



TELUS Mental Health Index.

United States of America | June 2023

Table of contents

| | | | |
|--|----------|---|-----------|
| 1. What you need to know for June 2023. | 3 | 3. The Mental Health Index by region | 14 |
| 2. The Mental Health Index | 5 | 4. The Mental Health Index by industry | 16 |
| Mental Health Index sub-scores | 7 | 5. Spotlight | 17 |
| Anxiety | 8 | Volunteering | 17 |
| Isolation..... | 9 | 6. Overview of the Mental Health Index by TELUS Health | 23 |
| Work productivity | 10 | Methodology | 23 |
| Impact of mental health on work productivity..... | 11 | Calculations..... | 23 |
| Managers compared to non-managers | 12 | Additional data and analyses | 23 |
| Mental health by gender and age | 13 | | |
| Mental health by employment status | 13 | | |
| Emergency savings | 13 | | |

What you need to know for June 2023.

1. Stable for four months, the mental health of workers in the US shows little improvement.

- At 71.1, the mental health of workers in the United States shows virtually no change for the fourth consecutive month
- 22 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 36 percent have a low mental health risk
- Anxiety, isolation, and work productivity have been the lowest (worst) mental health sub-scores for 14 consecutive months
- Depression and isolation sub-scores have declined (have poorer scores) compared to May 2023
- Mental health scores have declined in the Northeast; scores have either improved or have remain unchanged in other regions
- Laborers continue to have a lower mental health score than service and office workers
- The mental health score of managers has declined while the mental health score of non-managers has improved from May 2023

2. More than one in five workers are aware their mental health is negatively impacting work productivity.

- 48 percent of workers in the Management of Companies and Enterprises sector report a negative impact of mental health on work productivity
- 29 percent of workers in Technology report a negative impact of mental health on work productivity
- 28 percent of workers in Utilities, Construction, Administrative and Support Services, and Food Services report a negative impact of mental health on work productivity

3. Organizations that offer time off to volunteer garner a more positive perception as an employer.

- 47 percent have volunteered their time or finances in the last two years
- 37 percent of workers report a positive perception of their employer for offering time off to volunteer
- Among workers who volunteer, 29 percent report their organisation offers time off for volunteering
- Workers who volunteer their time or finances have higher mental health and optimism scores than workers who do not volunteer or donate



say that **making a difference** is the most important benefit of volunteering



have volunteered their time or finances



report a **positive perception of their employer** for offering time off to volunteer



of workers say their **mental health is negatively impacting** work productivity

4. Younger workers say that contributing to social change is the most important benefit of volunteering.

- 49 percent say that making a difference is the most important benefit of volunteering
- Men are more likely to believe they don't have something to offer
- Workers with high mental health risk lack both motivation and confidence in having something to offer, and are intimidated by the process of volunteering

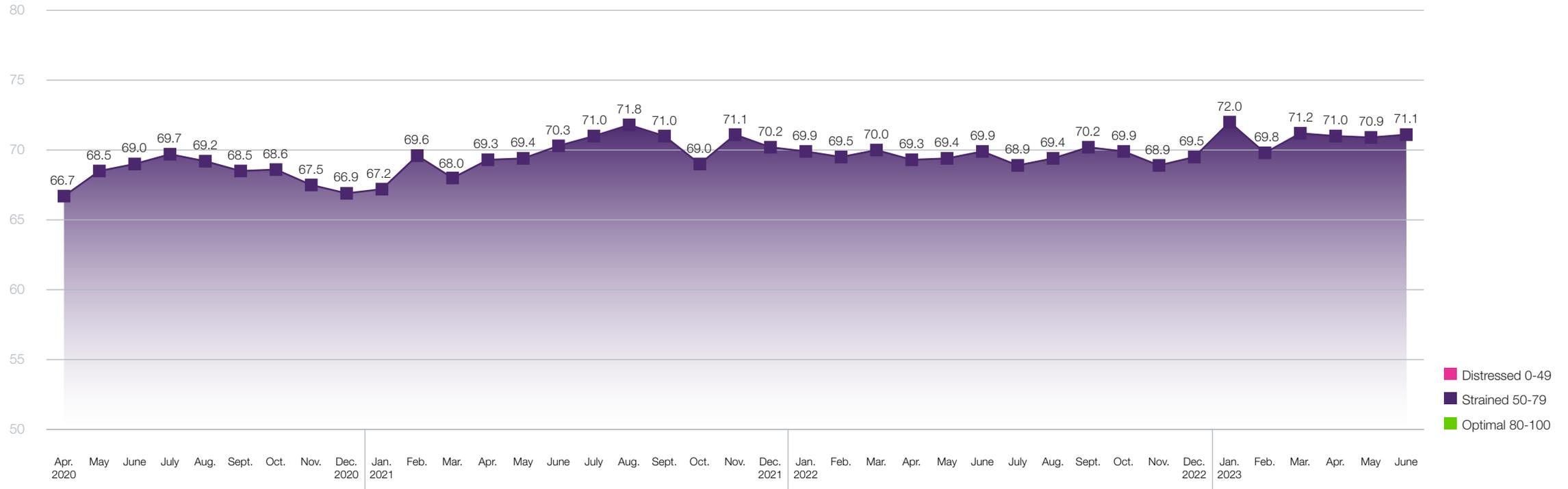


The Mental Health Index.

| MHI Current Month June 2023 | May 2023 |
|--------------------------------|----------|
| 71.1 | 70.9 |

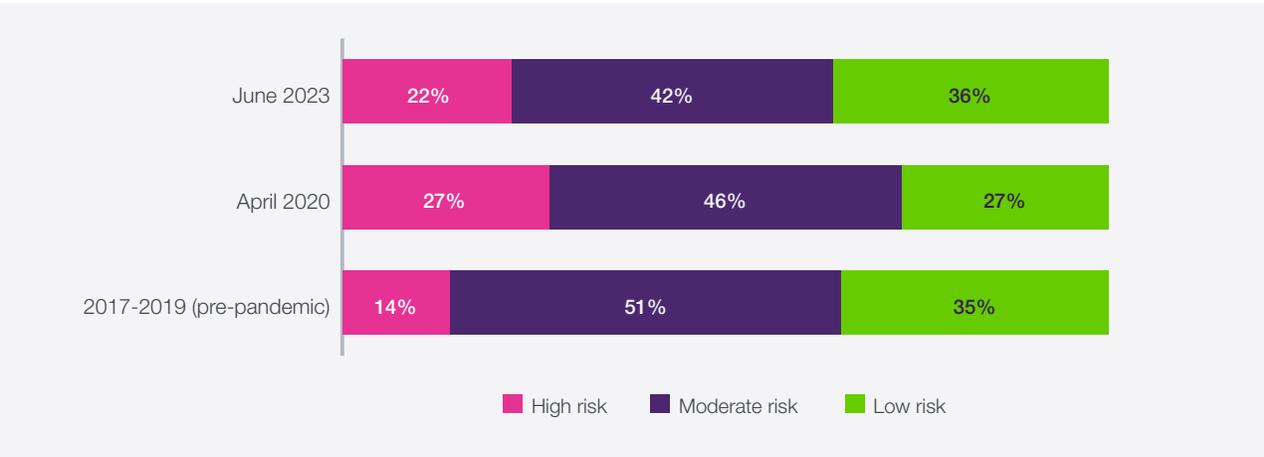
The overall Mental Health Index (MHI) for June 2023 is 71.1.

The mental health of workers in the United States is nearly unchanged in four months.



Mental health risk.

In June 2023, 22 percent of workers in the United States have a high mental health risk, 42 percent have a moderate mental health risk, and 36 percent have a low mental health risk. More than three years since the launch of the Index in April 2022, there have been modest reductions in the high (-5 percent) and moderate (-4 percent) risk groups.



Approximately 30 percent of people in the high-risk group report diagnosed anxiety or depression, seven percent report diagnosed anxiety or depression in the moderate-risk group, and one percent of people in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For more than one year, the lowest Mental Health Index sub-score is for the risk measure of anxiety (64.7). Isolation (67.1), work productivity (70.7), depression (70.8), optimism (72.0), and financial risk (75.9) follow. General psychological health (77.3) continues to be the most favorable mental health measure in June 2023.

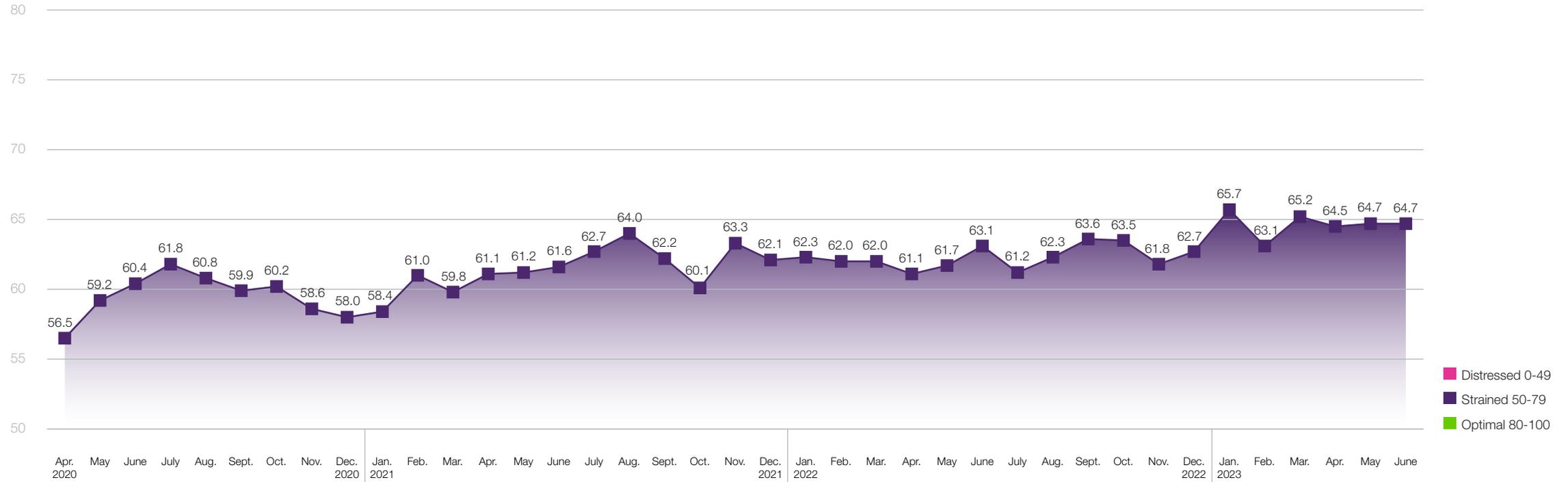
- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for 14 consecutive months
- All mental health sub-scores have improved or are unchanged from the prior month apart from depression and isolation which declined modestly
- The financial risk score improved nearly one point (0.7) from May 2023

| Mental Health Index Sub-scores | June 2023 | May 2023 |
|--------------------------------|-----------|----------|
| Anxiety | 64.7 | 64.7 |
| Isolation | 67.1 | 67.3 |
| Work productivity | 70.7 | 70.4 |
| Depression | 70.8 | 71.0 |
| Optimism | 72.0 | 71.6 |
| Financial risk | 75.9 | 75.2 |
| Psychological health | 77.3 | 76.9 |



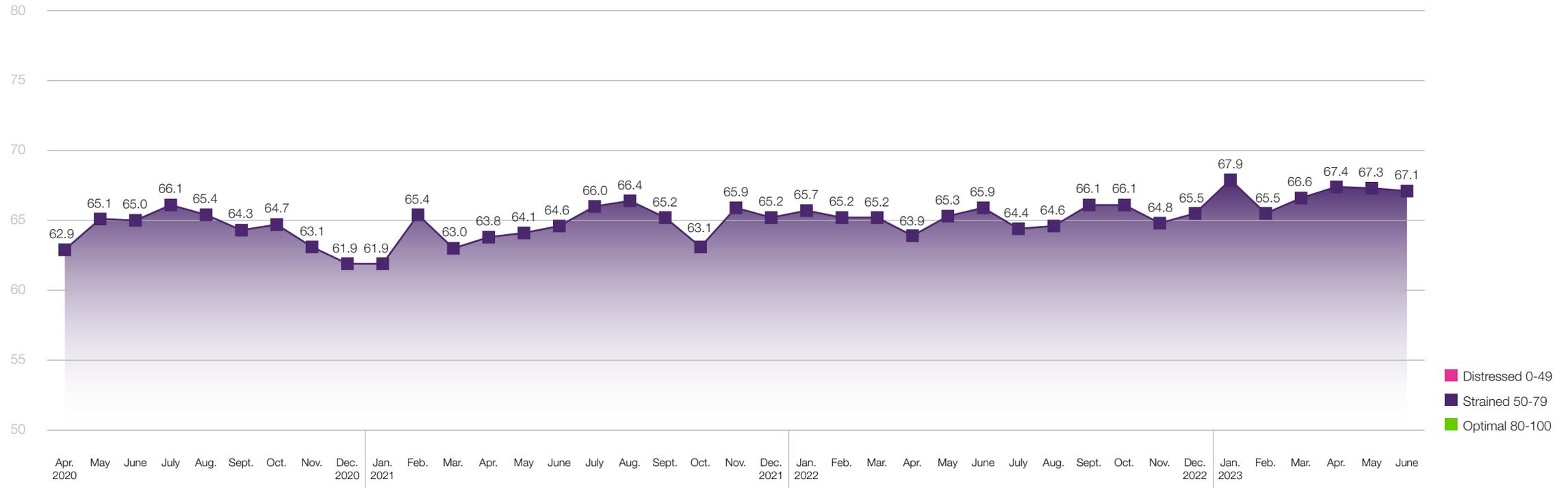
Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. Since November 2021, anxiety scores have fluctuated. After reaching its 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 continues to be the lowest across all mental health sub-scores for the 14th consecutive month.



Isolation

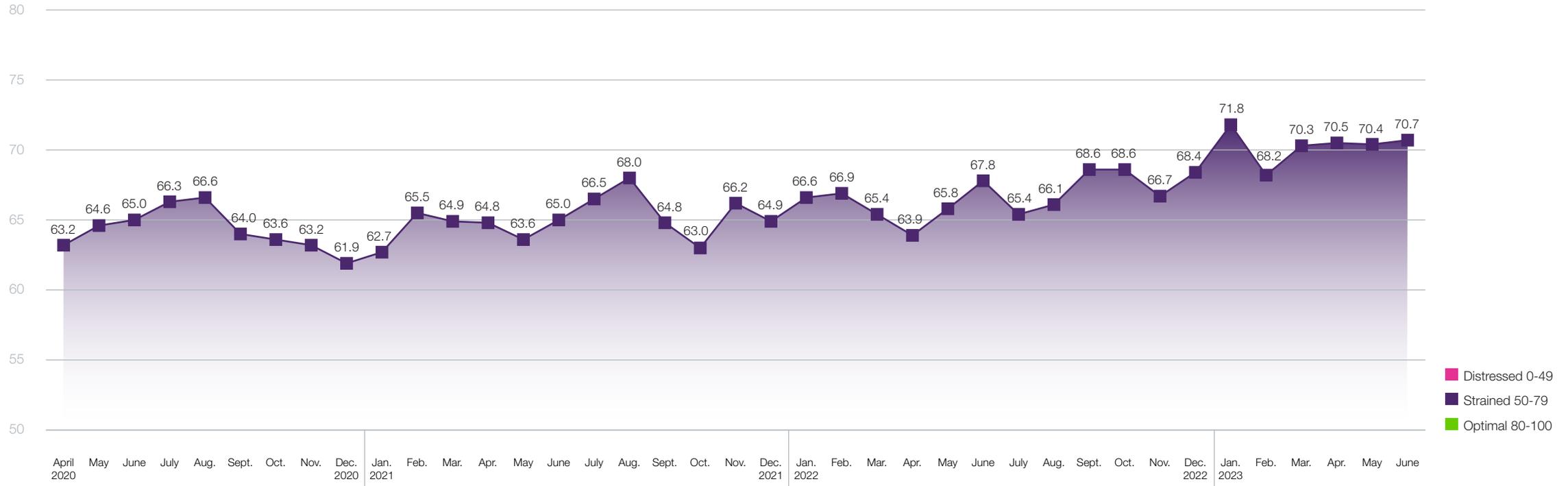
Isolation sub-scores have fluctuated since the launch of the Index in April 2020. After a significant increase in January 2023 wherein the isolation sub-score reached its highest level, a 2.4-point decrease was observed in February 2023, returning the score to a level equal to December 2022. The isolation score recovered 1.1 points in March 2023 but has declined gradually through June 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 high 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 has shown modest improvement into June 2023.

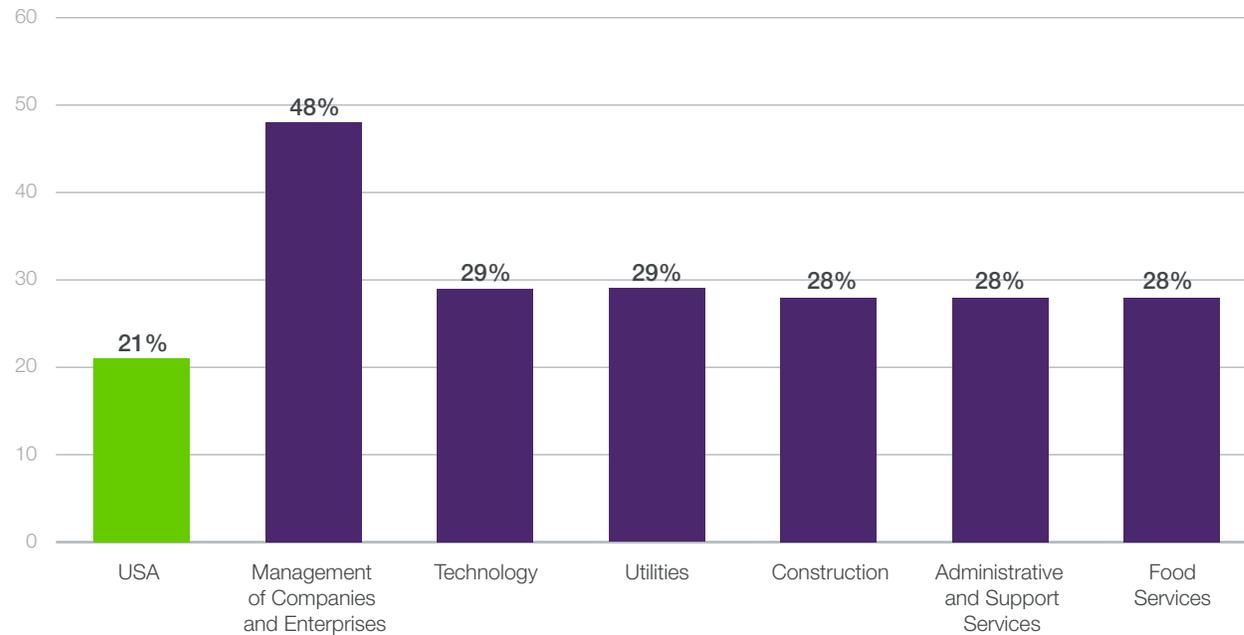


Impact of mental health on work productivity.

Twenty-one percent of workers in the United States report their mental health is negatively impacting work productivity. The impact of mental health on productivity is greatest in Management of Companies and Enterprises (48 percent), followed by Technology (29 percent), Utilities (28 percent), Construction (28 percent), Administrative and Support Services (28 percent), and Food Services (28 percent).

- Among employees in these industries, 35 percent report working in a service or labor environment and 65 percent work in an office environment; conversely, among employees in industries where the mental health impact on work productivity is lowest, 53 percent report working in an office environment and 47 percent work in a service or labor environment

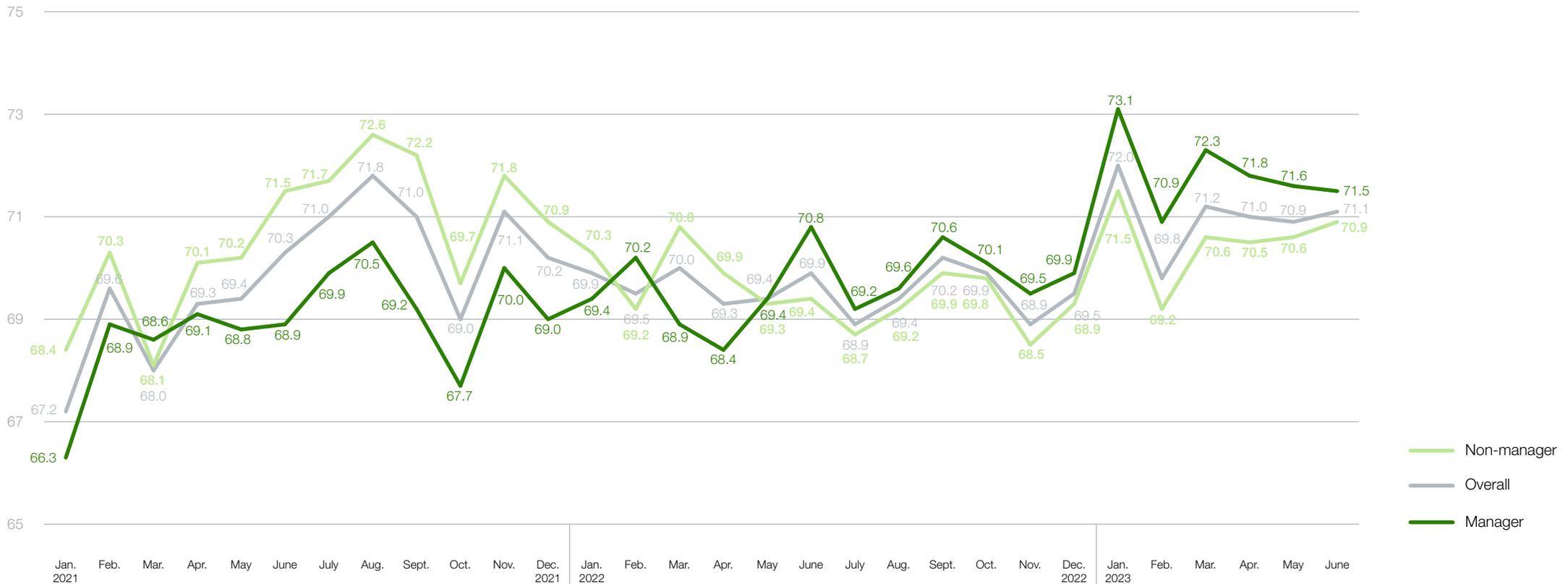
Industries where employees are most likely to report mental health is negatively impacting work productivity



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 an improvement was observed in the mental health score of managers. 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 June 2023, the mental health of non-managers (70.9) is lower than managers (71.5) and the national average (71.1).



Mental health by gender and age.

- Since the launch of the MHI, women have a significantly lower mental health score than men. In June 2023, the mental health score of women is 68.4 compared to 74.2 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 (66.7) compared to workers without children (72.7)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and seven percent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (58.4), followed by individuals working fewer hours (61.9), individuals not currently employed (69.4), and individuals with no change to salary or hours (71.9)
- Managers have a higher mental health score (71.5) than non-managers (70.9)
- Labourers have a lower mental health score (65.0) than service (70.7) and office workers (72.5)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (72.6)
- Respondents working for companies with 51-100 employees have the lowest mental health score (67.6)



Emergency savings

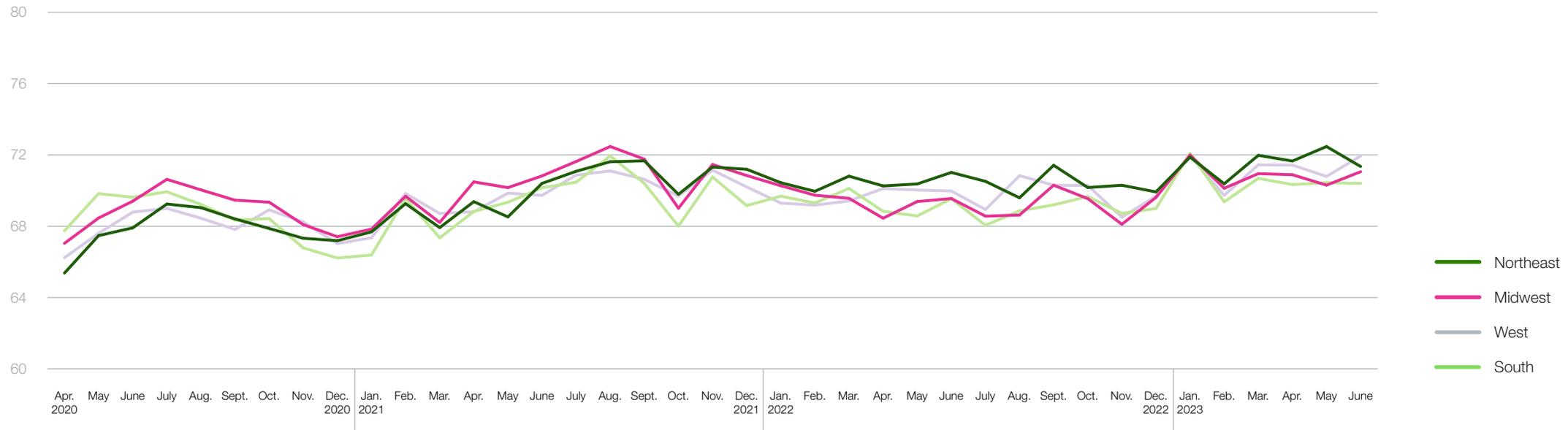
- Workers without emergency savings continue to experience a lower mental health score (52.9) than the overall group (71.1). Workers with emergency savings have a mental health score of 76.0

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. There has been some variability in the mental health scores since February 2022. Following a significant 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 June 2023, the mental health score in the Northeast has declined whereas scores have improved in the Midwest and West and remain unchanged in the South.

- The greatest improvement is in the West (+ 1.1 points) and this region has the highest/best mental health score (71.9)
- The greatest decline is in the Northeast, declining 1.2 points from May 2023



| Employment status | June 2023 | May 2023 |
|---|-----------|----------|
| Employed (no change in hours/salary) | 71.9 | 71.9 |
| Employed (fewer hours compared to last month) | 61.9 | 59.7 |
| Employed (reduced salary compared to last month) | 58.4 | 56.3 |
| Not currently employed | 69.4 | 69.8 |

| Age group | June 2023 | May 2023 |
|-----------|-----------|----------|
| Age 20-29 | 58.8 | 58.7 |
| Age 30-39 | 63.0 | 63.1 |
| Age 40-49 | 68.2 | 67.4 |
| Age 50-59 | 71.2 | 71.6 |
| Age 60-69 | 78.0 | 77.9 |

| Number of children | June 2023 | May 2023 |
|--------------------------|-----------|----------|
| No children in household | 72.7 | 72.4 |
| 1 child | 66.8 | 66.8 |
| 2 children | 67.5 | 66.6 |
| 3 children or more | 64.4 | 68.5 |

| Region | June 2023 | May 2023 |
|-----------|-----------|----------|
| Northeast | 71.3 | 72.5 |
| Midwest | 71.1 | 70.3 |
| South | 70.4 | 70.4 |
| West | 71.9 | 70.8 |

| Gender | June 2023 | May 2023 |
|--------|-----------|----------|
| Men | 74.2 | 73.9 |
| Women | 68.4 | 68.5 |

| Household income | June 2023 | May 2023 |
|-----------------------|-----------|----------|
| <\$30K/annum | 59.7 | 59.5 |
| \$30K to <\$60K/annum | 65.7 | 64.7 |
| \$60K to <\$100K | 70.3 | 71.6 |
| \$100K to <\$150K | 74.5 | 74.1 |
| \$150K or more | 79.2 | 79.0 |

| Employer size | June 2023 | May 2023 |
|-------------------------------|-----------|----------|
| Self-employed/sole proprietor | 70.6 | 68.4 |
| 2-50 employees | 71.7 | 71.3 |
| 51-100 employees | 67.6 | 69.5 |
| 101-500 employees | 71.8 | 71.1 |
| 501-1,000 employees | 71.8 | 69.7 |
| 1,001-5,000 employees | 71.2 | 71.8 |
| 5,001-10,000 employees | 69.2 | 70.9 |
| More than 10,000 employees | 72.6 | 73.3 |

| Manager | June 2023 | May 2023 |
|-------------|-----------|----------|
| Manager | 71.5 | 71.6 |
| Non-manager | 70.9 | 70.6 |

| Work environment | June 2023 | May 2023 |
|------------------|-----------|----------|
| Labour | 65.0 | 65.2 |
| Office/desk | 72.5 | 72.5 |
| Service | 70.7 | 70.2 |

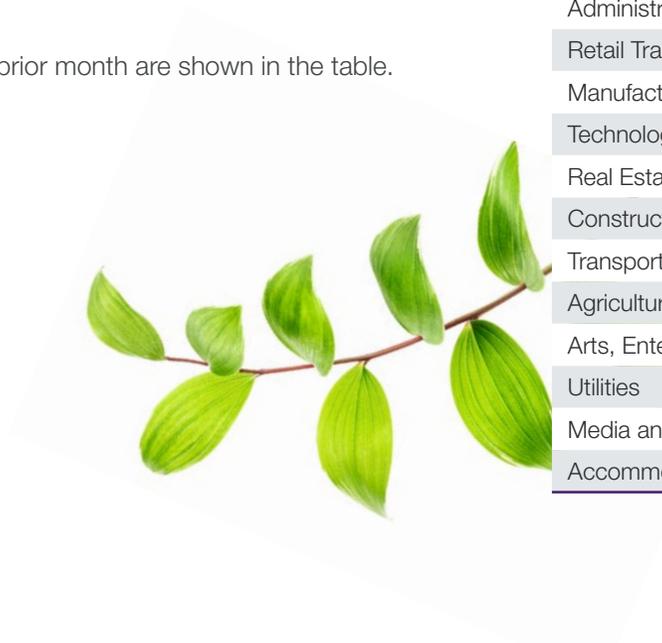
Numbers highlighted in pink are the most negative scores in the group.
Numbers highlighted in green are the least negative scores in the group.

The Mental Health Index by industry.

Employees working in Arts, Entertainment and Recreation have the lowest mental health score (64.3) in June 2023, followed by individuals working in Management of Companies and Enterprises (65.8), and Food Services (60.7).

Respondents employed in Public Administration (77.1), Professional, Scientific and Technical Services (76.2), and Wholesale Trade (75.9) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



| Industry | June 2023 | May 2023 | Change |
|---|-----------|----------|--------|
| Information and Cultural Industries | 73.7 | 56.6 | 17.1 |
| Wholesale Trade | 75.9 | 70.6 | 5.4 |
| Food Services | 66.0 | 60.7 | 5.3 |
| Other services (except Public Administration) | 74.0 | 70.3 | 3.7 |
| Management of Companies and Enterprises | 65.8 | 62.3 | 3.5 |
| Professional, Scientific and Technical Services | 76.2 | 74.2 | 2.0 |
| Finance and Insurance | 74.9 | 73.6 | 1.2 |
| Other | 69.8 | 69.2 | 0.6 |
| Educational Services | 72.9 | 73.2 | -0.3 |
| Health Care and Social Assistance | 69.4 | 69.8 | -0.3 |
| Public Administration | 77.1 | 77.5 | -0.4 |
| Administrative and Support services | 67.1 | 67.6 | -0.5 |
| Retail Trade | 67.8 | 68.3 | -0.5 |
| Manufacturing | 72.0 | 72.8 | -0.8 |
| Technology | 71.3 | 72.2 | -0.9 |
| Real Estate, Rental and Leasing | 73.1 | 74.6 | -1.5 |
| Construction | 70.0 | 72.1 | -2.1 |
| Transportation and Warehousing | 68.9 | 71.3 | -2.4 |
| Agriculture, Forestry, Fishing and Hunting | 68.9 | 71.5 | -2.6 |
| Arts, Entertainment and Recreation | 64.3 | 67.6 | -3.3 |
| Utilities | 67.7 | 72.2 | -4.5 |
| Media and Telecommunications | 66.4 | 71.7 | -5.3 |
| Accommodation | 68.6 | 74.7 | -6.0 |

Spotlight

Volunteering

Workers in the United States were asked whether they have volunteered their time or finances to any organizations or causes in the last two years.

- Nearly half (47 percent) have volunteered their time or finances in the last two years; this group has the most favorable mental health score (73.8) and optimism score (74.8)
- More than half (53 percent) have not volunteered their time or finances in the last two years and this group has the lowest mental health score (68.7), slightly below the national average (71.1), and the lowest optimism score (69.5)



Have you volunteered your time or finances to any organizations or causes in the last two years?



MHI score by “Have you volunteered your time or finances to any organizations or causes in the last two years?”



Optimism score by “Have you volunteered your time or finances to any organizations or causes in the last two years?”

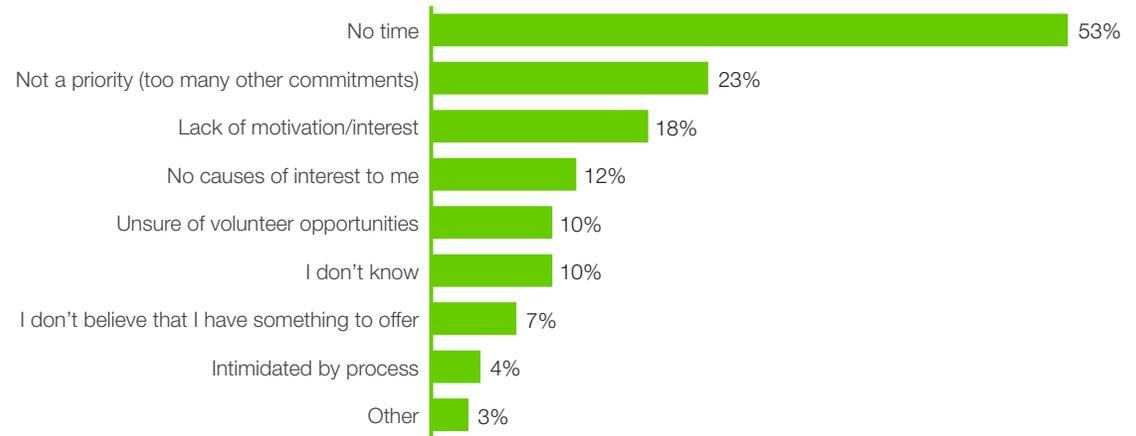


Working Americans who have not volunteered their time or finances in the last two years were asked why they do not volunteer.

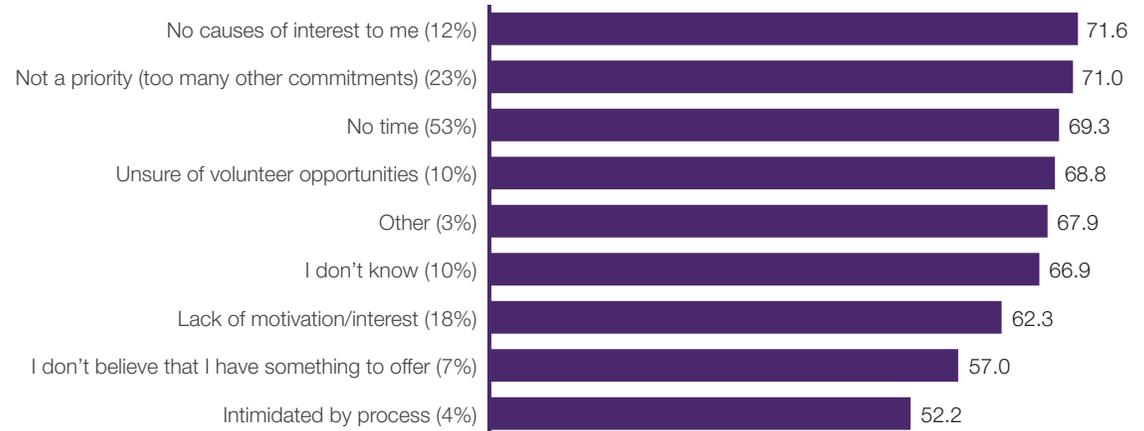
- More than half (53 percent) report no time, 23 percent report it is not a priority relative to other commitments, and 18 percent report a lack of motivation/interest
- The lowest/worst mental health score (51.2) is among four percent who feel intimidated by the process of volunteering, 20 points below the national average (71.1)
- Workers under 40 are nearly four times more likely than workers over 50 to feel intimidated by the process of volunteering
- Men are 65 percent more likely than women to report they don't believe they have something to offer



Primary reason for not volunteering



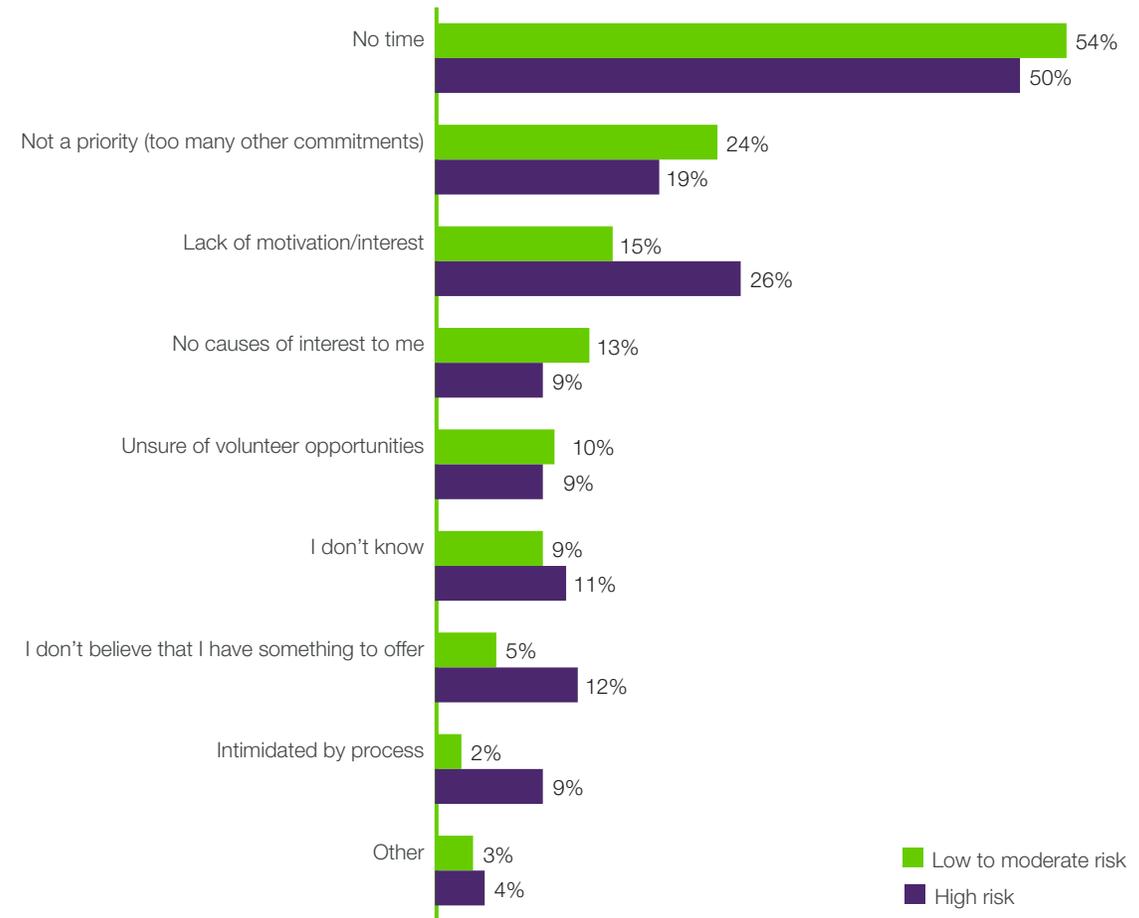
MHI score by "Primary reason for not volunteering"



- Workers with higher mental health risk are significantly more likely to report a lack of motivation/interest, intimidation by the process and lack of confidence in having something to offer compared to workers with low to moderate mental health risk



Reason for not volunteering by mental health risk

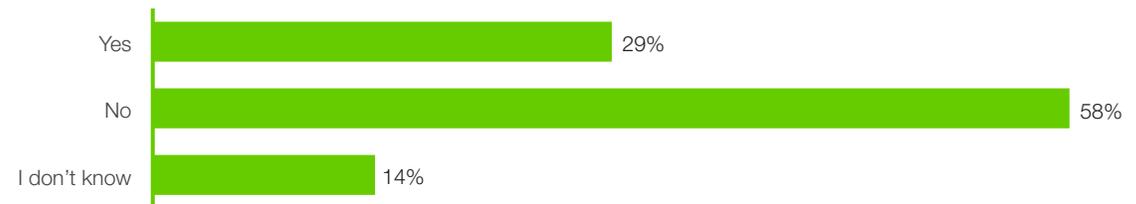


Workers in the United States who have volunteered their time or finances in the last two years were asked whether their organization offers time off for volunteering.

- Nearly three in five (58 percent) report their organization does not offer time off for volunteering, 29 percent indicate their organization offers time off for volunteering, and 14 percent do not know
- Laborers and office workers are nearly twice as likely as service workers to report their organization offers time off for volunteering
- Managers are nearly twice as likely as non-managers to indicate their organization offers time off for volunteering
- Workers under 40 are nearly twice as likely as workers over 50 to indicate their organization offers time off for volunteering



Does your organization offer time off for volunteering?



MHI score by “Does your organization offer time off for volunteering?”

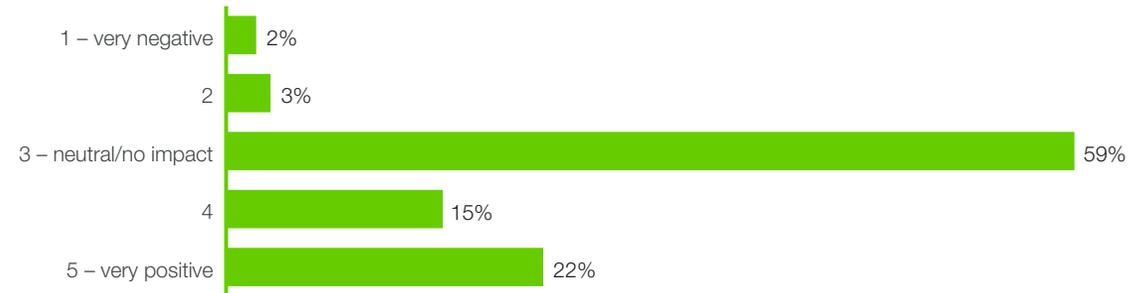


American workers who volunteer were asked how time off for volunteering impacts their perception of their employer.

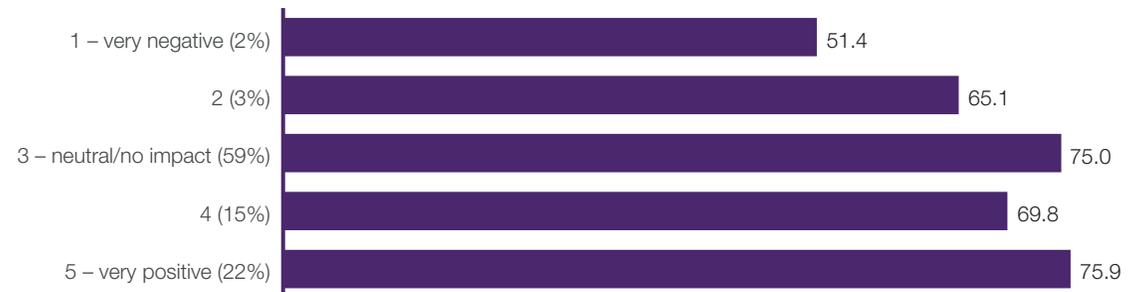
- Nearly two in five (37 percent) report a positive perception of their employer for offering time off for volunteering; among this group, 22 percent report a very positive perception
- The mental health score of workers reporting a very positive perception of their employer (75.9) is nearly 25 points higher than workers reporting a very negative perception (51.4) and nearly five points higher than the national average (71.1)



How does time off for volunteering impact your perception of your employer?



MHI score by “How does time off for volunteering impact your perception of your employer?”

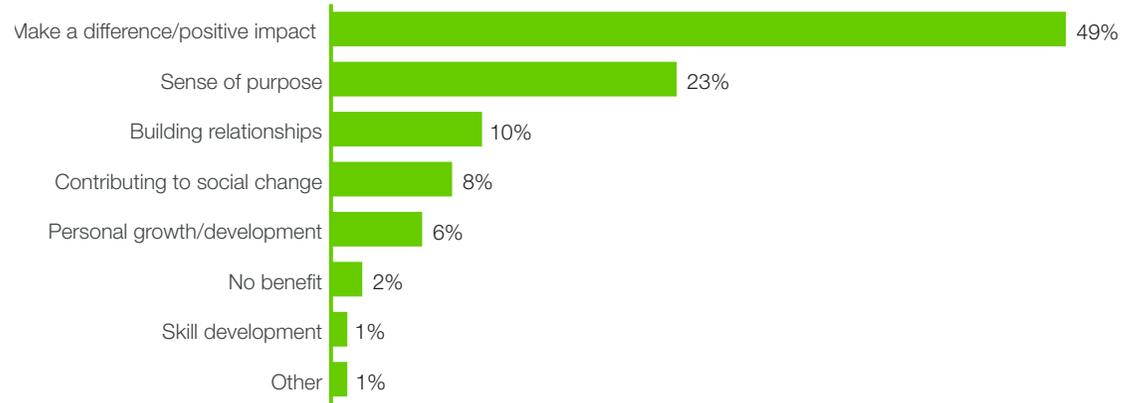


Workers in the United States who have volunteered their time or finances in the last two years were asked about the most important benefit experienced.

- Nearly half (49 percent) report making a difference/positive impact as the most important benefit of volunteering, 23 percent report a sense of purpose, 10 percent report building relationships, and eight percent report contributing to social change as the most important benefit experienced as a volunteer
- Workers under 40 are nearly three times more likely than workers over 50 to report contributing to social change as the most important benefit of volunteering
- Parents are 40 percent more likely than non-parents to report personal growth/development as the most important benefit of volunteering



Most important benefit experienced as a volunteer



MHI score by “Most important benefit experienced as a volunteer”



Overview of the Mental Health Index by TELUS Health (formerly LifeWorks).

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

The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 5,000 people who live in the United States and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United States. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between June 5 to June 16, 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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