



# The TELUS Mental Health Index.

Special report on Financial Wellbeing.

United States of America | September 2023

 **TELUS**® Health

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# What you need to know for September 2023.

## 1. The mental health of workers in the United States declined to a level not seen in seven months.

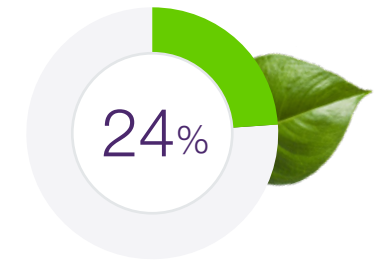
- At 69.7, the mental health of workers fell 1.4 points from August 2023
- 25 percent of workers have a high mental health risk, 40 percent have a moderate mental health risk, and 35 percent have a low mental health risk
- All mental health sub-scores declined from August to September; anxiety and isolation continue to be the lowest mental health sub-scores for the 17th consecutive month
- The mental health score in all the American regions declined compared to August 2023
- The mental health of managers and non-managers declined from previous month
- Laborers have a lower mental health score than office and service workers
- Gig workers have lower mental health scores than workers not participating in the gig economy

## 2. The financial wellbeing of workers is at the lowest point since the launch of the Index in April 2021.

- All financial wellbeing sub-scores declined from February 2023; financial perception declined most significantly
- Women, parents, and younger people have lower financial wellbeing than their counterparts
- Laborers have a lower financial wellbeing score (58.1) than service industry (63.9) and office workers (69.2)
- Financial wellbeing is highly correlated with mental wellbeing; as financial wellbeing improves, so do mental health scores



**don't know, or are unsure,**  
how much retirement savings  
they will need



are concerned  
**they won't be able**  
to retire



**are not putting any**  
earnings into savings



**say unlimited**  
mental health coverage  
is most important in  
a benefits plan

### 3. One-quarter of workers are concerned they won't be able to retire.

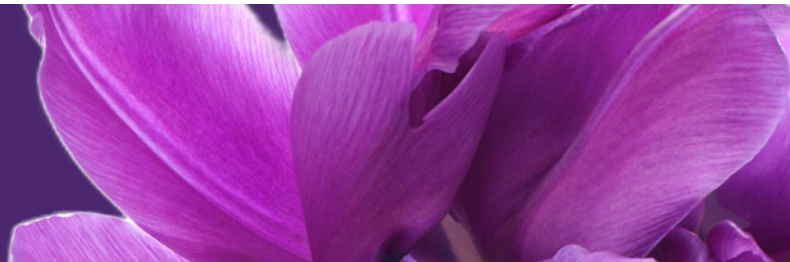
- 63 percent don't know, or are unsure, how much savings they will need to maintain their desired standard of living during retirement
- The worst mental health (59.9) and financial wellbeing (50.9) scores are among workers who don't know how much retirement savings they will need to maintain their desired standard of living
- 25 percent are concerned that they won't be able to retire with the same standard of living as they have now
- Workers over 50 are nearly 70 percent more likely than workers under 40 to not be concerned about having money for retirement
- 78 percent say it is important for their employer to offer a retirement savings option
- 34 percent say financial planning is most important in a benefits plan

### 4. The top two financial concerns are keeping up with inflation and the ability to retire.

- 22 percent spend 50 to 70 percent of their income on basic needs
- 12 percent spend 70 percent or more on basic needs
- 35 percent of workers save less than 10 percent of their income; 16 percent don't put any earnings into savings
- Workers not putting any portion of their income into savings have the worst (lowest) mental health and financial wellbeing scores

### 5. Workers in the gig economy are more likely to be supporting parents or adult children.

- 18 percent of workers participate in the gig economy
- Workers under 40 are more than twice as likely as workers over 50 to participate in the gig economy to supplement income from their steady jobs
- 11 percent of workers financially support their adult children; eight percent support aging parents
- The mental health and financial wellbeing scores of workers supporting their parents are significantly lower than national averages
- 12 percent of workers expect to support their parents in the future; nine percent expect to support their adult children



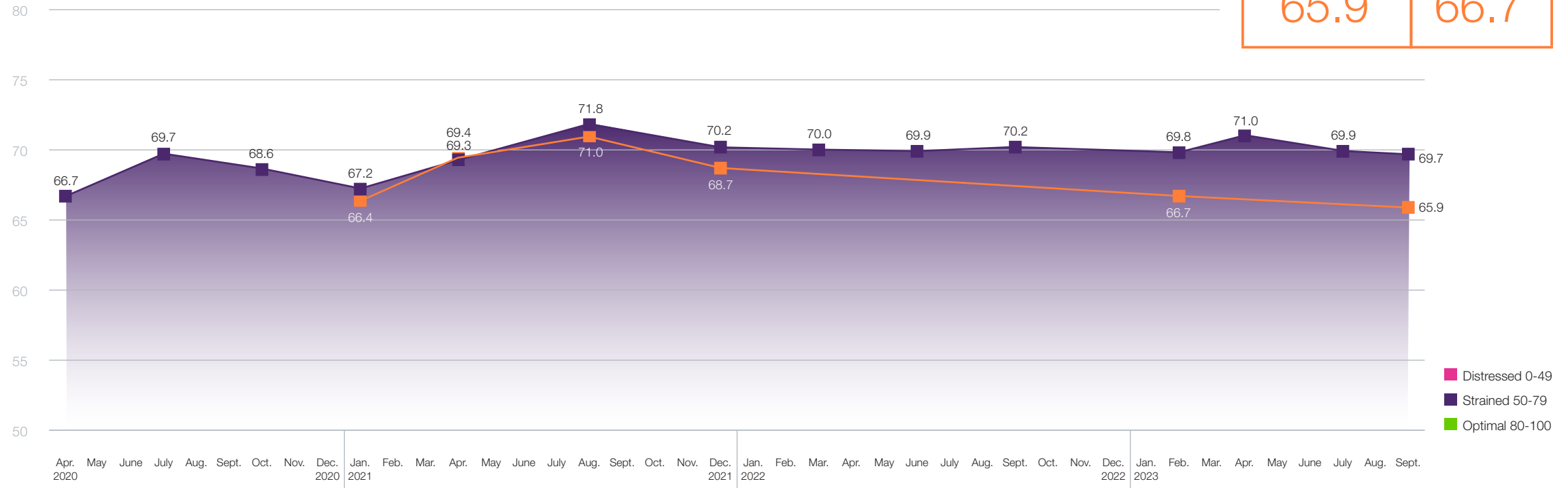
# The Mental Health Index and the Financial Wellbeing Index.

The overall Mental Health Index (MHI) for September 2023 is 69.7. The mental health of workers in the United States declined 1.4 points, returning to a level not seen since February 2023.

The overall Financial Wellbeing Index (FWI) for September 2023 is 65.9. The financial wellbeing of workers in the United States is at the lowest point since the launch of the Index in January 2021.

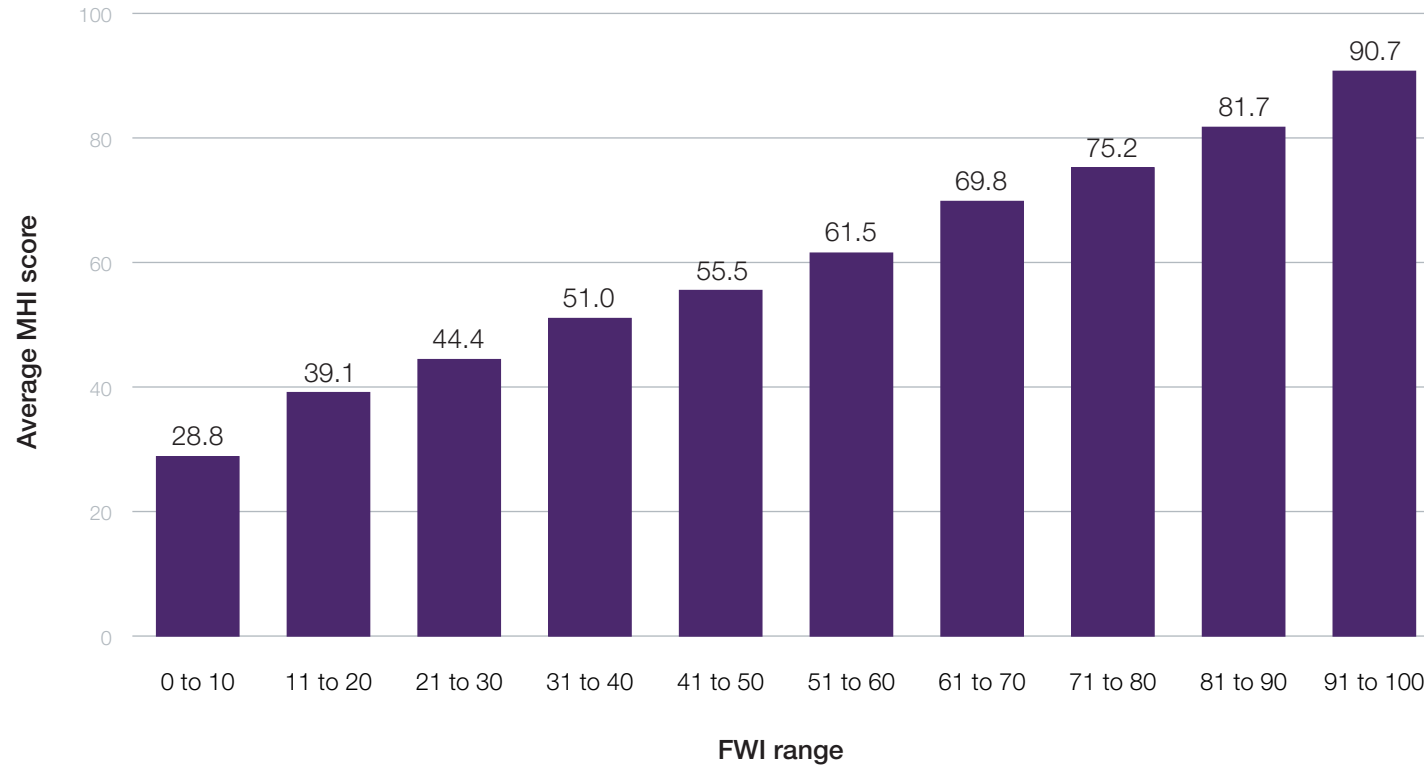
MHI Current Month September 2023	August 2023
69.7	71.1

FWI Current Month September 2023	February 2023
65.9	66.7



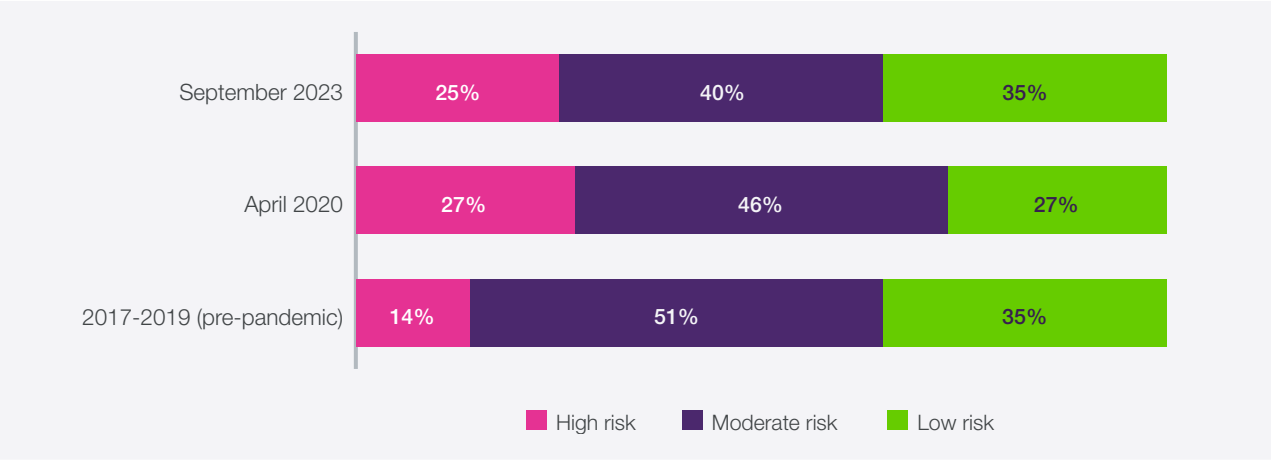
## Average MHI score by FWI range.

Financial wellbeing is highly correlated with mental wellbeing; as financial wellbeing improves, so do mental health scores.



### Mental health risk.

In September 2023, 25 percent of workers have a high mental health risk, 40 percent have a moderate mental health risk, and 35 percent have a low mental health risk. More than three years since the launch of the Index in April 2020, there has been nearly no reduction (two percent) in high-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 17 months, the lowest Mental Health Index sub-score is for the risk measure of anxiety (63.2). Isolation (65.6), work productivity (68.1), depression (69.0), financial risk (71.7), and optimism (72.4) follow. General psychological health (77.0) continues to be the most favorable mental health measure in September 2023.

- Anxiety, isolation, and work productivity have been the lowest mental health sub-scores for 17 consecutive months
- All mental health sub-scores declined from the prior month
- Despite a 0.5-point decline, general psychological health remains the strongest sub-score in September 2023

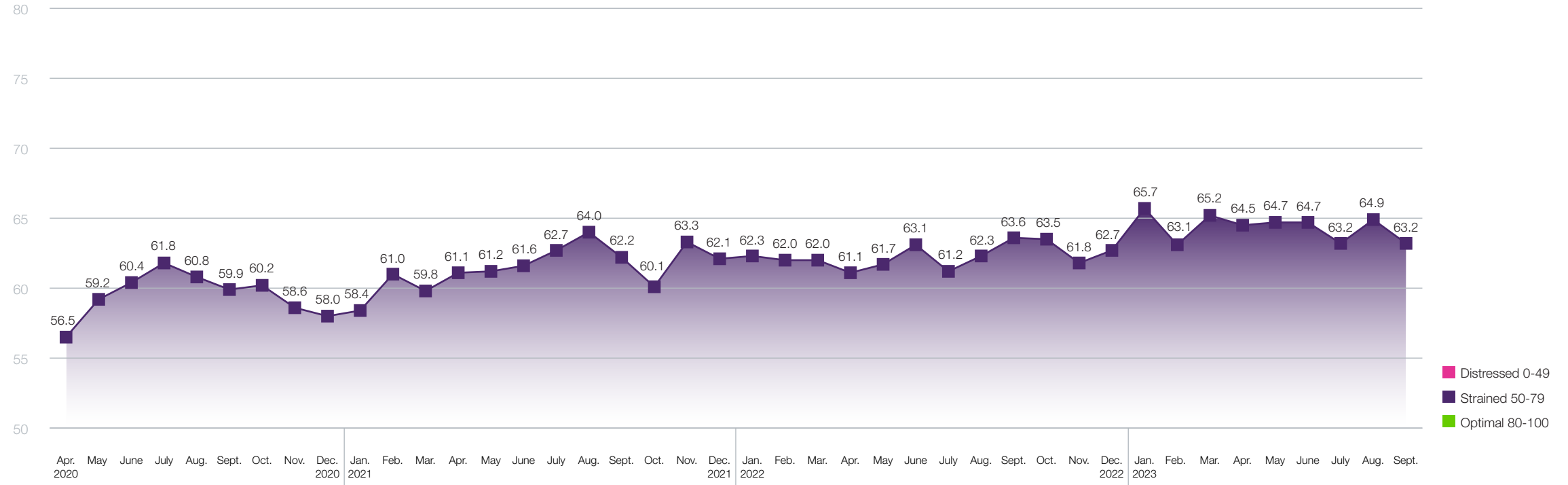
Mental Health Index Sub-scores	September 2023	August 2023
Anxiety	63.2	64.9
Isolation	65.6	67.1
Work productivity	68.1	70.1
Depression	69.0	70.9
Financial risk	71.7	74.3
Optimism	72.3	72.4
Psychological health	77.0	77.5





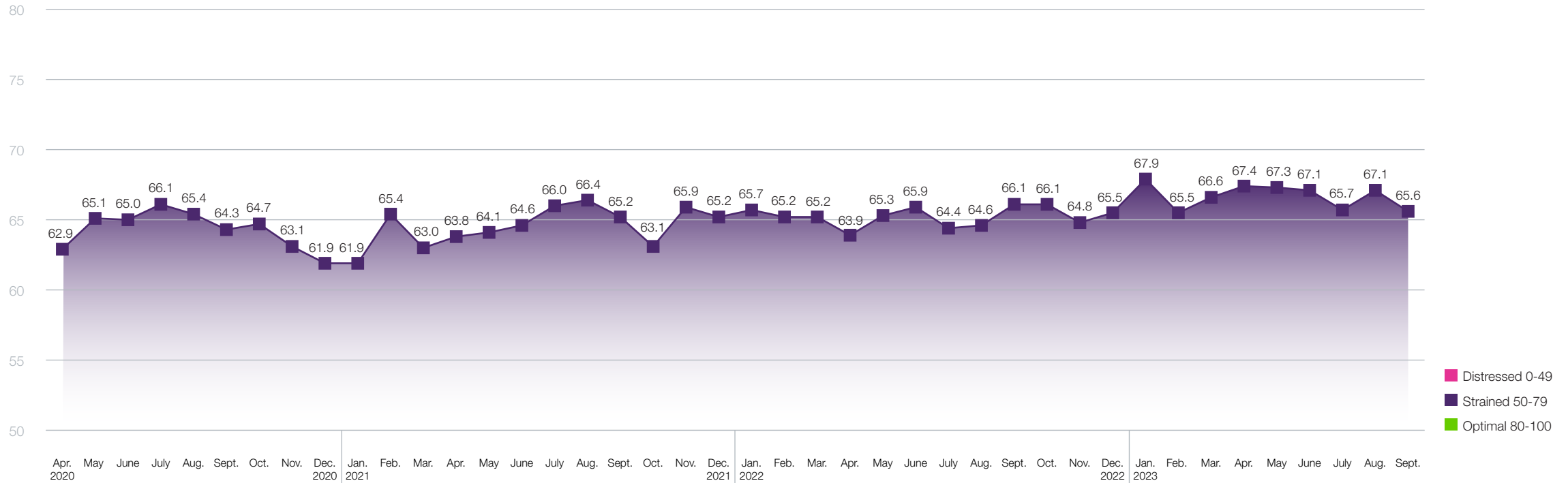
## Anxiety

The anxiety score has shown an increasing trend since the launch of the Index in April 2020. Anxiety scores stabilized between April 2023 and June 2023, followed by series of fluctuations through September. In September 2023, the anxiety score declined 1.7 points, and it continues to be the lowest across all mental health sub-scores for the 17th consecutive month.



## Isolation

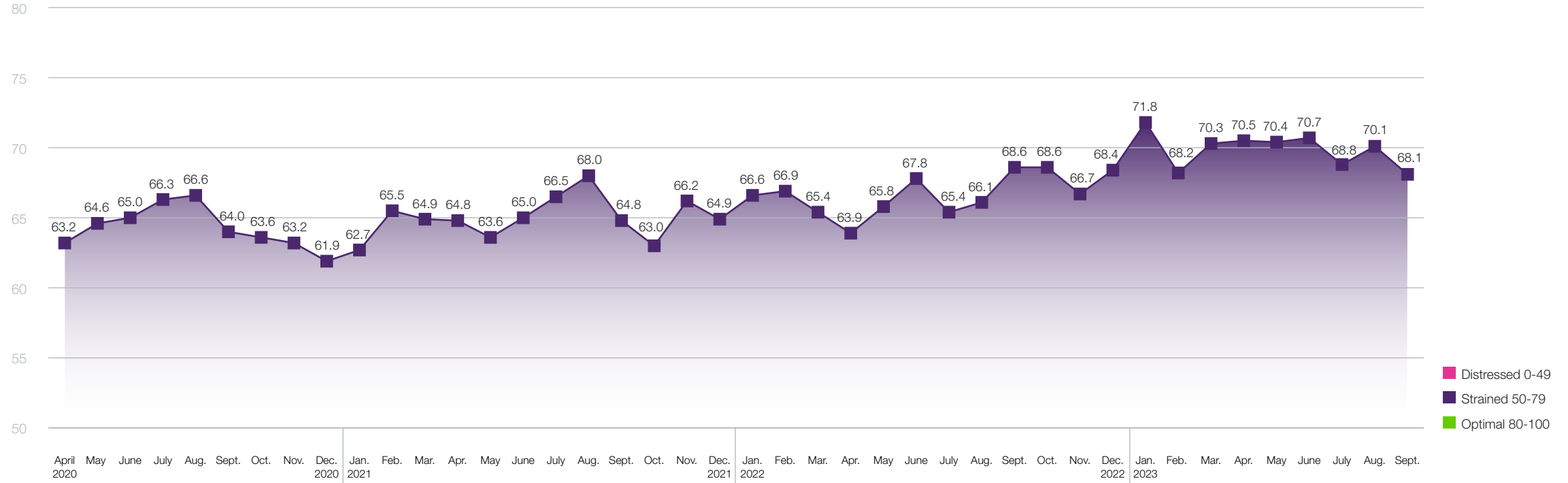
Isolation sub-scores have fluctuated since the launch of index in April 2020. Following a significant increase in January 2023 wherein the isolation sub-score reached its peak, the isolation score has varied considerably. In September 2023, the isolation score declined 1.5 points and remains the second lowest mental health sub-score for 17 consecutive months.



## Work productivity

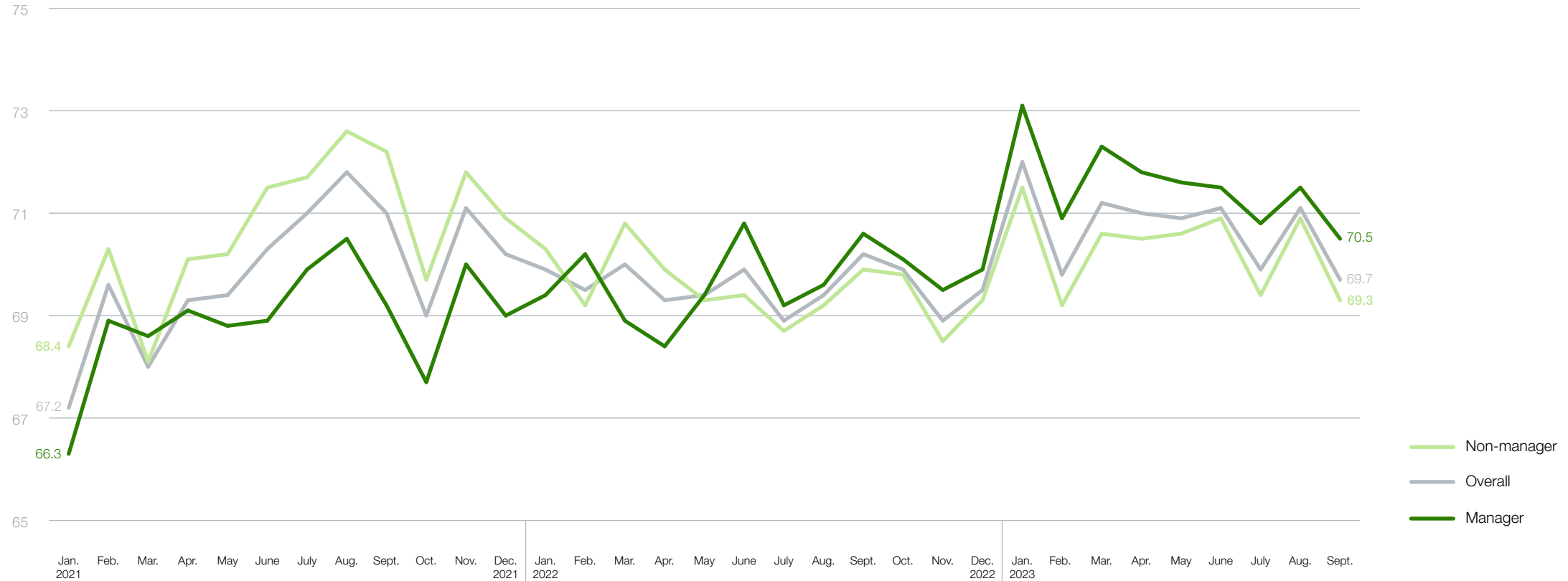
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite alternating periods of increases and decreases, 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 has generally declined through September 2023. Similar to other sub-scores, the work productivity score has declined sharply from August 2023.



## Managers compared to non-managers.

From January 2021 to May 2022, 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 occurred wherein the mental health score of managers improved more than the mental health score of non-managers. In September 2023, the mental health score of managers (70.5) is higher than non-managers (69.3) and the national average (69.7).



## Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In September 2023, the mental health score of women is (67.2) compared to (72.6) 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 (65.5) than workers without children (71.5)

## Mental health by employment status.

- Overall, three percent of respondents are unemployed<sup>1</sup> and seven percent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (55.7), followed by workers reporting fewer hours (59.5), individuals not currently employed (64.7), and workers with no change to salary or hours (70.8)
- Laborers have a lower mental health score (63.9) than service (69.1) and office workers (71.7)
- Managers have a higher mental health score (70.5) than non-managers (69.3)
- Respondents working for employers with more than 10,000 employees have the highest mental health score (72.4)
- Respondents working for companies with 51-100 employees have the lowest mental health score (66.8)
- Workers in the gig economy have lower mental health scores (54.1 to 67.4) than workers not participating in the gig economy (71.9)



## Emergency savings

- Workers without emergency savings continue to experience a lower score in mental health (52.4) than the overall group. Workers with emergency savings have a mental health score of 76.0

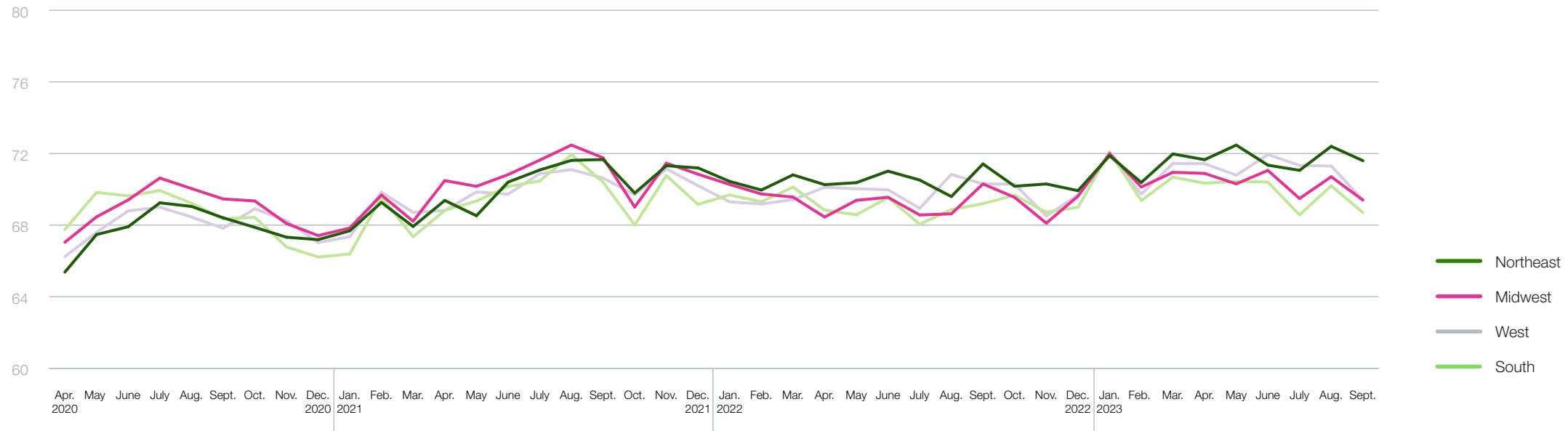
<sup>1</sup> MHI respondents who have been employed in the past six months are included in the poll.

# The Mental Health Index by region.



From August 2021, the mental health scores in all regions of the United States followed a declining trend. From February 2022, some fluctuations have been observed in scores. Following a notable improvement in all regions in January 2023, the mental health of workers in all regions declined sharply in February 2023 and rebounded in March. In September 2023, the mental health scores in all regions declined, or remained the same, compared to August.

- Despite a 0.8-point decrease, the mental health score in the Northeast (71.6) remains the strongest for the second consecutive month
- With a significant 1.5-point decline, the mental health score in the South (68.7) remains the lowest for the fourth consecutive month



Employment status	Sept. 2023	Aug. 2023
Employed (no change in hours/salary)	70.8	72.1
Employed (fewer hours compared to last month)	59.5	60.3
Employed (reduced salary compared to last month)	55.7	55.0
Not currently employed	64.7	68.3

Age group	Sept. 2023	Aug. 2023
Age 20-29	55.3	56.6
Age 30-39	62.7	63.3
Age 40-49	66.8	67.6
Age 50-59	70.9	72.0
Age 60-69	77.5	78.2

Number of children	Sept. 2023	Aug. 2023
No children in household	71.5	73.0
1 child	64.2	64.9
2 children	67.1	67.0
3 children or more	65.0	65.3

Region	Aug. 2023	July 2023
Northeast	71.6	72.4
Midwest	69.4	70.7
South	68.7	70.2
West	69.4	71.3

Gender	Sept. 2023	Aug. 2023
Men	72.6	74.0
Women	67.2	68.5

Household income	Sept. 2023	Aug. 2023
<\$30K/annum	58.1	60.0
\$30K to <\$60K/annum	63.8	65.3
\$60K to <\$100K	69.9	70.9
\$100K to <\$150K	74.0	74.6
\$150K or more	78.2	79.3

Employer size	Sept. 2023	Aug. 2023
Self-employed/sole proprietor	68.7	71.8
2-50 employees	67.4	70.1
51-100 employees	66.8	69.0
101-500 employees	70.6	71.0
501-1,000 employees	69.7	70.4
1,001-5,000 employees	71.7	71.2
5,001-10,000 employees	70.3	70.9
More than 10,000 employees	72.4	73.7

Manager	Sept. 2023	Aug. 2023
Manager	70.5	71.5
Non-manager	69.3	70.9

Work environment	Sept. 2023	Aug. 2023
Labor	63.9	65.2
Office/desk	71.7	72.7
Service	69.1	70.5

Gig economy	Sept. 2023	Aug. 2023
Not part of the gig economy	71.9	64.9
Supplementing income from steady job	61.3	57.6
Full-time freelancer	60.7	58.6
Part-time freelancer	67.4	61.5
Multiple part-time gigs	62.5	53.8
Trying to get gigs, but not successful	54.1	50.2

Numbers highlighted in pink are the lowest/worst scores in the group.  
Numbers highlighted in green are the highest/best scores in the group.

# The Mental Health Index by industry.

Employees working in Food Services have the lowest mental health score (58.2) in September 2023, followed by individuals working in Information and Cultural Industries (60.6), and Agriculture, Forestry, Fishing and Hunting (60.9).

Respondents employed in Wholesale Trade (76.1), Public Administration (75.3), and Professional, Scientific and Technical Services (73.9) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	September 2023	August 2023	Change
Wholesale Trade	76.1	73.8	2.4
Other services (except Public Administration)	70.2	68.6	1.5
Utilities	72.2	71.4	0.7
Educational Services	72.6	72.0	0.6
Technology	71.2	71.3	-0.1
Transportation and Warehousing	69.7	69.8	-0.1
Information and Cultural Industries	60.6	61.0	-0.4
Health Care and Social Assistance	68.8	69.3	-0.5
Accommodation	67.4	68.0	-0.6
Media and Telecommunications	64.9	65.6	-0.7
Other	68.6	69.5	-1.0
Real Estate, Rental and Leasing	71.9	73.1	-1.3
Manufacturing	72.0	73.5	-1.5
Public Administration	75.3	76.7	-1.5
Professional, Scientific and Technical Services	73.9	75.5	-1.6
Finance and Insurance	73.0	75.1	-2.1
Administrative and Support services	65.5	67.8	-2.3
Construction	69.7	72.0	-2.3
Arts, Entertainment and Recreation	68.3	70.8	-2.5
Food Services	58.2	61.4	-3.2
Retail Trade	65.5	69.8	-4.3
Agriculture, Forestry, Fishing and Hunting	60.9	65.4	-4.5
Management of Companies and Enterprises	63.2	69.0	-5.8



# Financial Wellbeing Index.

## Sub-scores

The lowest financial wellbeing sub-score is for the risk measure of perception, followed by knowledge, productivity impact, and behavior.

- All financial wellbeing sub-scores declined since February 2023
- The financial perception sub-score declined one point from February 2023, and is the most significant decrease across financial wellbeing sub-scores

## Demographics

- Women have a lower financial wellbeing score (62.2) than men (70.0)
- Financial wellbeing scores improve with age
- Workers with children (59.3) have lower financial wellbeing than workers without children (68.7)

Financial Wellbeing Index sub-scores	September 2023	February 2022
Perception	59.0	60.0
Knowledge	69.2	69.6
Productivity impact	71.2	71.7
Behavior	71.9	72.7

## Employment

- Workers reporting reduced salary compared to the prior month have the lowest financial wellbeing score (50.2), followed by individuals working fewer hours (52.0), individuals not currently employed (60.2), and workers with no change to salary or hours (67.2)
- Managers have a better financial wellbeing score (67.6) than non-managers (64.9)
- Laborers have a lower financial wellbeing score (58.1) than service industry (63.9) and office workers (69.2)
- Respondents working for companies with more than 10,000 employees have the highest financial wellbeing score (69.9)
- Respondents working for companies with 51-100 employees have the lowest financial wellbeing health score (60.2)
- Workers who do not participate in the gig economy have better financial wellbeing than workers participating in the gig economy

Employment status	Sept. 2023	Aug. 2023
Employed (no change in hours/salary)	67.2	67.9
Employed (fewer hours compared to last month)	52.0	53.4
Employed (reduced salary compared to last month)	50.2	55.5
Not currently employed	60.2	64.5

Age group	Sept. 2023	Aug. 2023
Age 20-29	49.4	55.0
Age 30-39	58.7	58.5
Age 40-49	61.8	62.9
Age 50-59	68.2	68.7
Age 60-69	74.1	75.3

Number of children	Sept. 2023	Aug. 2023
No children in household	68.7	69.4
1 child	58.1	59.5
2 children	61.6	61.9
3 children or more	56.8	56.1

Region	Aug. 2023	July 2023
Northeast	68.1	68.1
Midwest	65.2	67.6
South	63.8	65.1
West	67.3	67.0

Gender	Sept. 2023	Aug. 2023
Men	70.0	70.7
Women	62.2	63.4

Household income	Sept. 2023	Aug. 2023
<\$30K/annum	48.4	50.9
\$30K to <\$60K/annum	57.1	57.8
\$60K to <\$100K	65.2	67.0
\$100K to <\$150K	71.4	72.5
\$150K or more	80.0	79.4

Employer size	Sept. 2023	Aug. 2023
Self-employed/sole proprietor	64.4	64.4
2-50 employees	62.2	64.5
51-100 employees	60.2	60.8
101-500 employees	67.7	68.5
501-1,000 employees	67.0	67.5
1,001-5,000 employees	68.0	68.6
5,001-10,000 employees	68.3	67.3
More than 10,000 employees	69.9	71.1

Manager	Sept. 2023	Aug. 2023
Manager	67.6	68.8
Non-manager	64.9	65.5

Work environment	Sept. 2023
Labor	58.1
Office/desk	69.2
Service	63.9

Gig economy	Sept. 2023	Aug. 2023
Not part of the gig economy	68.6	69.5
Supplementing income from steady job	56.6	55.9
Full-time freelancer	56.9	56.1
Part-time freelancer	62.9	63.1
Multiple part-time gigs	57.3	54.9
Trying to get gigs, but not successful	45.0	45.8

Numbers highlighted in pink are the lowest/worst scores in the group.  
Numbers highlighted in green are the highest/best scores in the group.

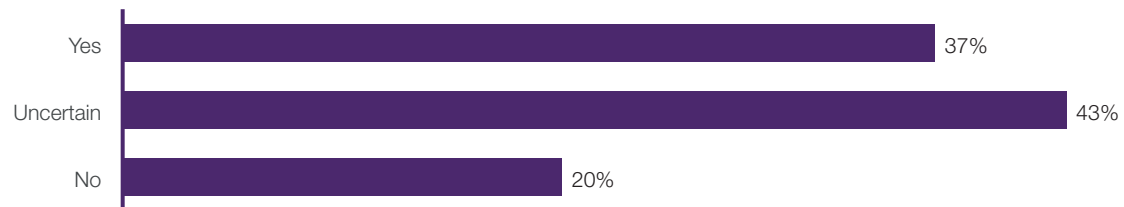
# Spotlight

## Retirement savings

Workers were asked whether they know how much retirement savings they will need to save to maintain their desired standard of living.

- More than two in five (43 percent) are uncertain how much savings they will need to maintain their desired standard of living in retirement; a further 20 percent do not know
- The worst mental health (59.9) and financial wellbeing (50.9) scores are among 20 percent who don't know how much retirement savings they will need to maintain their desired standard of living
- Thirty-seven percent of workers who know how much retirement savings they will need to maintain their desired standard of living have the best mental health (77.1) and financial wellbeing (76.6) scores, well above national averages
- Men are 65 percent more likely than women to report they know how much retirement savings they will need to save to maintain their desired standard of living
- Managers are 60 percent more likely than non-managers to know how much retirement savings they will need to save to maintain their desired standard of living

Do you know how much retirement savings you will need to save to maintain your desired standard of living?



MHI score by “Do you know how much retirement savings you will need to save to maintain your desired standard of living?”



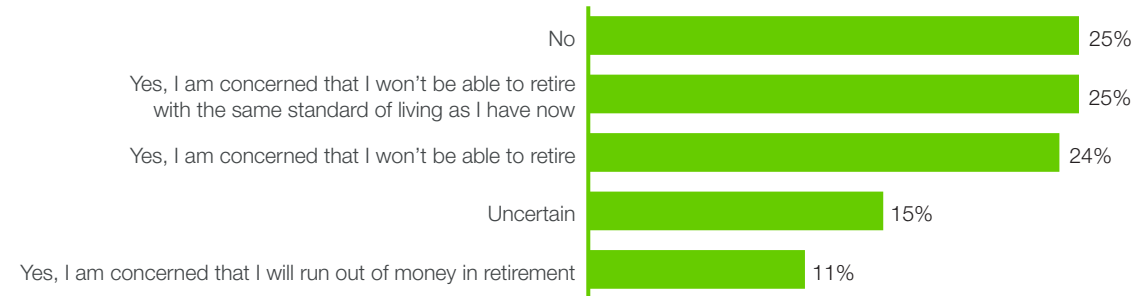
FWI score by “Do you know how much retirement savings you will need to save to maintain your desired standard of living?”



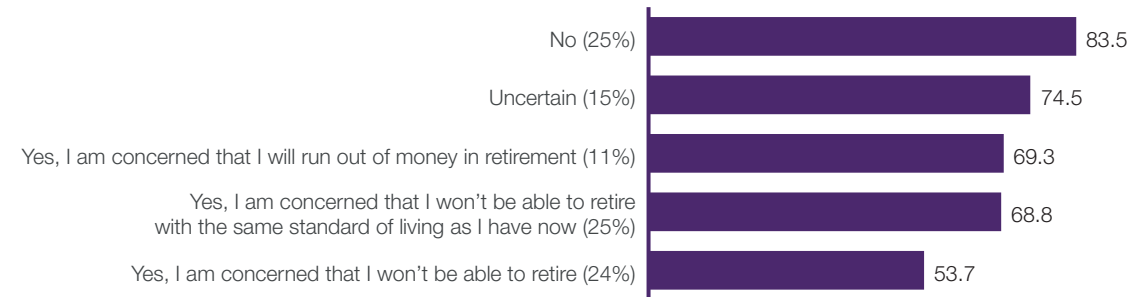
Workers were asked whether they are concerned they will not have enough money to retire or retire comfortably.

- One-quarter (25 percent) are concerned they won't be able to retire with the same standard of living as they have now, 24 percent are concerned they won't be able to retire, and 11 percent are concerned they will run out of money in retirement
- The lowest mental health (53.7) and financial wellbeing (45.3) scores are among 24 percent of workers concerned they won't be able to retire
- Workers without emergency savings are three times more likely than workers with emergency savings to be concerned they won't be able to retire
- Workers with an annual household income lower than \$100,000 are more than twice as likely as workers with an annual household income greater than \$100,000 to be concerned they won't be able to retire
- One in four (25 percent) are not concerned about having enough money for retirement. This group has the best mental health (83.5) and financial wellbeing (83.9) scores, significantly better than national averages
- Men are 50 percent more likely than women to not be concerned about having money for retirement
- Workers over 50 are nearly 70 percent more likely than workers under 40 to not be concerned about having money for retirement

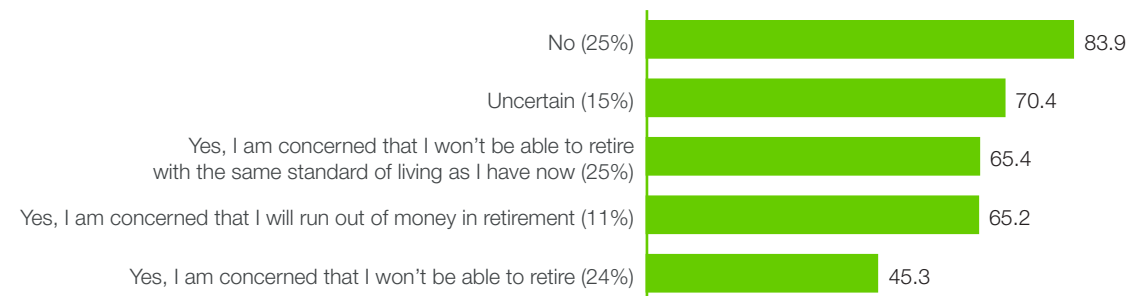
### Are you concerned that you will not have enough money to retire?



### MHI score by “Are you concerned that you will not have enough money to retire?”



### FWI score by “Are you concerned that you will not have enough money to retire?”

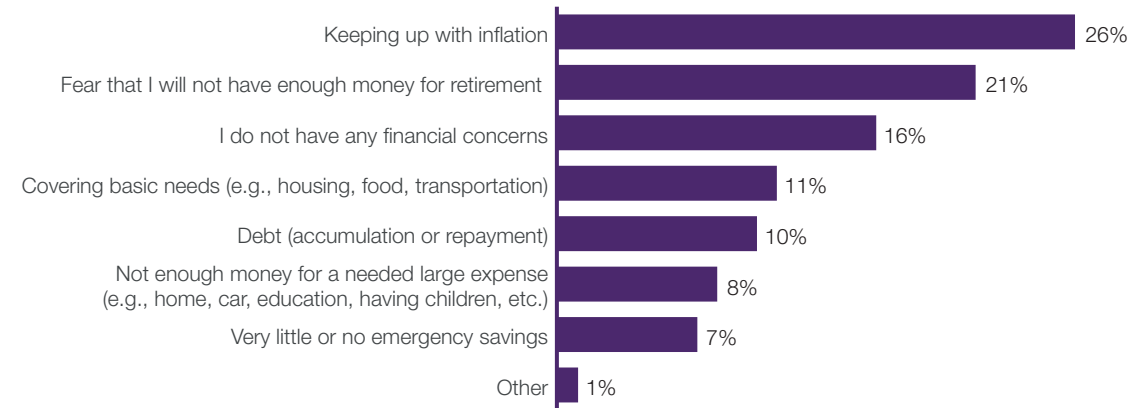


## Financial concerns

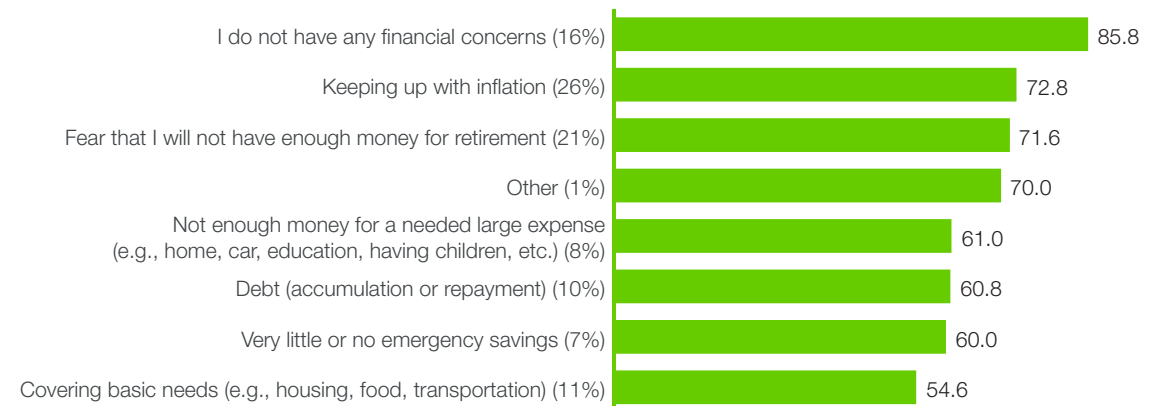
Workers were asked about their biggest financial concern.

- More than one-quarter (26 percent) are concerned about keeping up with inflation, 21 percent fear they will not have enough money for retirement, and 11 percent are concerned about covering basic needs
- Workers with an annual household income less than \$100,000 are more than twice as likely as workers with an annual household income greater than \$100,000 to report being concerned about covering basic needs
- Laborers are 75 percent more likely than service industry workers and nearly twice as likely as office workers to report concern about emergency savings
- Workers participating in the gig economy are more than twice as likely as workers not participating in the gig economy to report concern about emergency savings
- The highest mental health (85.8) and financial wellbeing (88.2) scores are among 16 percent not having financial concerns

### What is your biggest financial concern currently?

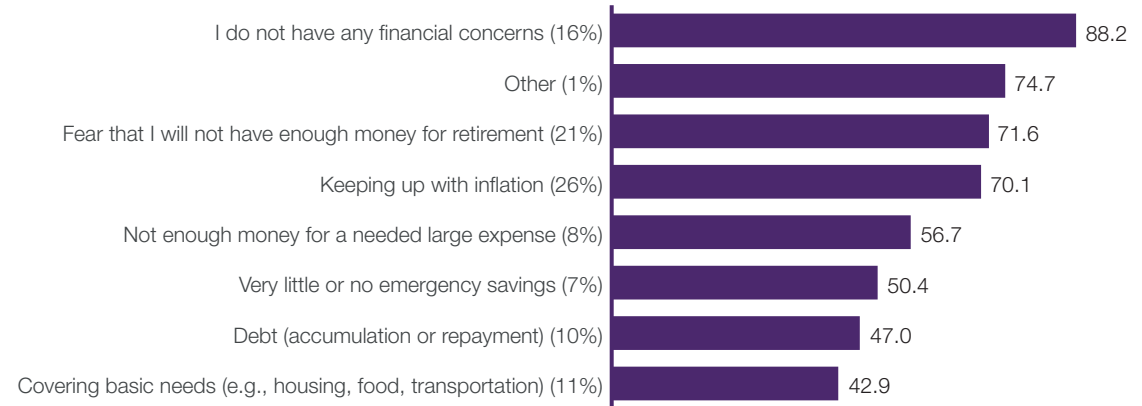


### MHI score by “What is your biggest financial concern currently?”



- The lowest mental health (54.6) and financial wellbeing (42.9) scores are among 11 percent concerned about covering basic needs
- Workers over 50 are three times more likely than workers under 40 to not have financial concerns
- Workers with emergency savings are six times more likely than workers without emergency savings to not have financial concerns

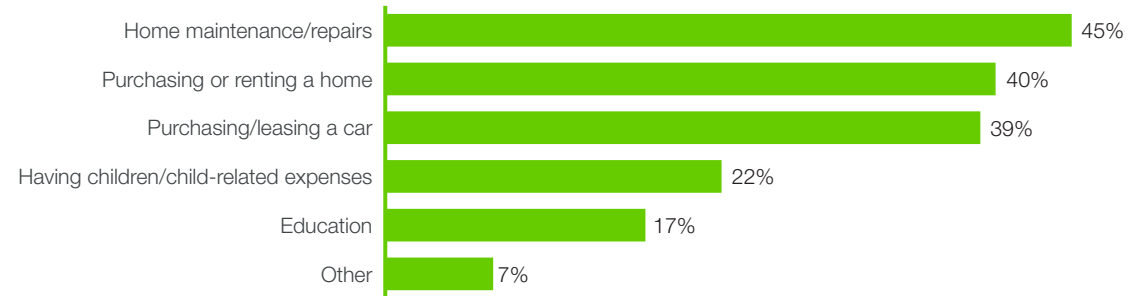
### FWI score by “What is your biggest financial concern currently?”



Among eight percent of workers concerned about not having enough money for a large expense, nearly half (45 percent) report concern about having money for home maintenance/repairs, 40 percent are concerned about having money to purchase or rent a home, 39 percent are concerned about having money to purchase or lease a car, and 22 percent are concerned about having money for children/child-related expenses.



### Which large expenses are of concern?



### MHI score by “Which large expenses are of concern?”



### FWI score by “Which large expenses are of concern?”

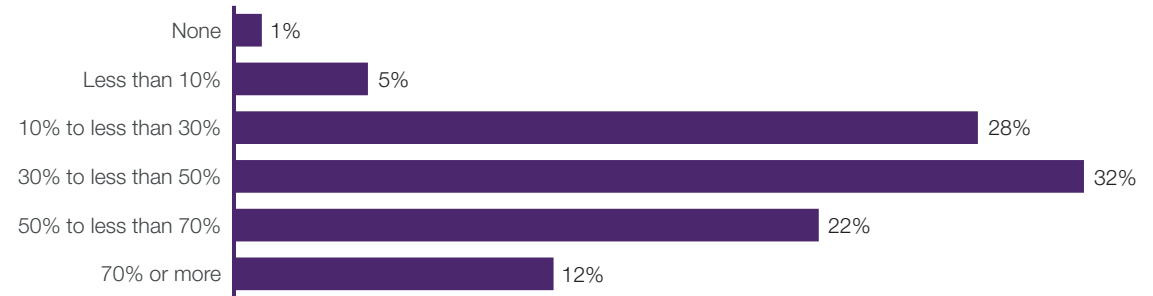


## Spending on basic needs.

Workers were asked what proportion of their income they spend on basic needs.

- More than one-third (34 percent) spend 50 percent or more of their income on basic needs
- One in eight (12 percent) spending 70 percent or more of their income on basic needs have the worst mental health (57.3) and financial wellbeing scores (46.7), significantly below national averages
- Workers without emergency savings are nearly three times more likely than workers with emergency savings to report spending 70 percent or more of their income on basic needs
- Workers spending 10 percent to less than 30 percent of their income on basic needs have the best mental health (74.5) and financial wellbeing (74.1) scores, significantly higher than national averages

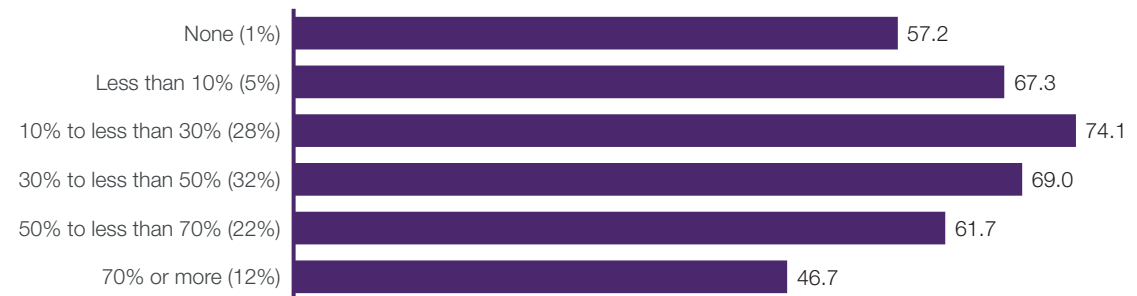
### What proportion of your income do you spend on basic needs?



### MHI score by “What proportion of your income do you spend on basic needs”



### FWI score by “What proportion of your income do you spend on basic needs”



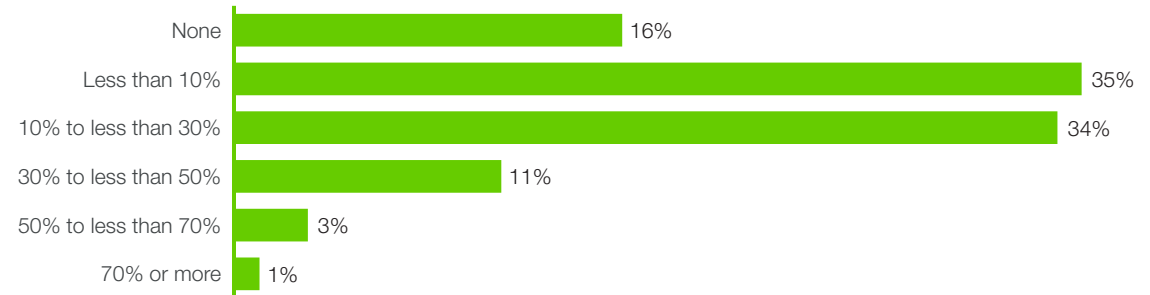


## Savings

Workers were asked what proportion of their income they are putting into savings.

- More than one-third of workers (35 percent) save less than 10% of their income. A further 16 percent don't put any earnings into savings
- Sixteen percent of workers not putting any portion of their income into savings have the worst mental health (53.3) and financial wellbeing (38.4) scores, significantly below national averages
- Individuals with an annual household income less than \$100,000 are nearly four times more likely than workers with an annual household income greater than \$100,000 to not put any income into savings
- Non-managers are 70 percent more likely than managers to not contribute to savings

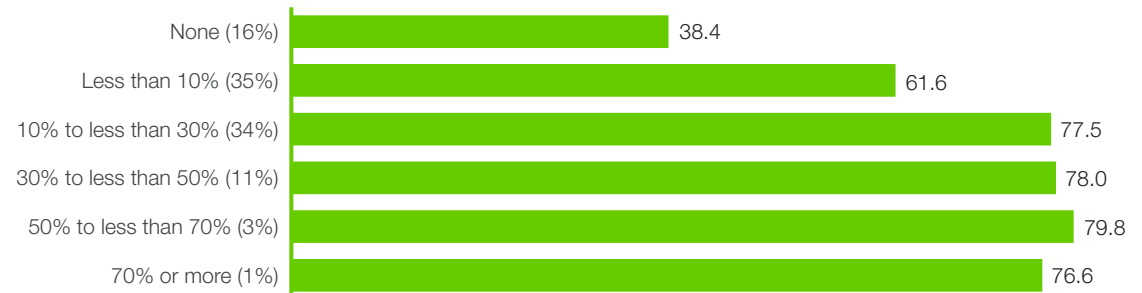
### What proportion of your income are you putting into savings?



### MHI score by “What proportion of your income are you putting into savings?”



### FWI score by “What proportion of your income are you putting into savings?”



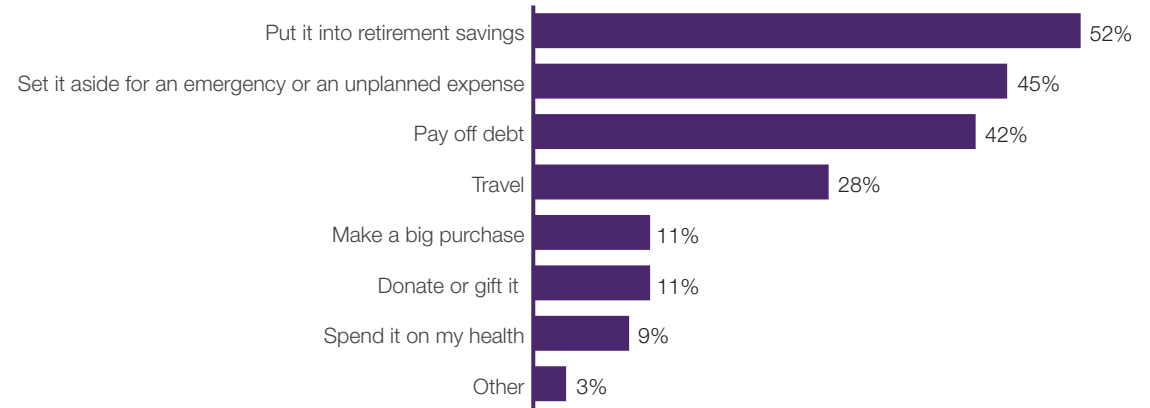
## Unexpected financial gain.

Workers were asked what they would do with a large, unexpected amount of money.

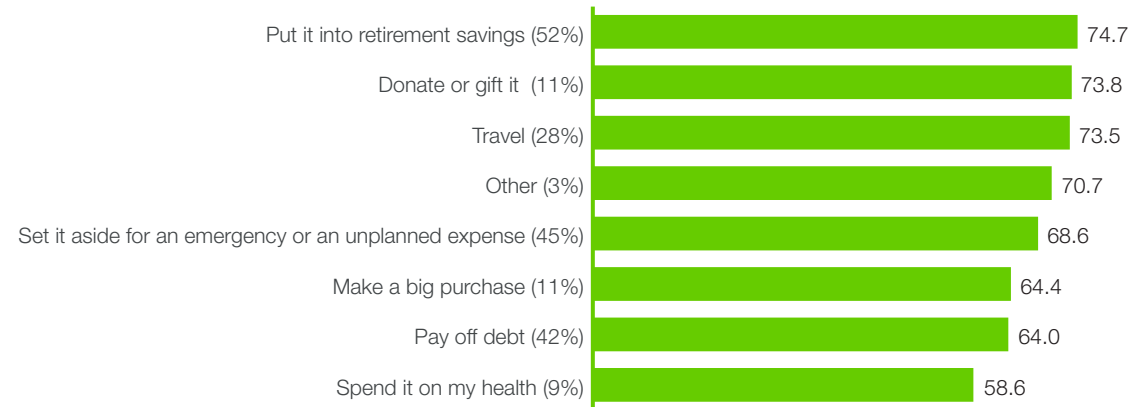
- More than half (52 percent) would put it into retirement savings, 42 percent would set it aside for an emergency or an unplanned expense, and 45 percent would pay off debt
- The lowest mental health score (58.6) is among nine percent who would spend the money on their health
- Workers under 40 are twice as likely as workers over 50 to say they would make a big purchase and three times more likely to spend the money on their health



### If you were to receive a large, unexpected amount of money, what would you do with it?



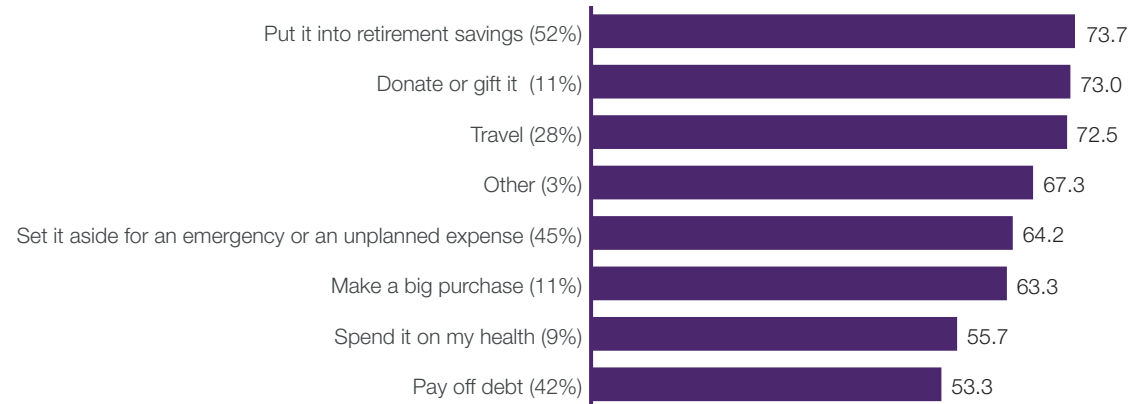
### MHI score by “If you were to receive a large, unexpected amount of money, what would you do with it?”



- The lowest financial well-being score (53.3) is among 42 percent who would pay off debt
- The highest mental health (74.7) and financial wellbeing (73.7) scores are among 52 percent who would put the money into retirement savings



**FWI score by “If you were to receive a large, unexpected amount of money, what would you do with it?”**

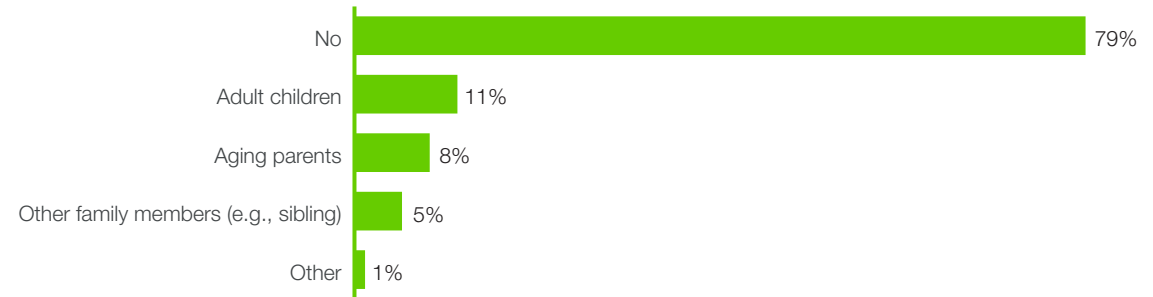


## Financial responsibility: current and future commitments.

Workers were asked whether they are currently financially supporting anyone excluding children under 18 years of age and/or their spouse/partner.

- More than one in ten (11 percent) financially support their adult children; eight percent financially support aging parents
- The mental health (59.9) and financial well-being (57.9) scores of workers financially supporting aging parents is significantly lower than national averages
- Workers participating in the gig economy are nearly four times more likely to be supporting aging parents than workers not participating in the gig economy
- Nearly four in five (79 percent) do not financially support anyone, and this group has the best mental health (71.5) and financial wellbeing (67.8) scores, notably above national averages

### Are you currently financially supporting anyone?



### MHI score by “Are you currently financially supporting anyone?”



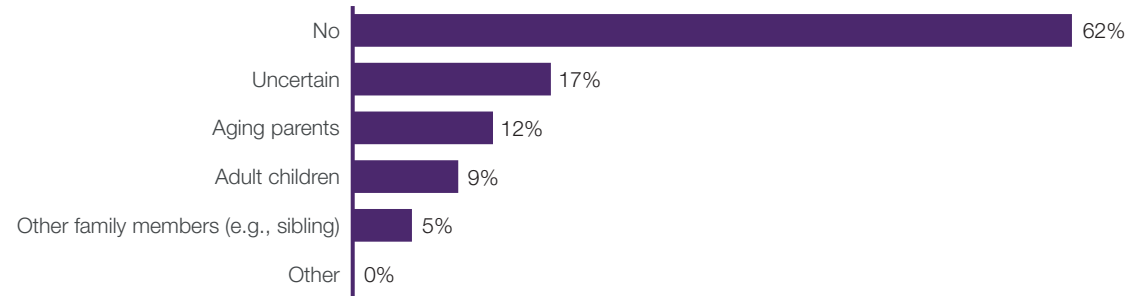
### FWI score by “Are you currently financially supporting anyone?”



Workers were asked whether they will likely need to financially support anyone in the future.

- One in eight (12 percent) will likely need to financially support their parents, nearly one in ten (nine percent) will likely need to financially support their adult children
- The mental health and financial wellbeing scores of workers who will likely need to financially support someone in the future are significantly below workers who will not need to provide support, as well as national averages
- Parents are nearly three times more likely than non-parents to expect to financially support aging parents as well as adult children in the future
- More than three in five (62 percent) do not expect to financially support anyone in the future, and this group has the best mental health (73.3) and financial wellbeing (69.7) scores, well above national averages

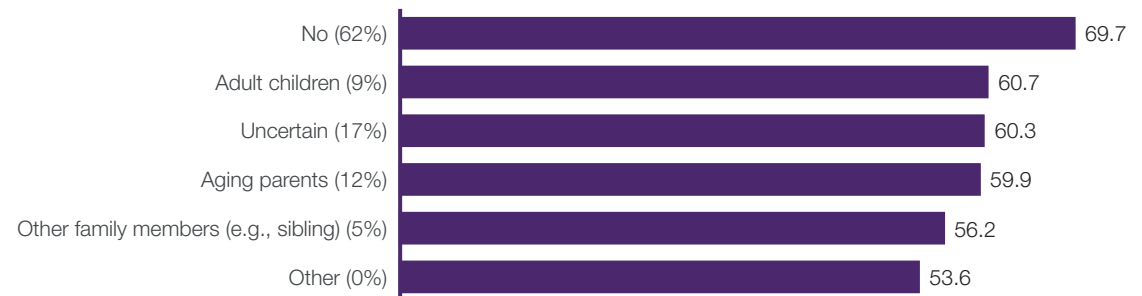
### Will you likely need to financially support anyone in the future?



### MHI score by “Will you likely need to financially support anyone in the future”



### FWI score by “Will you likely need to financially support anyone in the future”



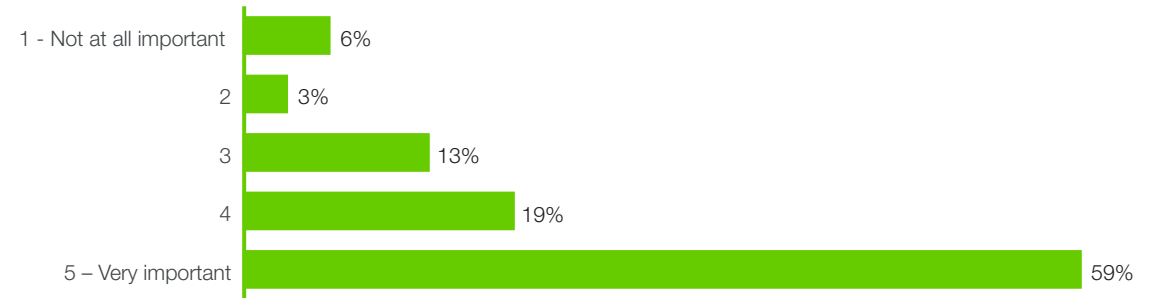
## Employer benefits

Workers were asked how important it is for their employer to offer a retirement savings option.

- Nearly four in five (78 percent) believe it is important for their employer to offer a retirement savings option



### How important is it for your employer to offer a retirement savings option?



### MHI score by “How important is it for your employer to offer a retirement savings option?”



### FWI score by “How important is it for your employer to offer a retirement savings option?”

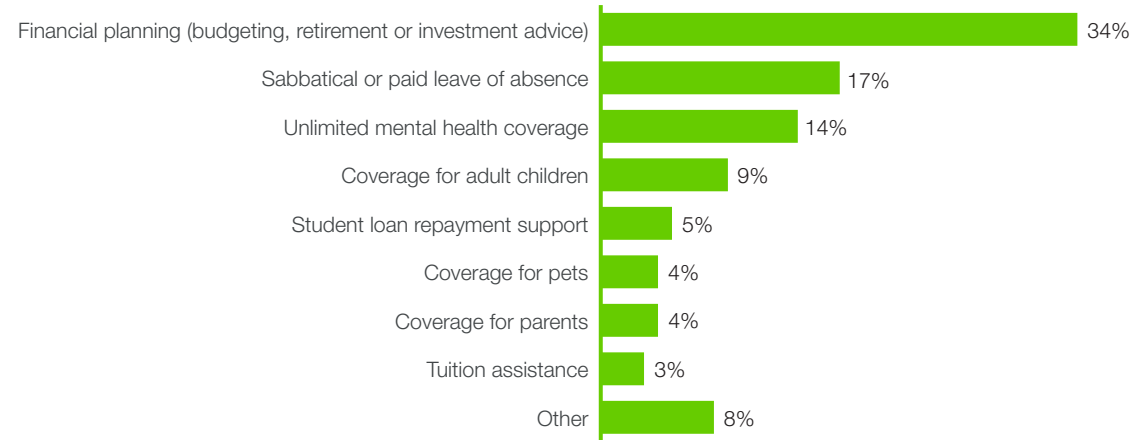


Workers were asked what would be most important in a benefits plan.

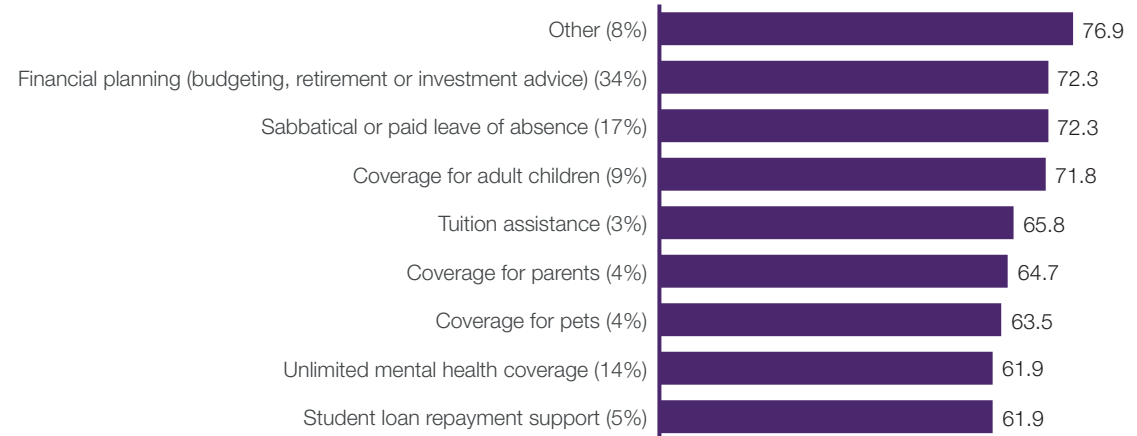
- More than one-third (34 percent) indicate financial planning is most important, 17 percent indicate sabbatical or paid leave of absence, 14 percent indicate unlimited mental health coverage, and nine per indicate coverage for adult children is most important



### If available, what would be most important to you in a benefits plan?



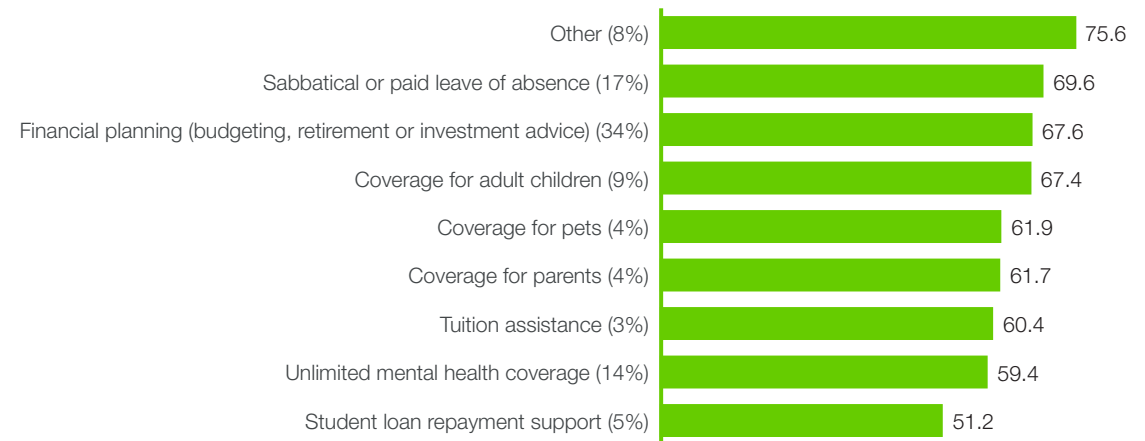
### MHI score by “What would be most important to you in a benefits plan?”



- Workers under 40 are two and half times more likely than workers over 50 to indicate coverage for parents is most important
- Parents are two times more likely than non-parents to indicate coverage for adult children is most important in a benefits plan



**FWI score by “What would be most important to you in a benefits plan?”**





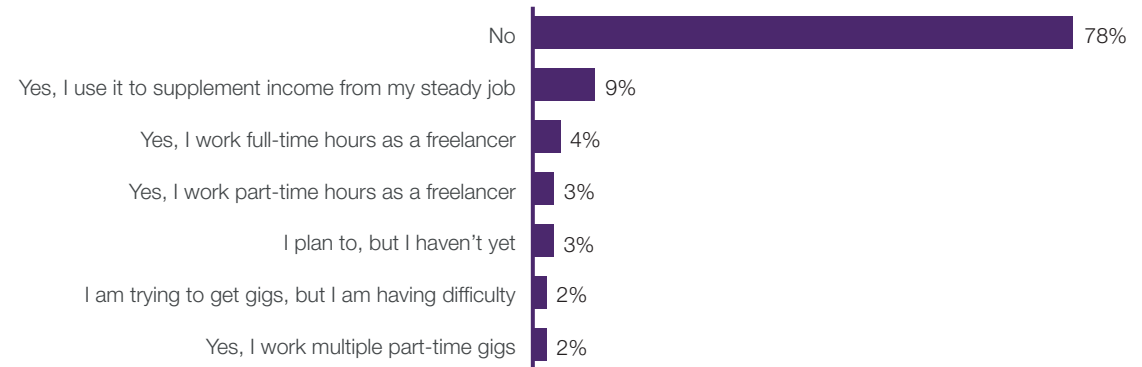
# Gig workers

Workers were asked whether they participate in the gig economy.

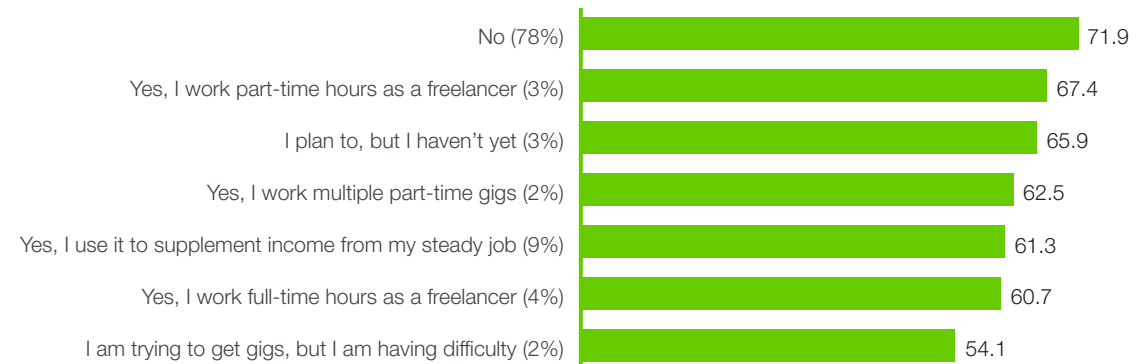
- Nearly one in five (18 percent) workers participate in the gig economy. The mental health scores across this group are worse than the national average
- Parents are nearly twice as likely as non-parents to participate in the gig economy to supplement income from their steady jobs
- Workers under 40 are more than twice as likely as workers over 50 to participate in the gig economy to supplement income from their steady jobs



## Do you participate in the gig economy?



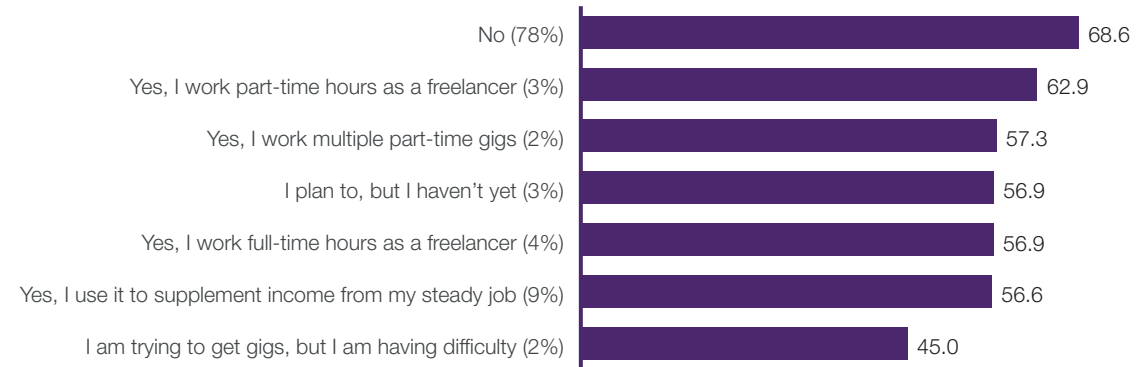
## MHI score by “Do you participate in the gig economy?”



- More than three-quarters (78 percent) do not participate in gig economy, and this group has the best mental health (71.9) and financial wellbeing (68.6) scores



### FWI score by “Do you participate in the gig economy?”



# 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 September 7 and September 22, 2023.

## Calculations

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

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

## Additional data and analyses.

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

Contact [MHI@telushealth.com](mailto:MHI@telushealth.com)





[www.telushealth.com](http://www.telushealth.com)

