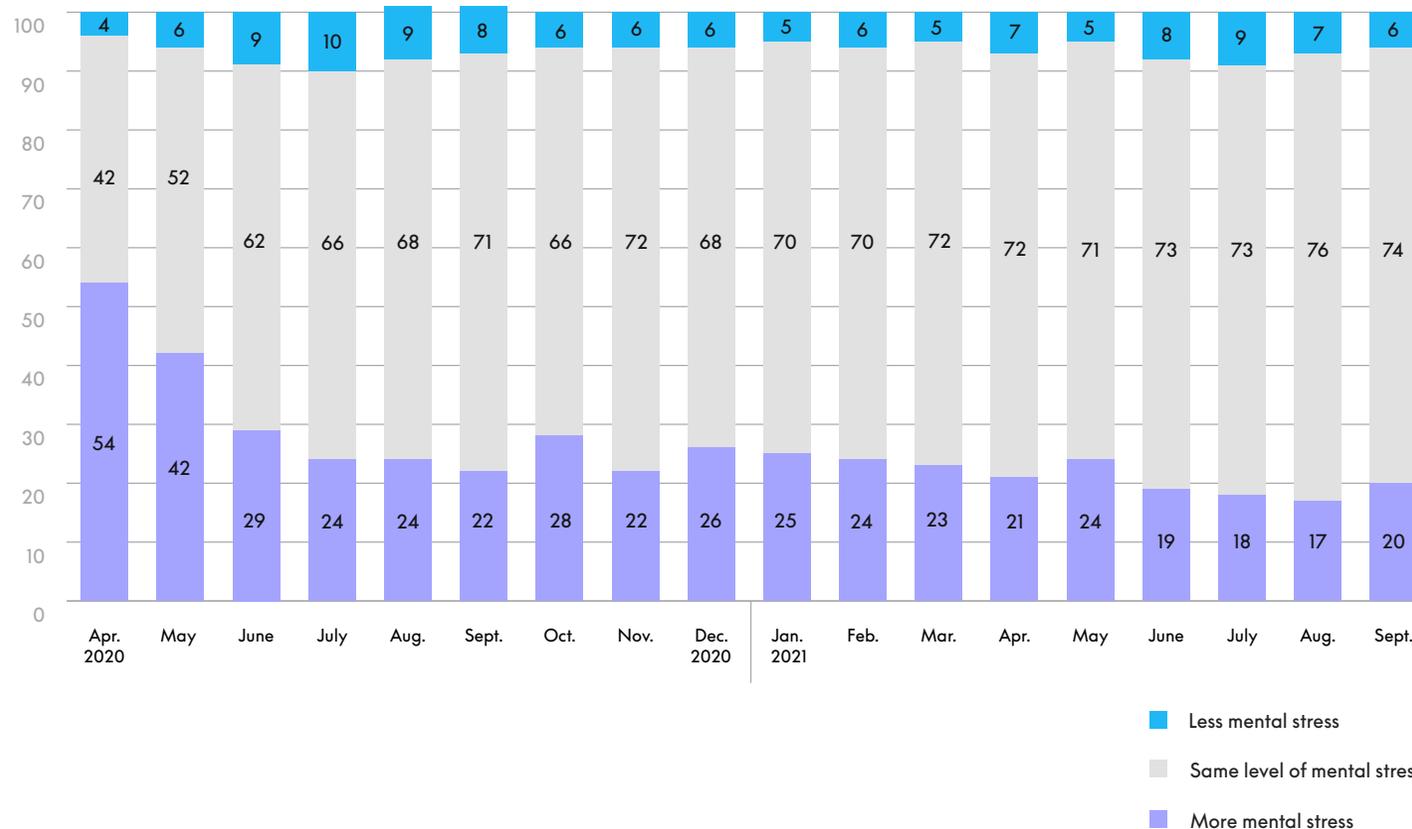
Mental Stress Change tracks stress changes each month.

The percentages of those experiencing more stress, the same level of stress, and less stress for each month of the survey are shown in the graph.

For more than one year, the percentage of those experiencing more mental stress than the previous month has steadily decreased; however, the data showing this decline is too insignificant to lower the overall Mental Stress Change score to below 50 (the level at which stress is lower than the previous month). As the proportion of individuals reporting the same level of stress or more stress than the previous month continues to outweigh the proportion reporting less mental stress, the population will continue to feel the effects of significantly increased stress and will not be able to reach a more sustainable and healthy level of stress.

In April 2020, 54 per cent of individuals reported an increase in mental stress. The number of respondents reporting increased month-over-month mental stress is 20 per cent in September 2021, while 74 per cent of respondents report the same level of mental stress and six per cent report a decrease in mental stress.

Mental Stress Change by month



## Demographics

- Since the launch of the MHI in April 2020, younger people have experienced a greater increase in mental stress month over month compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared to men. In September 2021, the mental stress change score for women is 58.6 compared to 54.7 for men.

## Geography

- The greatest increase in month-over-month stress is for respondents living in Alberta (59.7), followed by Ontario (57.7), Saskatchewan (57.4), Newfoundland and Labrador (56.5), and Quebec (55.8).
- Respondents living in provinces where the increase in mental stress was lower, still had significant increases, including the Maritimes (53.8), British Columbia (53.6), and Manitoba (53.2).

## Employment

- The greatest increase in mental stress is seen in employed people with reduced salary (65.3), followed by employed people with reduced hours (64.2), unemployed people (54.6), and employed people with no change to salary or hours (55.6).
- Managers have a greater increase in mental stress (58.2) than non-managers (55.8).

Employment status	Sept. 2021	Aug. 2021
Employed (no change in hours/salary)	55.6	53.7
Employed (fewer hours compared to last month)	64.2	58.9
Employed (reduced salary compared to last month)	65.3	67.3
Not currently employed	54.6	55.8

Age group	Sept. 2021	Aug. 2021
Age 20-29	61.0	63.8
Age 30-39	59.9	56.7
Age 40-49	57.3	55.5
Age 50-59	55.7	52.9
Age 60-69	52.9	50.8

Number of children	Sept. 2021	Aug. 2021
No children in household	55.7	53.9
1 child	59.7	57.7
2 children	57.3	56.1
3 children or more	57.6	50.8

Province	Sept. 2021	Aug. 2021
Alberta	59.7	58.5
British Columbia	53.6	55.1
Manitoba	53.2	53.0
Newfoundland and Labrador	56.5	52.0
The Maritimes	53.8	51.7
Quebec	55.8	53.8
Ontario	57.7	54.6
Saskatchewan	57.4	53.2

Gender	Sept. 2021	Aug. 2021
Men	54.7	53.3
Women	58.6	56.2

Household income	Sept. 2021	Aug. 2021
<\$30K/annum	59.2	55.5
\$30K to <\$60K/annum	57.3	56.3
\$60K to <\$100K	56.4	55.3
\$100K to <\$150K	56.8	55.7
\$150K or more	55.1	50.1

Employer size	Sept. 2021	Aug. 2021
Self-employed/sole proprietor	57.3	54.8
2-50 employees	56.6	54.2
51-100 employees	58.6	56.4
101-500 employees	56.1	53.7
501-1,000 employees	57.8	56.6
1,001-5,000 employees	55.3	54.9
5,001-10,000 employees	59.4	56.2
More than 10,000 employees	55.2	53.1

Manager	Sept. 2021	Aug. 2021
Manager	58.2	56.4
Non-manager	55.8	53.6

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

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

**Available upon request:**

Specific cross-correlational and custom analyses

## The Mental Stress Change (industry)

Individuals working in Arts, Entertainment and Recreation have the most significant increase in mental stress (63.4), followed by individuals employed in Health Care and Social Assistance (60.7), and Wholesale Trade (59.5).

Mental Stress Change scores for individuals employed in Agriculture, Forestry, Fishing and Hunting (53.8), and Other services (except Public Administration) (54.1) are less steep when compared to the prior month.

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

Industry	September 2021	August 2021
Other	51.7	53.2
Agriculture, Forestry, Fishing and Hunting	53.8	54.2
Other services (except Public Administration)	54.1	52.9
Transportation and Warehousing	54.1	53.8
Professional, Scientific and Technical Services	54.6	53.9
Utilities	54.8	56.3
Finance and Insurance	55.2	56.1
Management of Companies and Enterprises	55.9	52.7
Full-time student	56.1	63.6
Real Estate, Rental and Leasing	56.1	54.6
Public Administration	56.3	52.3
Construction	56.4	53.2
Manufacturing	56.5	54.4
Retail Trade	56.8	52.7
Mining and Oil and Gas Extraction	57.4	51.1
Accommodation and Food Services	57.4	58.4
Automotive Industry	58.5	53.8
Information and Cultural Industries	58.9	54.3
Educational Services	58.9	55.2
Wholesale Trade	59.5	61.7
Health Care and Social Assistance	60.7	56.2
Arts, Entertainment and Recreation	63.4	58.2

# Spotlight

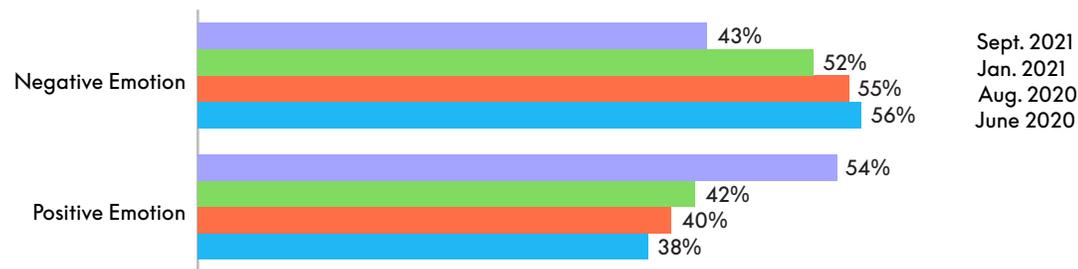
## Emotion

Nearly 18 months into the COVID-19 pandemic, the primary emotions reported by Canadians in September 2021 are more likely to be positive than at any point since June 2021.

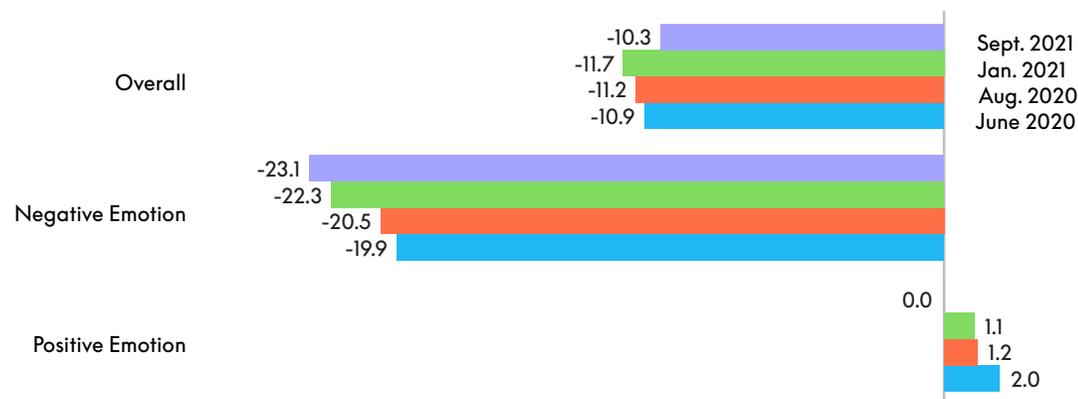
- In June 2020, 56 per cent of Canadians reported a negative emotion (anger, apathy/indifference, disbelief, frustration, helplessness, worry/anxiety); this declined to 43 per cent in September 2021.
- Women are 70 per cent more likely to report worry/anxiety as their primary emotion than men.

The overall mental health score improved 0.6-points from June 2020 to September 2021. Those reporting negative emotions (anger, apathy/indifference, disbelief, frustration, helplessness, worry/anxiety) declined 3.2-points while the mental health scores of those reporting positive emotions (calm, gratitude, happiness, and hopefulness) declined 2.0-points.

Longitudinal comparison of emotion type



Longitudinal comparison of emotion type and MHI score



# Turnover

## Voluntary turnover

Respondents were asked whether they are thinking of leaving their job.

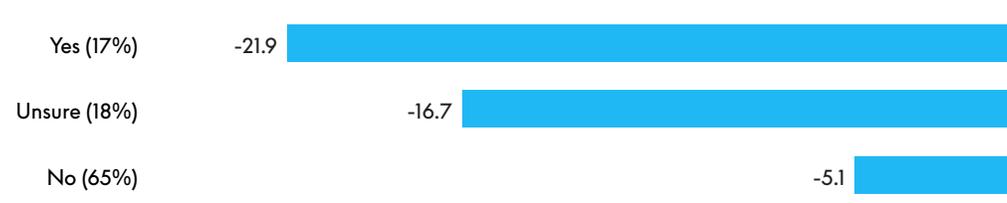
- Nearly two-thirds (65 per cent) are not thinking about leaving their job and this group has the most favourable mental health score (-5.1).
- More than one-third (35 per cent) are either thinking about leaving their job or are unsure. The mental health scores of this group are more than three times worse than those who are not thinking about leaving their jobs.
- Employed people with reduced salary are 50 per cent more likely to be thinking about leaving their job than employed people with no change to salary or hours.
- Respondents under 40 years old are 70 per cent more likely to be thinking about leaving their job than respondents over the age of 50.

As age increases, so does the proportion of respondents reporting feeling underappreciated in their job. Twelve per cent of those aged 40-69 are thinking of leaving their job because they feel underappreciated compared to 4 per cent of those aged 20-39.

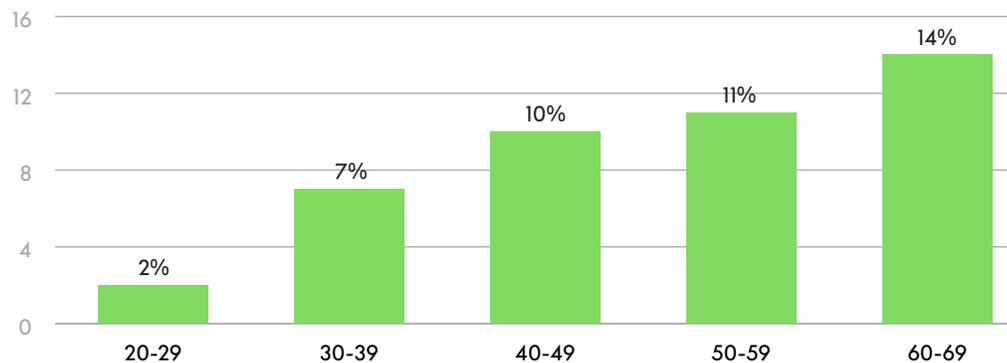
## Thinking about leaving my job



## MHI score by thinking about leaving my job



## Feeling underappreciated as the reason for thinking about leaving a job (age group)



## Turnover during the pandemic

Respondents were asked whether they resigned from a job during the pandemic.

- Ninety-two per cent did not resign from their job during the pandemic, and this group has the most favourable mental health score (-9.2).
- Eight per cent resigned from a job during the pandemic, and this group has a significantly lower mental health score (-20.7).
- Parents are more than twice as likely as non-parents to report resigning during the pandemic.
- Managers are more than twice as likely as non-managers to report resigning during the pandemic.

## Percentage of respondents who resigned from a job during the pandemic



## MHI score by percentage of respondents who resigned from a job during the pandemic

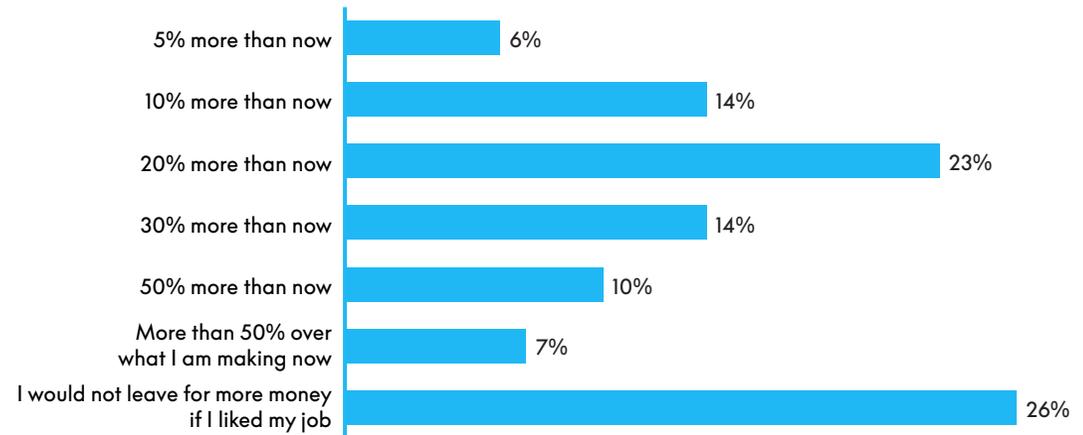


## Job satisfaction and salary increase

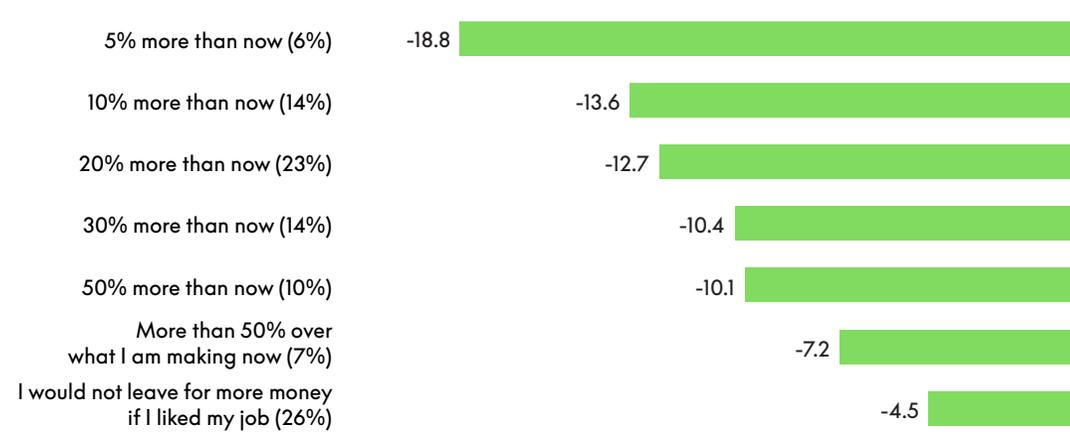
Respondents were asked whether they would leave a job that they are happy with for a salary increase.

- More than one in four (26 per cent) would not leave a job they are happy with for an increase in salary and this group has the most favourable mental health score (-4.5), nearly six points higher than the overall score (-10.3).
- Nearly three-quarters of Canadians (74 per cent) would leave a job that they are happy with for an increase in salary.
- One in five (20 per cent) would leave a job that they are happy with for an increase of 10 per cent or less. This group has the least favourable mental health score.
- Six per cent of respondents would leave a job that they are happy with for a five per cent salary increase.
- Parents and managers are more likely than non-parents to leave a job they like for more money.
- Individuals without emergency savings are more likely than those without emergency savings to leave jobs they like for more money.

## Would you leave a job that you are happy with for a salary increase?



## MHI score by I would leave a job that I am happy with for a salary increase



## Job stress

Respondents were asked how job stress in 2021 has changed since 2020.

- More than half (58 per cent) report that job stress has remained the same in 2021 compared to 2020, and this group has the most favourable mental health score (-3.9).
- One-third (33 per cent) report an increase in job stress in 2021 compared to 2020, and this group has the least favourable mental health score (-21.4).
- Employed people with reduced salary are nearly 80 per cent more likely to report increased job stress than employed people with no change to hours or salary.
- Respondents under 30 years of age are nearly three times as likely than those 50 and older to report a decrease in job stress in 2021.
- Managers are nearly 40 per cent more likely to report increased job stress than non-managers.

## Change in job stress compared to 2020



## MHI score by change in job stress compared to 2020

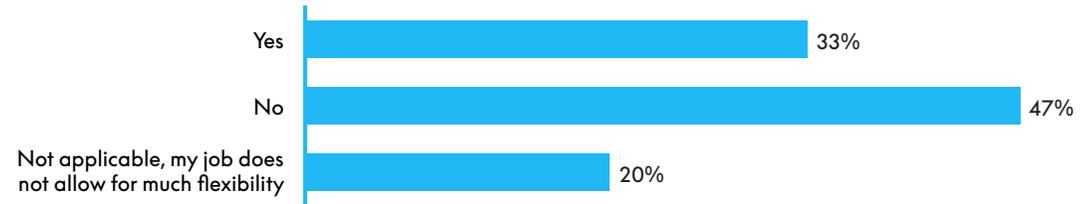


## Working preferences

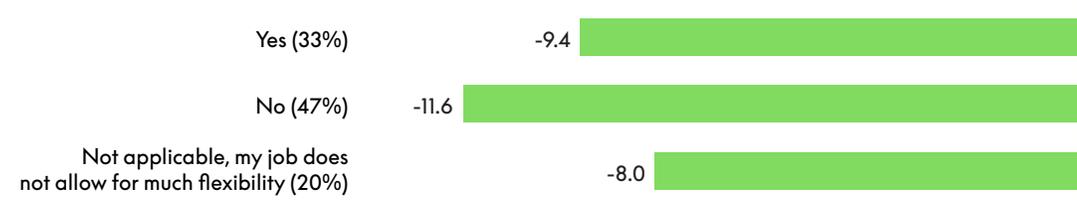
Respondents were asked whether their employer has asked what their working preferences are.

- Nearly half (47 per cent) report that their employer has not asked them about their working preferences and this group has the least favourable mental health score (-11.6).
- One-third (33 per cent) report that their employer has asked them about their working preferences.
- Managers are nearly 40 per cent more likely than non-managers to report that their employer has asked about working preferences.

### Has your employer asked about working preferences?



### MHI score by whether your employer has asked about working preferences

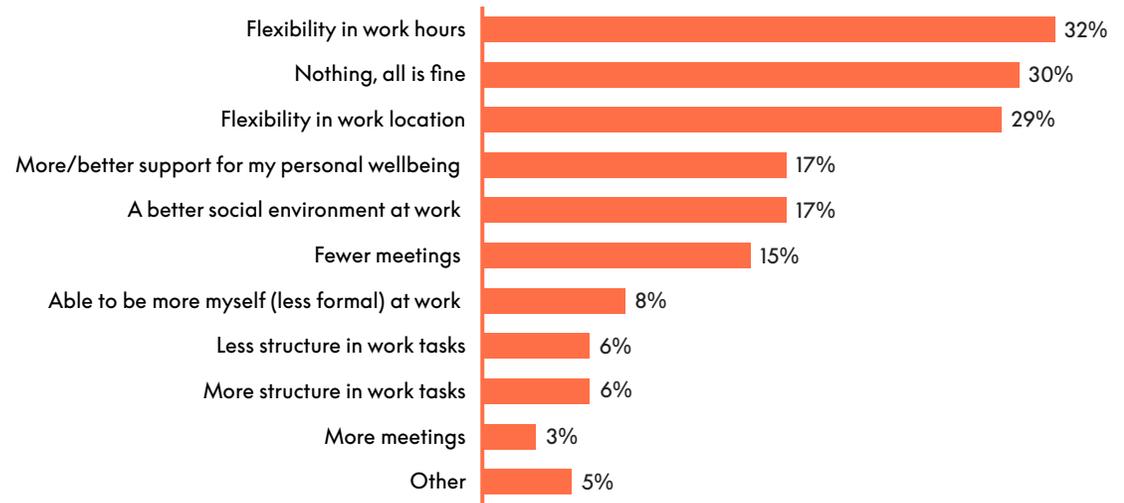


# Workplace changes

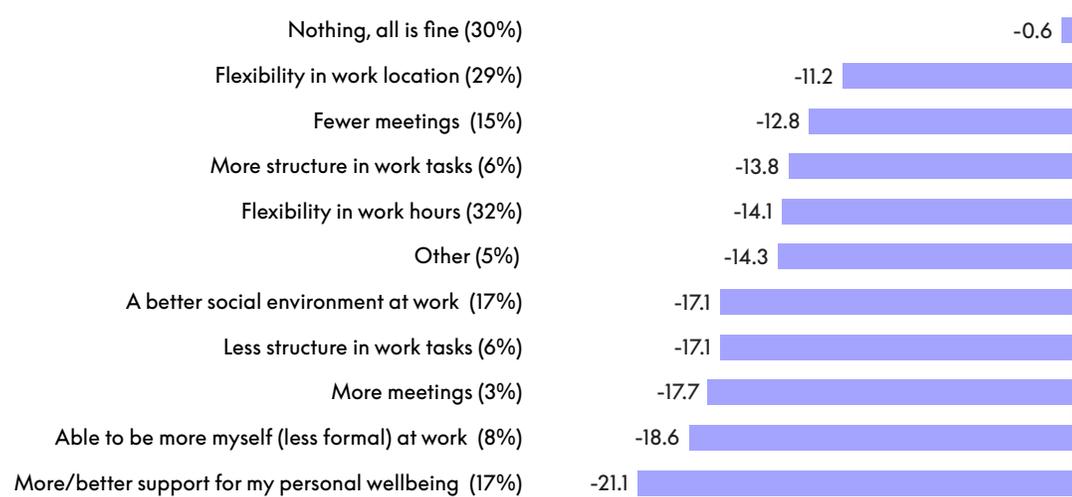
Respondents were asked what they would like to see happen at work over the next few months.

- Nearly one-third (32 per cent) report wanting to see flexibility in working hours and 29 per cent want to see flexibility in work location.
- Nearly one-third (30 per cent) of people report being satisfied with their work experience and this group has the highest mental health score (-0.6).
- Nearly one in five (17 per cent) report wanting more/better support for their personal wellbeing and this group has the least favourable mental health score (-21.1).
- Parents are more than 40 per cent more likely than non-parents to report wanting flexibility in work location and 30 per cent more likely to report wanting flexibility in work hours.
- Managers are nearly 75 per cent more likely than non-managers to report wanting fewer meetings.

## What would you like to see happen at work over the next few months?



## MHI score by what individuals would like to see happen at work over the next few months



# Overview of the Mental Health Index by LifeWorks™

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index™ provides a measure of the current mental health status of employed adults in each geography compared to benchmarks collected in 2017, 2018 and 2019. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

## The Mental Health Index™ report has three parts:

1. The overall Mental Health Index™ (MHI), which is a measure of change compared to the benchmark of mental health and risk.
2. A Mental Stress Change (MStressChg) score, which measures the level of reported mental stress compared to the prior month.
3. A spotlight section that reflects the specific impact of current issues in the community.

## Methodology

Data for this report is collected through an online survey of 3,000 people who live in Canada 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 Canada. The same respondents

take part each month to remove a sampling bias. Respondents are asked to consider the prior two weeks when answering each question. The Mental Health Index™ has been published monthly since April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between September 2 and 10, 2021.

## Calculations

To create the Mental Health Index™, the first step leverages a response scoring system turning individual responses to each question into a point value. Higher point values are associated with better mental health and less mental health risk. Everyone's scores are added and then divided by a total number of possible points to get a score out of 100. The raw score is the mathematical mean of the individual scores.

To demonstrate change, the current month's scores are then compared to the benchmark and the prior month. The benchmark comprises data from 2017, 2018 and 2019. This was a period of relative social stability and steady economic growth. **The change compared to the benchmark is the Mental Health Index™. A score of zero in the Mental Health Index™ reflects no change, positive scores reflect improvement, and negative scores reflect decline.**

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the calculation of the Mental Health Index™. The Mental Stress Change score is (percentage reporting less mental stress + percentage reporting the same level of mental stress \* 0.5) \* -1 + 100. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

## Additional data and analyses

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