



TELUS Mental Health Index.

United States of America | August 2023

Table of contents

1. What you need to know for August 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 province	13
4. The Mental Health Index by industry	15
5. Spotlight	16
Mental health support.....	16
Employee (and Family) Assistance Program (EAP/EFAP)	17
Caregiving	20
Vacation	24
6. Overview of the TELUS Mental Health Index	30
Methodology	30
Calculations.....	30
Additional data and analyses	30

What you need to know for August 2023.

1. The mental health of workers in the United States rebounded following July's decline.

- At 71.1, the mental health of workers increased more than one point from the prior month
- 23 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 37 percent have a low mental health risk
- All mental health sub-scores have improved from July to August; anxiety, isolation, and work productivity continue to be the lowest mental health sub-scores for the 16th consecutive month
- Mental health scores in the Northeast, Midwest, and South improved while the score in the West is unchanged compared to July 2023
- Managers continue to have a higher mental health score than non-managers and the national average
- Labourers have a lower mental health score than service and office workers

2. More than one-quarter of workers report cost is a barrier to getting mental health support.

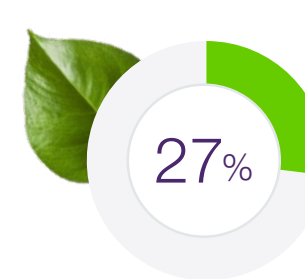
- Workers under 40 and parents are more likely to report cost is a barrier to getting mental health support
- Nine percent report lack of available care or a long wait is a barrier to mental health support
- The mental health scores of workers reporting cost/affordability as a barrier to getting mental health support is more than 23 points lower than workers reporting no barriers or no need for support



familiar with an Employee Assistance Program **would use it if the need arose**



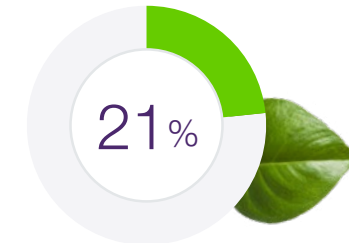
do not know what an Employee Assistance Program is



say cost is a barrier to getting mental health support



of caregivers **report mental health issues**



don't believe that contact with work while on vacation is ever necessary

3. 38 percent of workers don't know what an Employee Assistance Program (EAP) is and 29 percent have heard of it but don't know what it offers.

- 32 percent of workers believe they have access to an EAP through their employer. This group has a higher mental health score than the national average and those who do not know what an EAP is
- 63 percent of workers who know what an EAP is and what it offers would use an EAP, which is nine percent more than the 54 percent of workers who have heard of an EAP but do not know what it offers
- Among workers who would not use an EAP or are uncertain, 34 percent do not know what it offers, 24 are concerned about cost, 21 are concerned about confidentiality, and 20 percent do not know how to access the service

4. Caregivers experience poorer mental health and reduced productivity, yet they exhibit greater optimism.

- 14 percent of workers are caregivers to children or adults with disabilities or requiring support
- 51 percent of caregivers report fatigue or exhaustion
- 30 percent of caregivers report financial hardship
- 27 percent of caregivers report mental health issues
- Flexible work, health benefits for the person being cared for, and mental health support are most helpful for caregivers

5. More than half of workers have been contacted for work issues while on vacation.

- 55 percent believe contact is necessary sometimes, depending on the situation, 24 percent are okay with it, and 21 percent don't believe contact is necessary, regardless of the situation
- Workers over 50 are 50 percent more likely than workers under 40 to believe contact is okay; non-managers are 75 percent more likely than managers to believe contact is never necessary, regardless of the situation
- 49 percent believe that a one-week vacation is most helpful to recharge from work, 20 percent believe 1-3 days is most helpful, and 19 percent believe two or more weeks is most helpful
- Nearly half (45 percent) indicate their organization has a formal policy to ensure that employees use available paid days off/vacation time. The mental health score of this group is higher than workers reporting no formal policy

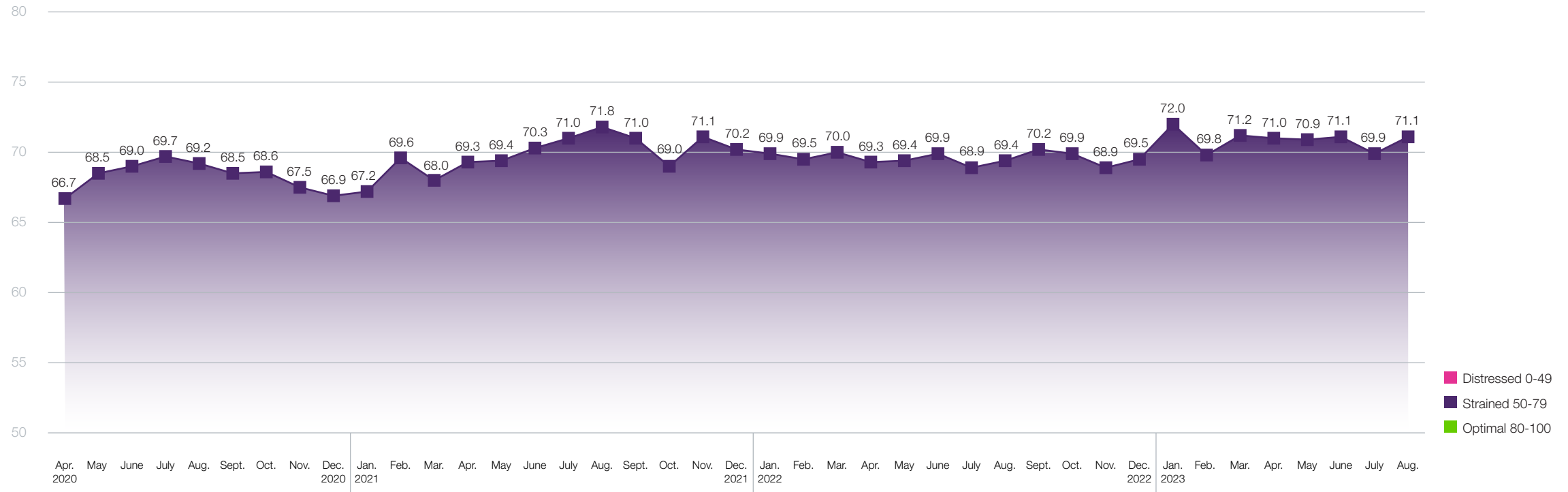


¹ While 32 percent of employees believe they have an EAP, 81 percent of US employers offer an EAP (Mental health and substance use disorder benefits: Survey results 2021. Author: Held, J. International Foundation of Employee Benefit Plans. 2021); EAP is a voluntary confidential service with a range of counselling and other supports and is available at no cost to employees and immediate family members.

The Mental Health Index.

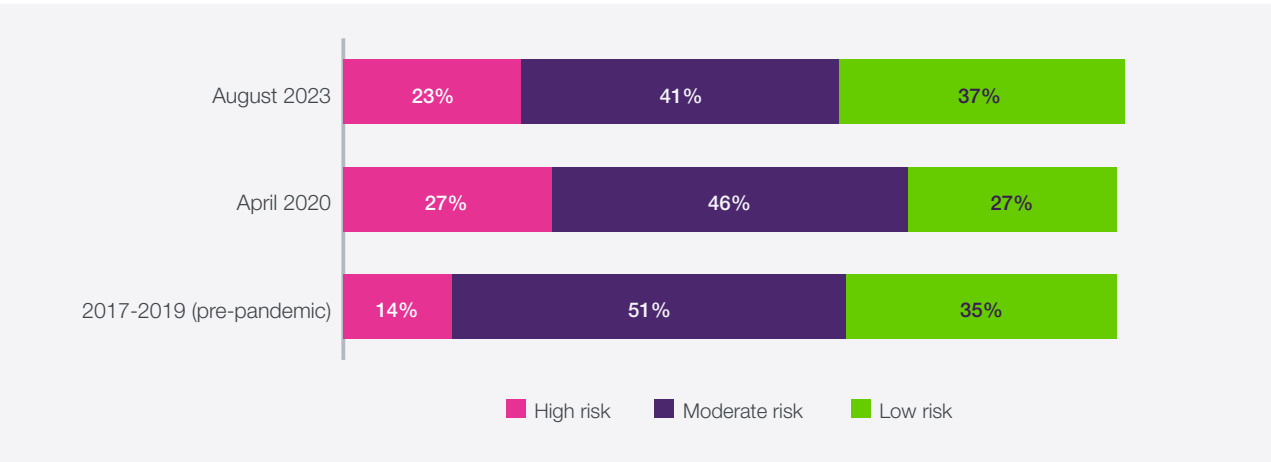
MHI Current Month August 2023	July 2023
71.1	69.9

The overall Mental Health Index (MHI) for August 2023 is 71.1. The mental health of workers in the United States improved 1.2 points, returning to a level equal to the period of March to June 2023.



Mental health risk.

In August 2023, 23 percent of workers in the United States have a high mental health risk, 41 percent have a moderate mental health risk, and 37 percent have a low mental health risk. More than three years since the launch of the Index in April 2020, there has been minimal (4 percent) reduction in high-risk workers and 10 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 (64.9). Isolation (67.1), work productivity (70.1), depression (70.9), optimism (72.4), and financial risk (74.3) follow. General psychological health (77.5) continues to be the most favorable mental health measure in August 2023.

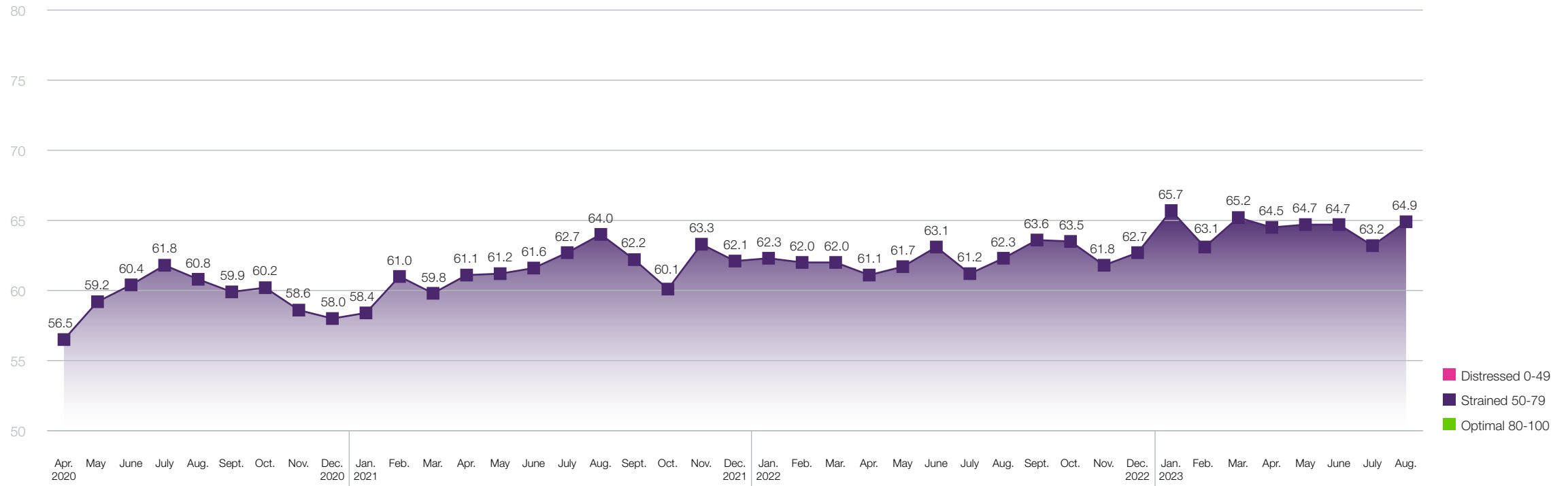
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for 16 consecutive months
- All mental health sub-scores have improved from the prior month

Mental Health Index Sub-scores	August 2023	July 2023
Anxiety	64.9	63.2
Isolation	67.1	65.7
Work productivity	70.1	68.8
Depression	70.9	69.4
Optimism	72.4	72.1
Financial risk	74.3	73.0
Psychological health	77.5	76.8



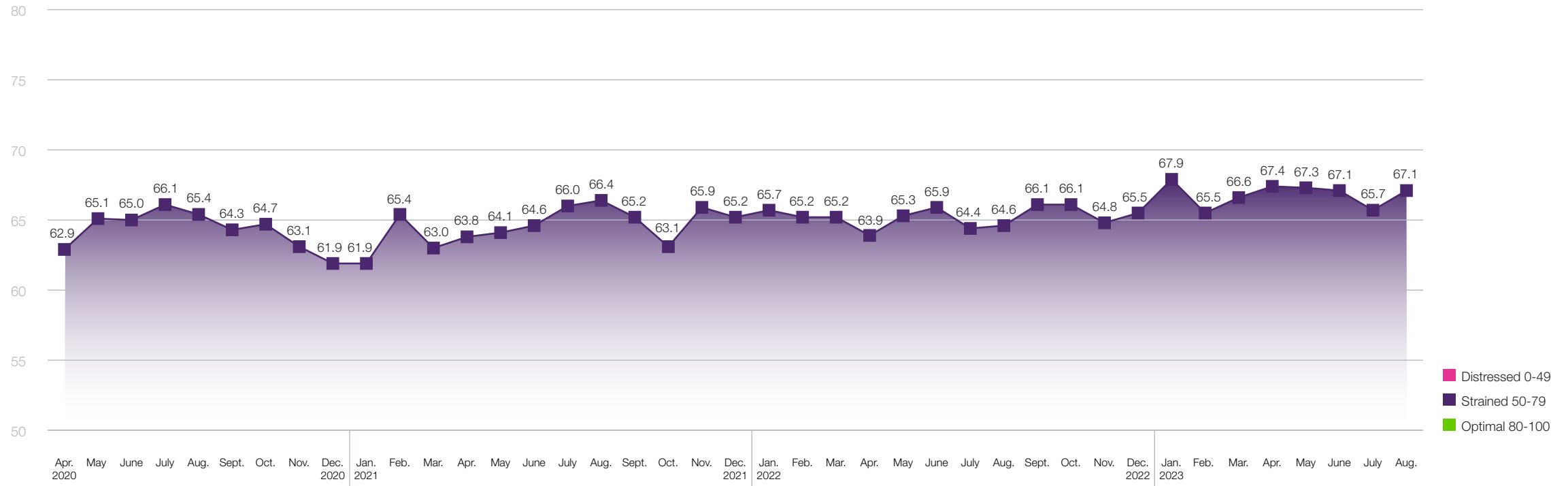
Anxiety

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. From April to June, the score stabilized, followed by a notable decline in July. In August 2023, the anxiety score increased 1.7 points, yet it continues to be the lowest across all mental health sub-scores for the 16th consecutive month.



Isolation

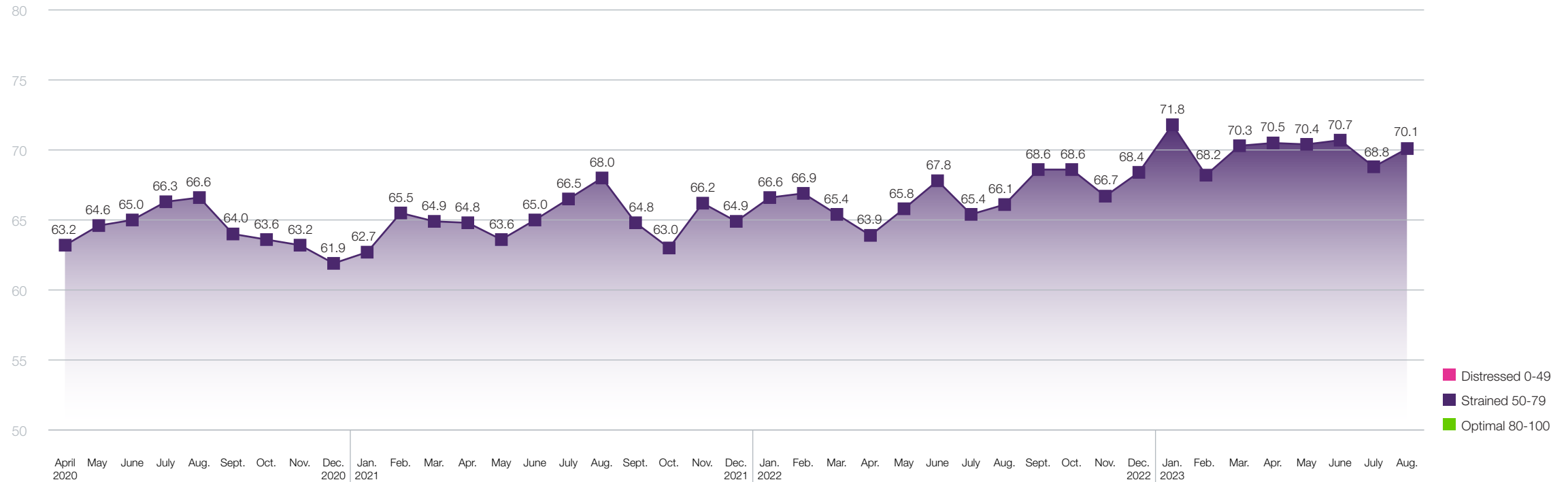
Isolation sub-scores have fluctuated since the launch of index in April 2020. Following a significant increase in January 2023 wherein the isolation sub-score reached its peak, a 2.4-point decrease was observed in February 2023, returning the score to a level equal to December 2022. The isolation score improved by 1.1 points in March 2023 but has been declining each month through July 2023. In August 2023, the isolation score improved 1.4 points yet remains the second lowest mental health sub-score for 16 consecutive months.



Work productivity

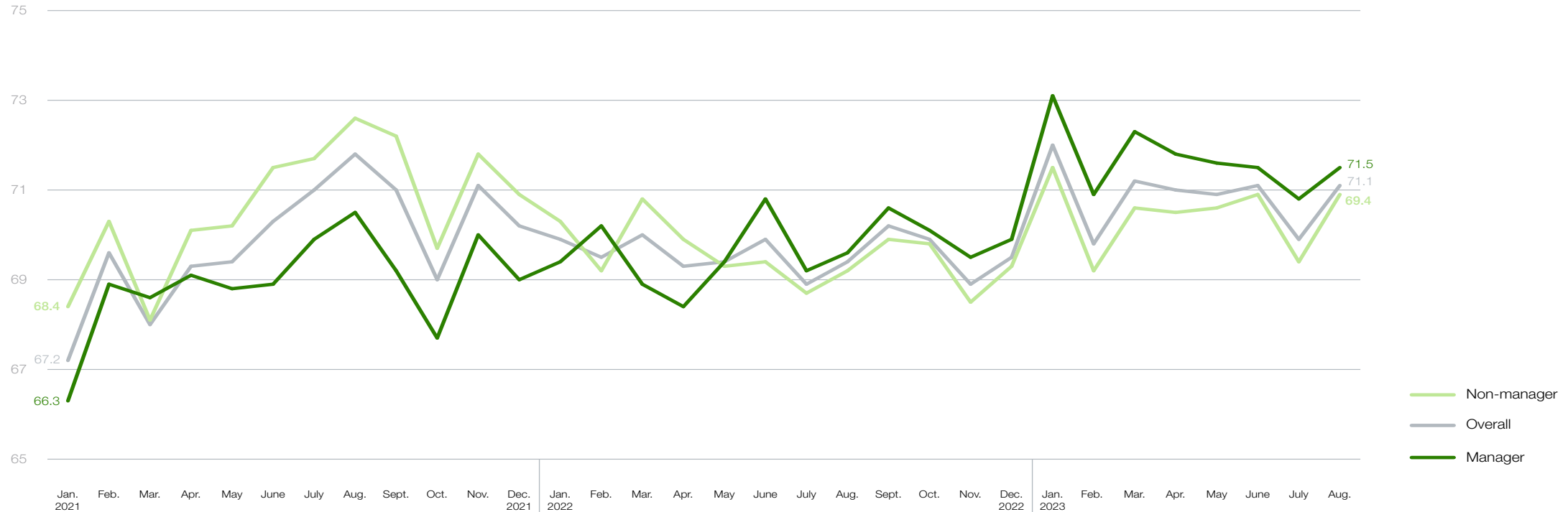
The work productivity sub-score measures the impact of mental health on work productivity and goals.

With alternating periods of increases and declines, the work productivity sub-score has generally shown improvement 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 to June 2023. Following a decline in July, the score rebounded 1.3 points in August, and is consistent with scores from March through June 2023.



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 June 2022, a reversal of this trend was observed when the mental health score of managers improved more than then mental health score of non-managers along with the overall American average. In August 2023, the mental health score of managers (71.5) is higher than non-managers (70.9) and the national average (71.1).



Mental health by gender and age.

- Since the launch of the MHI, women have had a significantly lower mental health score than men. In August 2023, the mental health score of women is 68.5 compared to 74.0 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 (65.7) compared to workers without children (73.0)

Mental health by employment status.

- Overall, three percent of respondents are unemployed² and seven percent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (55.0), followed by individuals working fewer hours (60.3), individuals not currently employed (68.3), and individuals with no change to salary or hours (72.1)
- Managers have a higher mental health score (71.5) than non-managers (70.9)
- Labourers have a lower mental health score (65.2) than service (70.5) and office workers (72.7)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (73.7)
- Respondents working for companies with 51-100 employees have the lowest mental health score (69.0)



Emergency savings

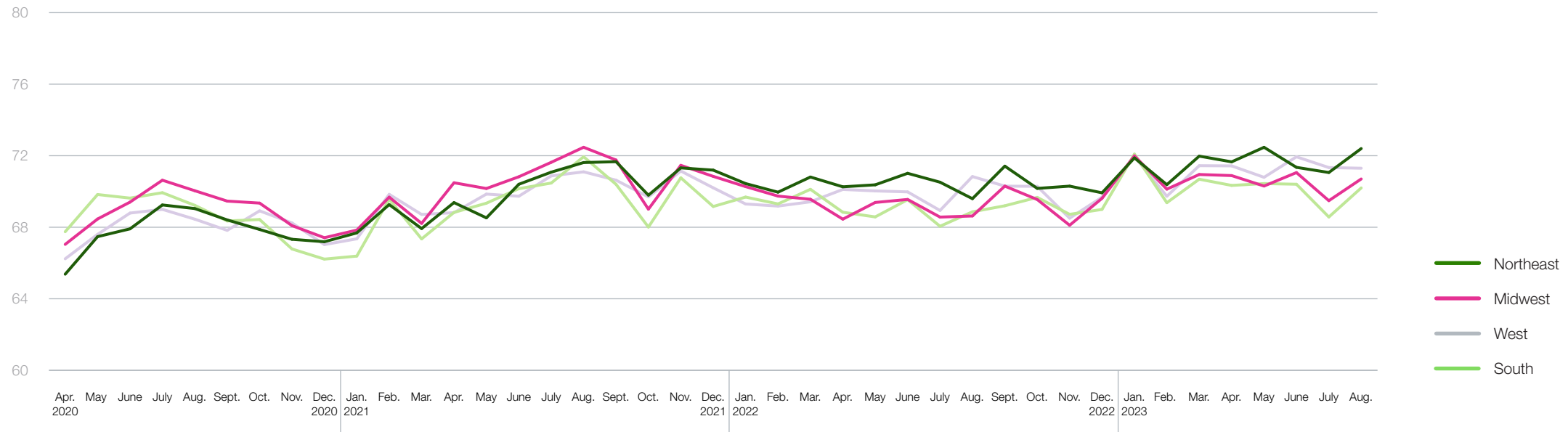
- Workers without emergency savings continue to experience a lower mental health score (52.8) than the overall group (71.1). Workers with emergency savings have a mental health score of 76.7

² MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by province.

Since August 2021, the mental health scores in all regions of the United States have followed a declining trend apart from November 2021. From 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 August 2023, the mental health scores in all regions of the United States have improved or remained the same compared to July.

- With a strong 1.3-point increase, the mental health score in the Northeast (72.4) is the strongest in August 2023
- Despite a significant 1.6-point increase, the mental health score in the South (70.2) remains lowest in August 2023



Employment status	Aug. 2023	July 2023
Employed (no change in hours/salary)	72.1	70.9
Employed (fewer hours compared to last month)	60.3	59.9
Employed (reduced salary compared to last month)	55.0	59.5
Not currently employed	68.3	65.1
Age group	Aug. 2023	July 2023
Age 20-29	56.6	54.4
Age 30-39	63.3	62.8
Age 40-49	67.6	67.1
Age 50-59	72.0	71.1
Age 60-69	78.2	77.2
Number of children	Aug. 2023	July 2023
No children in household	73.0	71.8
1 child	64.9	64.6
2 children	67.0	66.4
3 children or more	65.3	64.0

Region	Aug. 2023	July 2023
Northeast	72.4	71.1
Midwest	70.7	69.5
South	70.2	68.6
West	71.3	71.3
Gender	Aug. 2023	July 2023
Men	74.0	73.3
Women	68.5	67.0
Household income	Aug. 2023	July 2023
<\$30K/annum	60.0	58.9
\$30K to <\$60K/annum	65.3	63.8
\$60K to <\$100K	70.9	70.5
\$100K to <\$150K	74.6	73.0
\$150K or more	79.3	79.2

Employer size	Aug. 2023	July 2023
Self-employed/sole proprietor	71.8	69.4
2-50 employees	70.1	69.7
51-100 employees	69.0	67.8
101-500 employees	71.0	69.4
501-1,000 employees	70.4	68.9
1,001-5,000 employees	71.2	71.5
5,001-10,000 employees	70.9	69.2
More than 10,000 employees	73.7	72.1
Manager	Aug. 2023	July 2023
Manager	71.5	70.8
Non-manager	70.9	69.4
Work environment	Aug. 2023	July 2023
Labour	65.2	64.0
Office/desk	72.7	71.5
Service	70.5	69.5

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 (61.0) in August 2023, followed by individuals working in Food Services (61.4), and Agriculture, Forestry, Fishing and Hunting (65.4).

Respondents employed in Public Administration (76.7), Professional, Scientific and Technical Services (75.5), and Finance and Insurance (75.1) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	August 2023	July 2023	Change
Information and Cultural Industries	61.0	54.9	6.1
Management of Companies and Enterprises	69.0	63.7	5.2
Utilities	71.4	66.6	4.9
Arts, Entertainment and Recreation	70.8	67.3	3.5
Administrative and Support services	67.8	64.4	3.4
Retail Trade	69.8	67.1	2.7
Real Estate, Rental and Leasing	73.1	70.5	2.7
Manufacturing	73.5	71.3	2.2
Food Services	61.4	59.4	2.0
Construction	72.0	70.5	1.5
Health Care and Social Assistance	69.3	68.2	1.1
Other	69.5	68.4	1.1
Educational Services	72.0	71.1	0.9
Public Administration	76.7	76.1	0.7
Technology	71.3	70.9	0.4
Finance and Insurance	75.1	75.2	-0.1
Professional, Scientific and Technical Services	75.5	76.0	-0.5
Transportation and Warehousing	69.8	70.6	-0.8
Wholesale Trade	73.8	75.5	-1.8
Accommodation	68.0	70.6	-2.6
Other services (except Public Administration)	68.6	71.7	-3.1
Agriculture, Forestry, Fishing and Hunting	65.4	68.7	-3.4
Media and Telecommunications	65.6	74.8	-9.2

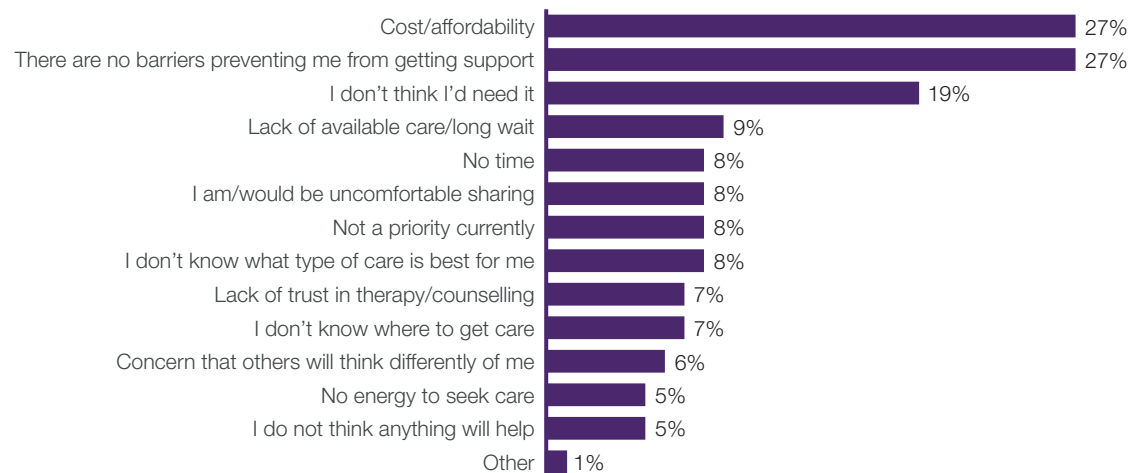
Spotlight

Mental health support.

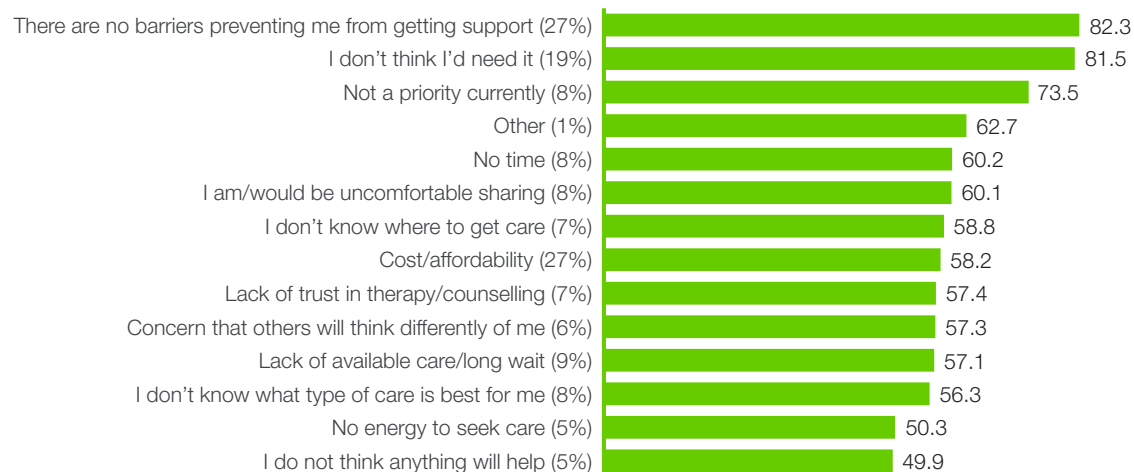
Workers were asked what would prevent them from getting mental health support if they needed it.

- More than one-quarter (27 percent) report cost/affordability as the barrier to getting mental health support, nine percent report lack of available care/long wait, eight percent do not have time to get care, and eight percent do not know what type of care is best for them
- Workers under 40 are more than twice as likely as workers over 50 to report cost/affordability as a barrier to getting mental health support
- Parents are 60 percent more likely than non-parents to report cost/affordability as the barrier to getting mental health support
- The mental health scores of workers reporting cost/affordability as a barrier to getting mental health support is more than 23 points lower than workers reporting no barriers or no need for support
- Workers over 50 and non-parents are at least twice as likely as their counterparts to report not having barriers to getting support

What would prevent you from getting mental health support?



MHI score by “What would prevent you from getting mental health support?”



Employee (and Family) Assistance Program (EAP/EFAP).

Workers were asked whether they know what an Employee (and Family) Assistance Program (EAP/EFAP) is.

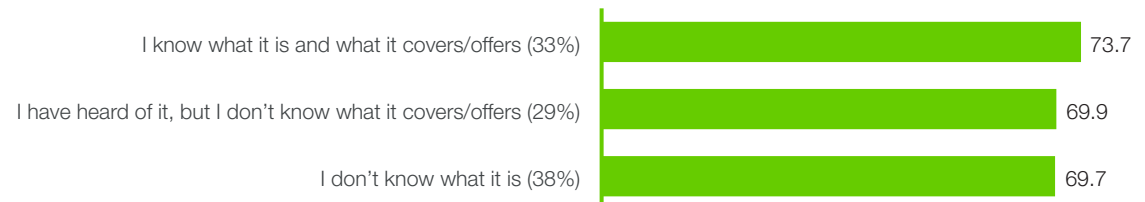
- Nearly two in five (38 percent) don't know what an EAP/EFAP is, 33 percent know what it is, and 29 percent have heard of it, but don't know what it covers/offers
- Workers who know what an EAP/EFAP is and what it covers/offers have the highest mental health score (73.7), four points higher than workers who don't know what an EAP/EFAP (69.7) is and more than two points higher than the national average (71.1)



Do you know what an EAP/EFAP is?



MHI score by "Do you know what an EAP/EFAP is?"

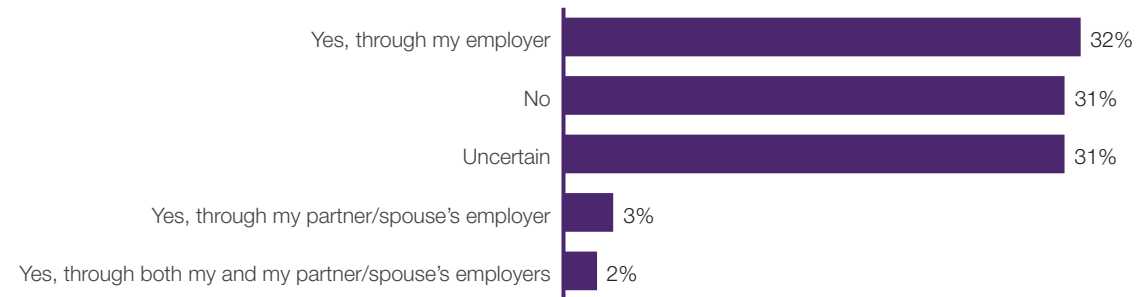


Workers were asked whether they have access to an Employee (and Family) Assistance Program (EAP/EFAP).

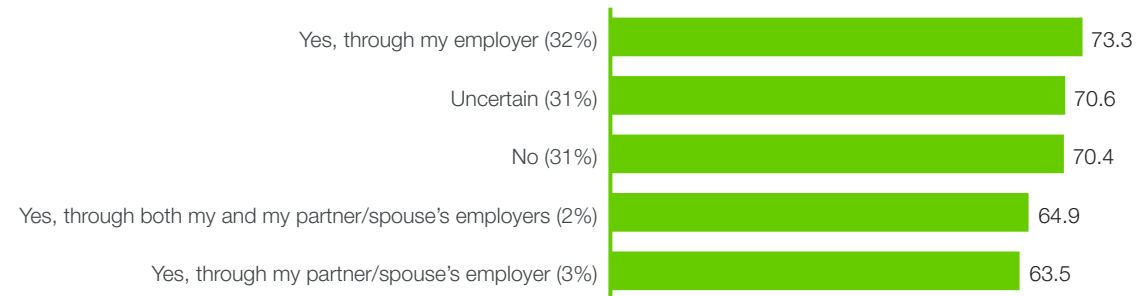
- More three in five (62 percent) are uncertain or do not have access to an EAP/EFAP
- Nearly one-third (32 percent) believe they have access to an EAP/EFAP through their employer. This group has the highest mental health score (73.3), three points higher than workers who do not have access to an EAP/EFAP and more than two points higher than the national average (71.1)³



Do you have access to an (EAP/EFAP) Employee and Family Assistance Program?



MHI score by “Do you have access to an EAP/EFAP?”



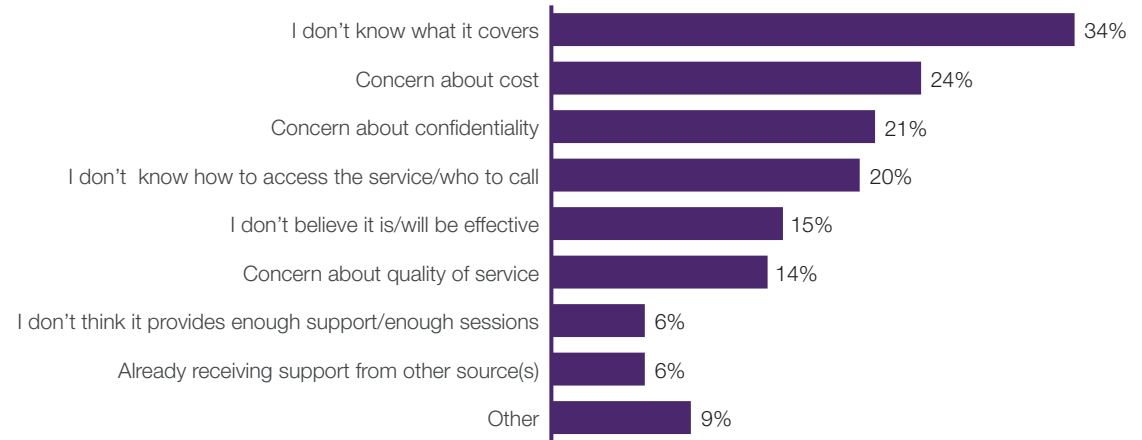
³ While 32 percent of employees believe they have an EAP, 79 percent of Canadian/81 percent of US employers offer an EAP (Mental health and substance use disorder benefits: Survey results 2021. Author: Held, J. International Foundation of Employee Benefit Plans. 2021).

Fifty-one percent of workers who are uncertain or would not use an EAP/EFAP were asked the reason.

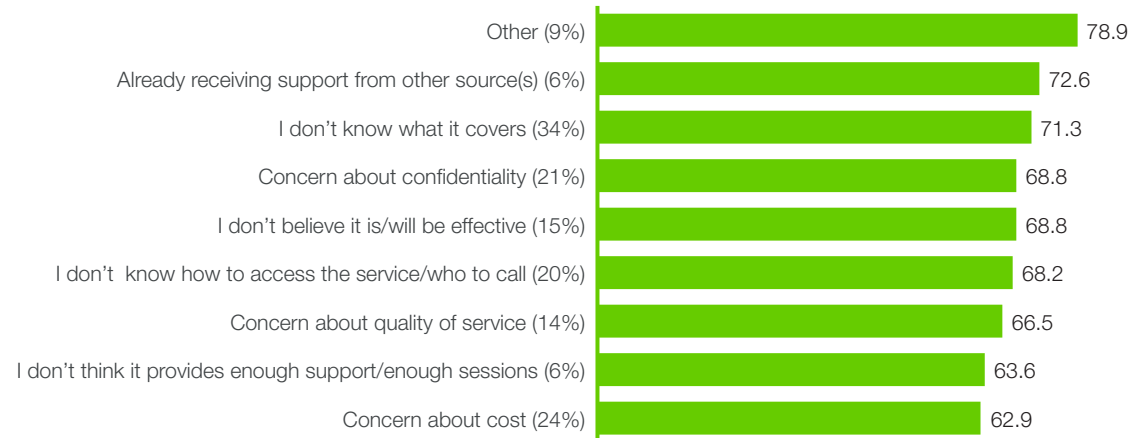
- More than one-third (34 percent) do not know what an EAP/EFAP covers, 24 percent are concerned about cost, 21 percent are concerned about confidentiality, and 20 percent don't know how to access the service
- The mental health score of 24 percent of workers concerned about the cost of an EAP/EFAP is lowest (62.9), more than eight points lower than the national average (71.1)
- Workers with an annual household income less than \$100,000 are 70 percent more likely than workers with an annual household income greater than \$100,000 to report not using EAP/EFAP because of concern about cost



Reason for not using an EAP/EFAP



MHI score by "Reason for not using an EAP/EFAP"



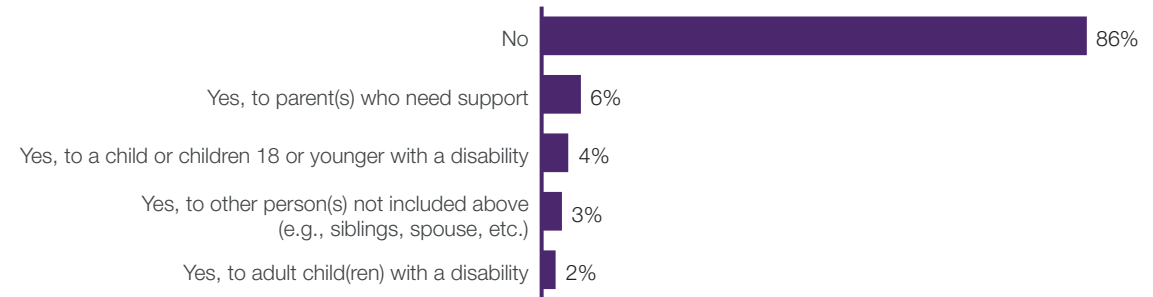
Caregiving

Workers were asked whether they are a caregiver to a child or adult with disabilities or requiring support.

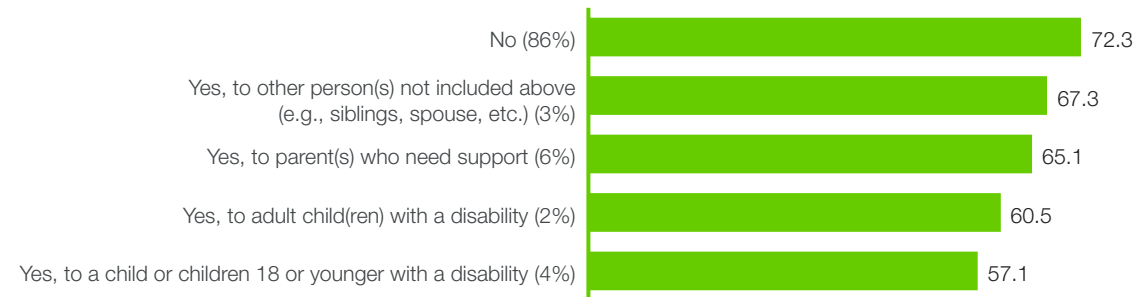
- Fourteen percent of workers are caregivers. The mental health scores of caregivers are lower than non-caregivers and the national average
- Eighty-six percent of workers are not caregivers. The mental health score of this group (72.3) is higher than mental health scores across all types of caregivers as well as the national average (71.1)



Are you an unpaid caregiver to a child or adult with disabilities or requiring support?



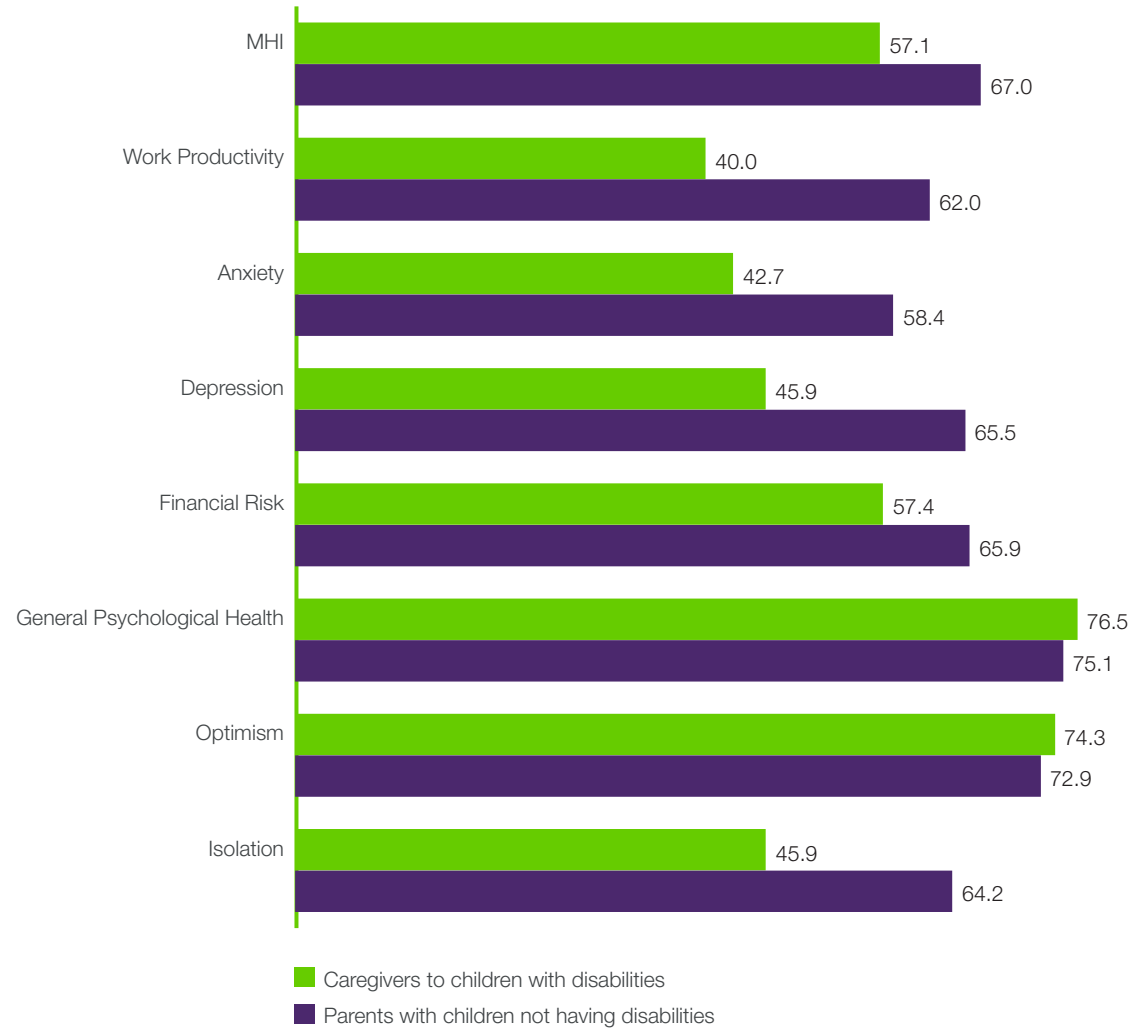
MHI score by “Are you an unpaid caregiver to a child or adult with disabilities or requiring support?”



- Caregivers of children 18 or younger with disabilities have significantly lower/worse mental health, work productivity, anxiety, depression, financial risk, and isolation scores than parents with children not having disabilities yet this same group has higher/better optimism and general psychological health scores
- Caregivers of adult children with disabilities are three times more likely to report working fewer hours and caregivers of children 18 or younger with disabilities are over twice as likely to report working fewer hours than other workers



Comparison between caregivers to children with disabilities and parents with children not having disabilities

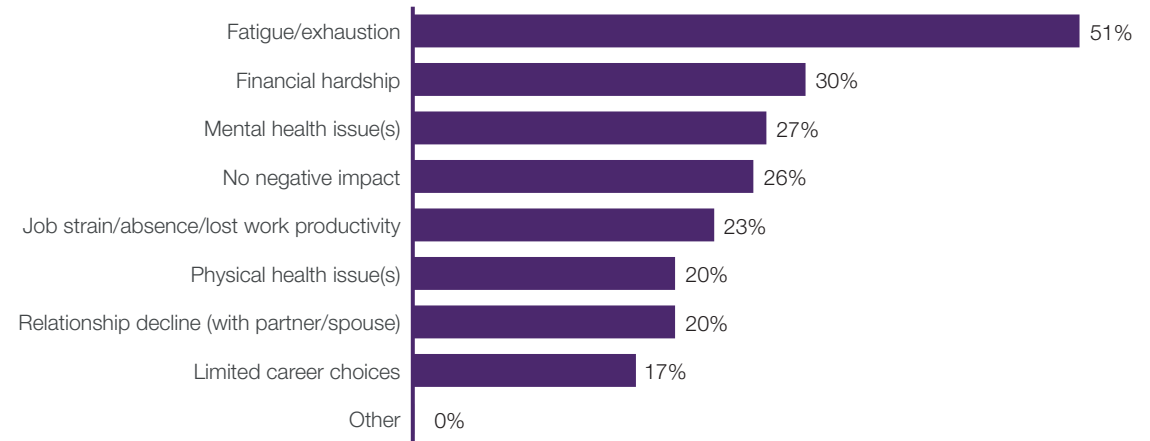


Caregivers were asked about the impact of caregiving.

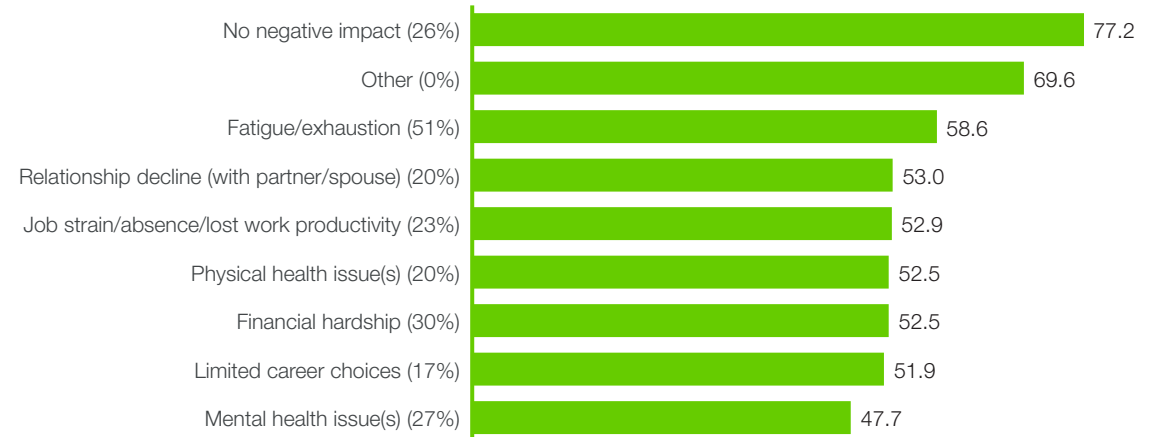
- More than half (51 percent) report fatigue/exhaustion, 30 percent report financial hardship, and 27 percent report mental health issues
- The mental health score of 27 percent reporting mental health issues is the lowest (47.7), nearly 30 points lower than caregivers reporting no negative impact (77.2), and more than 23 points lower than the national average (71.1)
- Parents are four times more likely than non-parents to report fatigue/exhaustion, physical and mental health issues as impacts of caregiving



What impact of caregiving have you experienced?



MHI score by “What impact of caregiving have you experienced?”

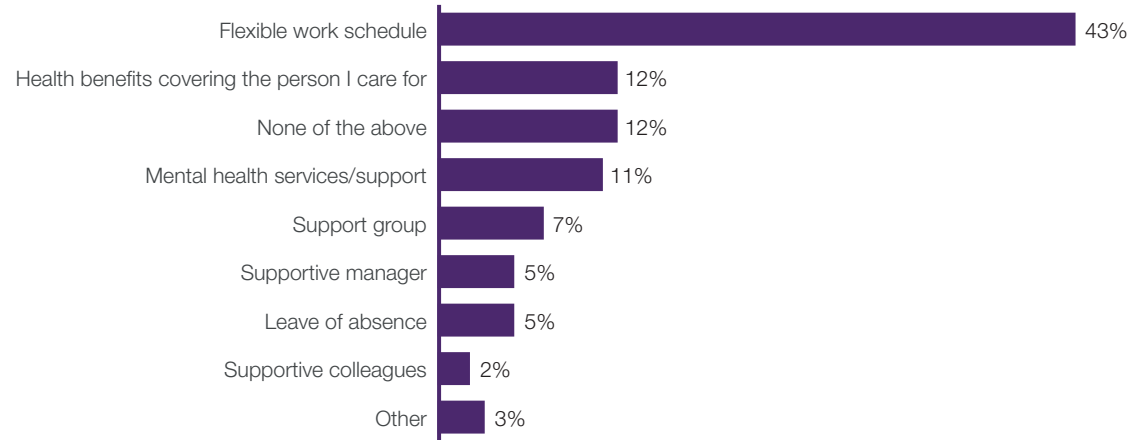


Caregivers were asked what would be most helpful to them.

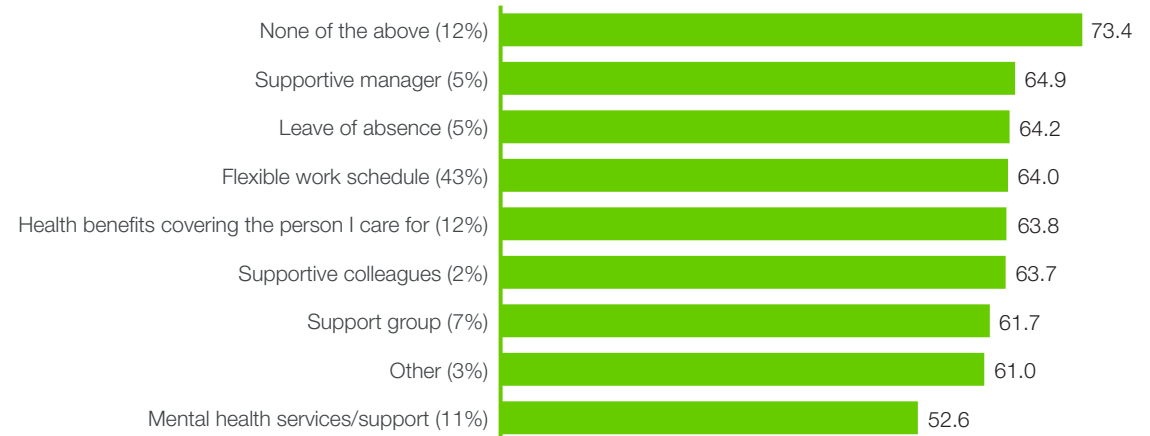
- More than two in five (43 percent) report a flexible work schedule would be most helpful
- The mental health score of 11 percent indicating that mental health services/support would be most helpful (52.6) is nearly 19 points lower than the national average (71.1)



Which is/would be most helpful to you as a caregiver?



MHI score by "Which is/would be most helpful to you as a caregiver?"



Vacation

Workers were asked whether they are contacted for work issues when on vacation.

- Nearly half (47 percent) report never being contacted for work issues when on vacation; 39 percent are contacted infrequently and 14 percent are contacted often
- The mental health score of 14 percent of workers contacted often when on vacation (64.4) is nearly eight points lower than 47 percent of workers who are never contacted when on vacation (72.3) and nearly seven points lower than the national average (71.1)
- Managers are three times more likely than non-managers to report being contacted often when on vacation



Are you contacted for work issues when on vacation?



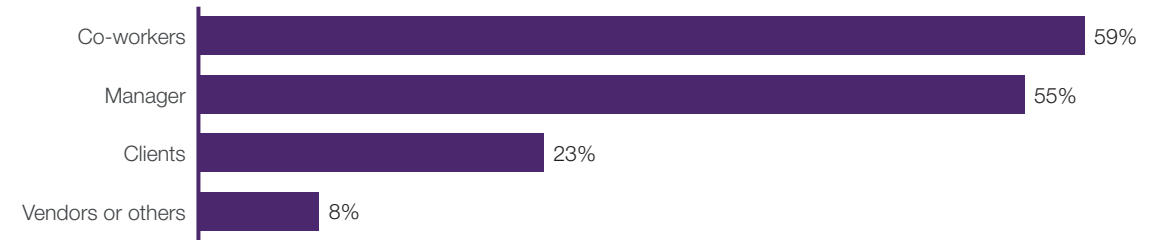
MHI score by “Are you contacted for work issues when on vacation?”



- Nearly three in five (59 percent) of workers report being contacted by co-workers, 55 percent are contacted by their manager, and 23 percent are contacted by clients
- Managers are more than twice as likely as non-managers to be contacted by their leader and twice as likely as non-managers to be contacted by co-workers when on vacation



Who contacts you when you are on vacation?



MHI score by “Who contacts you when you are on vacation?”

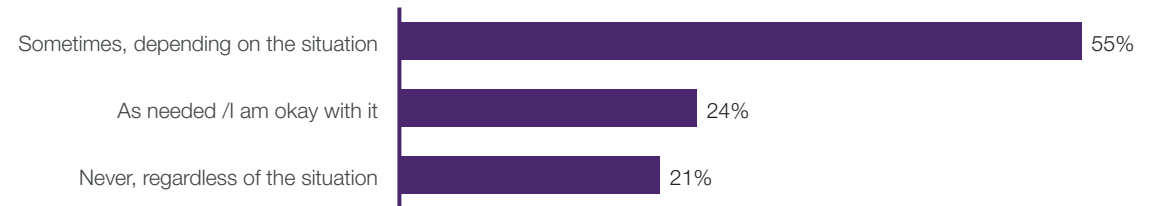


Workers were asked whether they believe this contact is necessary and/or okay.

- More than half (55 percent) believe contact is necessary sometimes, depending on the situation, 24 percent believe that contact is necessary as needed or are okay with it, and 21 percent don't believe contact is necessary and/or okay, regardless of the situation
- Workers over 50 are nearly 50 percent more likely than workers under 40 to believe contact as needed is okay
- Non-managers are 75 percent more likely than managers to believe contact is never necessary, regardless of the situation



Do you believe this contact is necessary and/or okay?



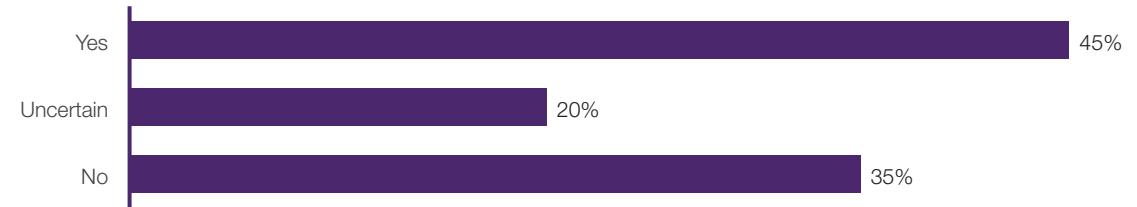
MHI score by “Do you believe this contact is necessary and/or okay?”



Workers were asked whether their organization has a formal policy to ensure that employees use available paid days off/vacation time.

- Nearly half (45 percent) indicate their organization has a formal policy to ensure that employees use available paid days off/vacation time. The mental health score of this group (72.9) is more than two points higher than workers reporting no formal policy (70.6)

Does your organization have a formal policy to ensure employees use available paid days off/vacation time?



MHI score by “Does your organization have a formal policy to ensure employees use available paid days off/vacation time?”





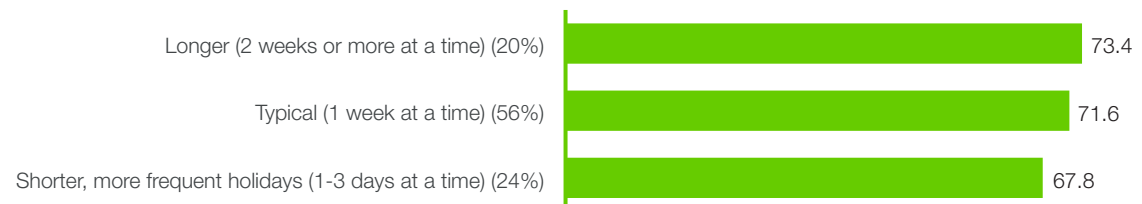
Workers were asked which type of vacation they prefer.

- More than half (56 percent) prefer taking one week vacation, 24 percent prefer one to three days at a time, and 20 percent prefer two or more weeks of vacation
- Workers who prefer a vacation of two weeks or more have the highest mental health score (73.4), nearly six points higher than workers taking one to three days at a time (67.8) and more than two points higher than the national average (71.1)

Which type of vacation do you prefer?



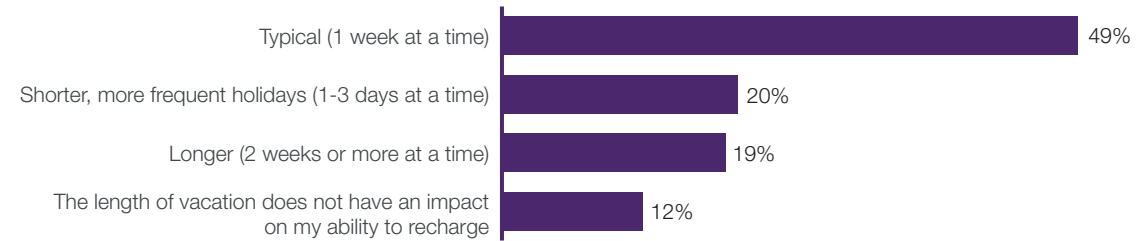
MHI score by “Which type of vacation do you prefer?”



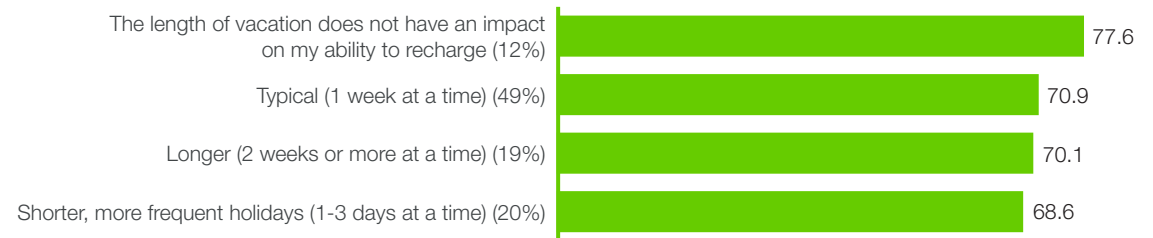
Workers were asked which type of vacation is most helpful if the goal is to recharge from work.

- Half (49 percent) believe one-week vacation is most helpful to recharge from work and 19 percent believe two or more weeks is most helpful
- One in five (20 percent) believe shorter, more frequent vacation (1-3 days) is most helpful to recharge from work. The mental health score of this group (68.6) is nine points below workers reporting the length of vacation does not have an impact on their ability to recharge and more than two points lower than the national average (71.1)
- Workers over 50 are nearly two and half times more likely than workers under 40 to report length of vacation does not have an impact on their ability to recharge
- More than one in ten (12 percent) do not believe the length of vacation has an impact on their ability to recharge. This group has the highest mental health score (77.6), more than six points higher than the national average (71.1)

If your goal is to recharge from work, which type of vacation is most helpful?



MHI score by “Which type of vacation is most helpful?”



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 August 4 and August 18, 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.

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