



TELUS Mental Health Index.

United States of America | December 2024

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What you need to know for December 2024.

One in four workers has a high mental health risk, with anxiety and isolation remaining the **lowest mental health sub-scores** for nearly three years.

- At 69.6, the mental health of workers has declined modestly from November
- 25 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 34 percent have a low mental health risk
- All mental health sub-scores, except optimism and general psychological health, have declined from November
- Anxiety and isolation remain the lowest mental health sub-scores for nearly three years
- Mental health scores have declined in all regions from November to December
- Managers and non-managers have nearly equal mental health scores
- Laborers continue to have a lower mental health score than service industry and office workers



Only half of workers are satisfied with their employer's mental health coverage; seven in ten **believe it is important for their employer** to provide generous/comprehensive mental health benefits.

- 49 percent of workers are satisfied with their employer's coverage for mental health services
- 8 percent of workers are dissatisfied with their employer's coverage for mental health services; this group has a mental health score more than 19 points lower than satisfied workers and nearly 17 points lower than the national average
- Women are 50 percent more likely than men to be dissatisfied with their employer's mental health coverage
- 33 percent of workers say that if their employer reduced mental health benefits, it would somewhat impact their ability to pay for services
- 12 percent of workers say that if their employer reduced mental health benefits, they would not be able to afford services beyond what is covered
- Younger workers (under 40), managers, and parents are more likely to have experienced stigma related to treatment for mental health



Among workers taking prescription medication, one in six struggles with affordability.

- 70 percent of workers indicate that they always follow their prescribed medication dosage and schedule
- 26 percent of workers mostly follow their prescribed medication dosage and schedule
- Of 30 percent of workers who don't always adhere to their prescribed medication regimen, 10 percent cite affordability as the reason. This group's mental health score is more than 20 points lower than the American average
- 15 percent of workers say the cost of their prescription medication is sometimes a financial strain; a further two percent say it is a significant financial burden

Workers who rarely or never engage in social interactions have a mental health score 20 points lower than workers who engage daily or several times per week and 16 points lower than the American average.

- 68 percent of workers engage in social interactions daily or several times per week; 20 percent of workers engage in social interactions weekly
- 12 percent of workers rarely/never engage in social interactions
- 28 percent of workers would prefer more social contact
- Mental health scores are higher among workers who communicate through video, telephone, or in-person compared with workers using text-based communication such as emails and text messaging

Parents and younger workers (under 40) are twice as likely to be taking Ozempic or another semaglutide medication for weight loss; these groups are also more likely to use vitamins or supplements for mood/mental health support.

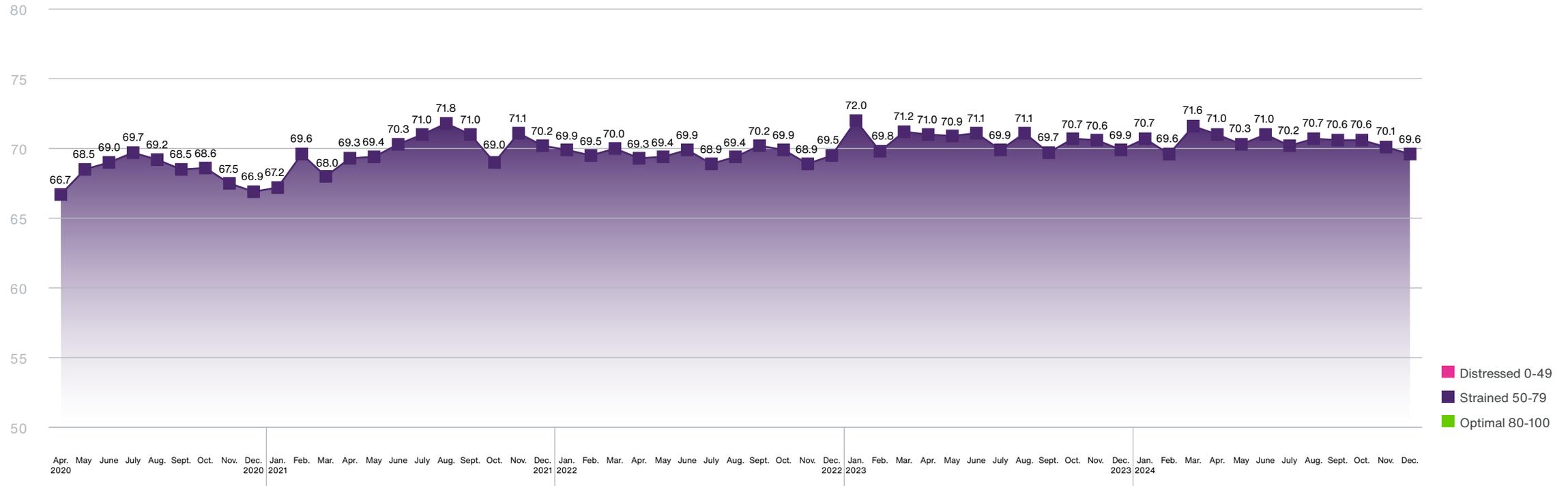
- 52 percent of workers don't know whether their employer covers the cost of weight loss medications, but 36 percent would support their employer covering this cost
- 75 percent of workers take vitamins or supplements regularly
- 39 percent of workers use vitamins or supplements to top up on nutrients that are lacking in their diets
- 18 percent of workers use vitamins or supplements for sleep support
- 15 percent of workers use vitamins or supplements for mood/mental health support

The Mental Health Index.

MHI Current Month December 2024	November 2024
69.6	70.1

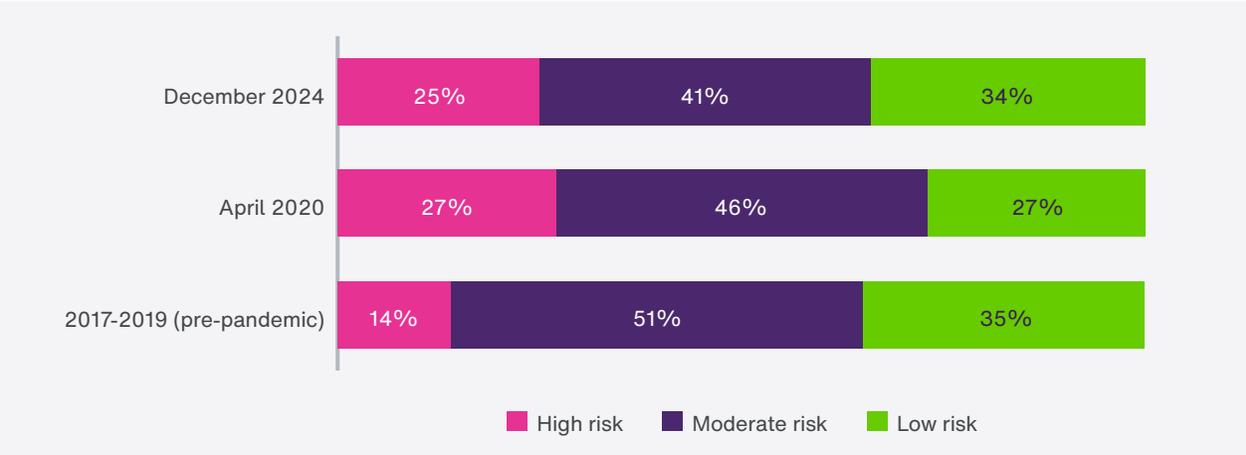
The overall Mental Health Index for December 2024 is 69.6.

The mental health of workers in the United States continues its decline in December.



Mental health risk.

In December 2024, 25 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 34 percent have a low mental health risk. Nearly five years after the launch of the MHI in April 2020, the proportion of workers with a high mental health risk has declined by two percent.



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 nearly three years, anxiety (63.1) has been the lowest Mental Health Index. Isolation (65.2), work productivity (69.2), depression (69.2), optimism (72.0), and financial risk (72.0) follow. General psychological health (76.8) remains the most favorable mental health measure in December 2024.

- Anxiety and isolation have been the lowest mental health sub-scores for nearly three years
- All mental health sub-scores, except optimism and general psychological health, have declined from the previous month
- The isolation sub-score score has declined most notably, down 1.9 points from November 2024

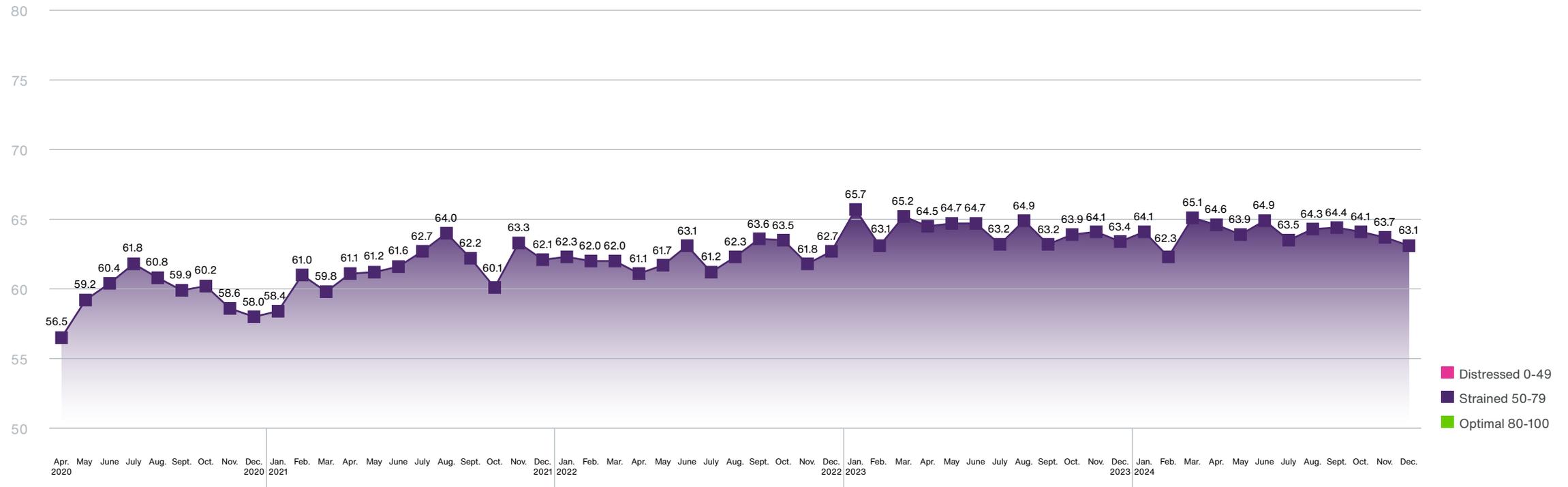
Mental Health Index Sub-scores	December 2024	November 2024
Anxiety	63.1	63.7
Isolation	65.2	67.1
Work productivity	69.2	70.6
Depression	69.2	69.7
Optimism	72.0	71.0
Financial risk	72.0	73.1
Psychological health	76.8	76.7



Anxiety

Workers were asked whether they often feel unsettled and nervous.

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for nearly three years. Following a sharp improvement in March 2024, the anxiety score has generally declined through December and remains the lowest mental health sub-score for nearly three years.

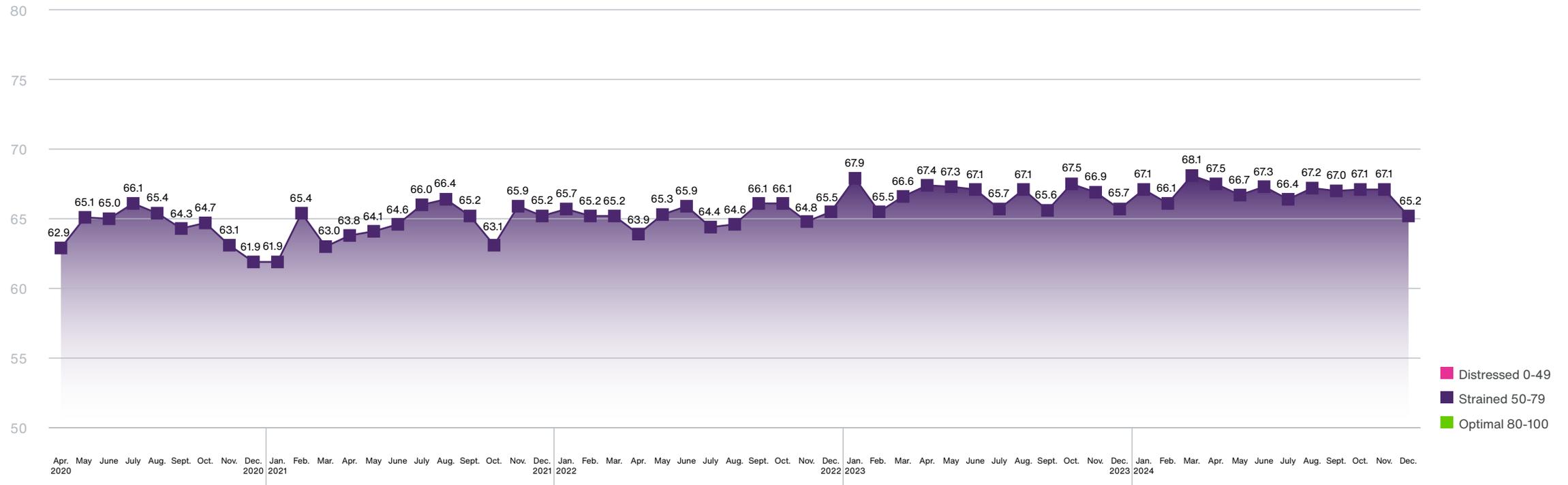


Isolation

Workers were asked whether they often feel alone.

Despite frequent fluctuations, isolation sub-scores have generally improved since the launch of the MHI in April 2020.

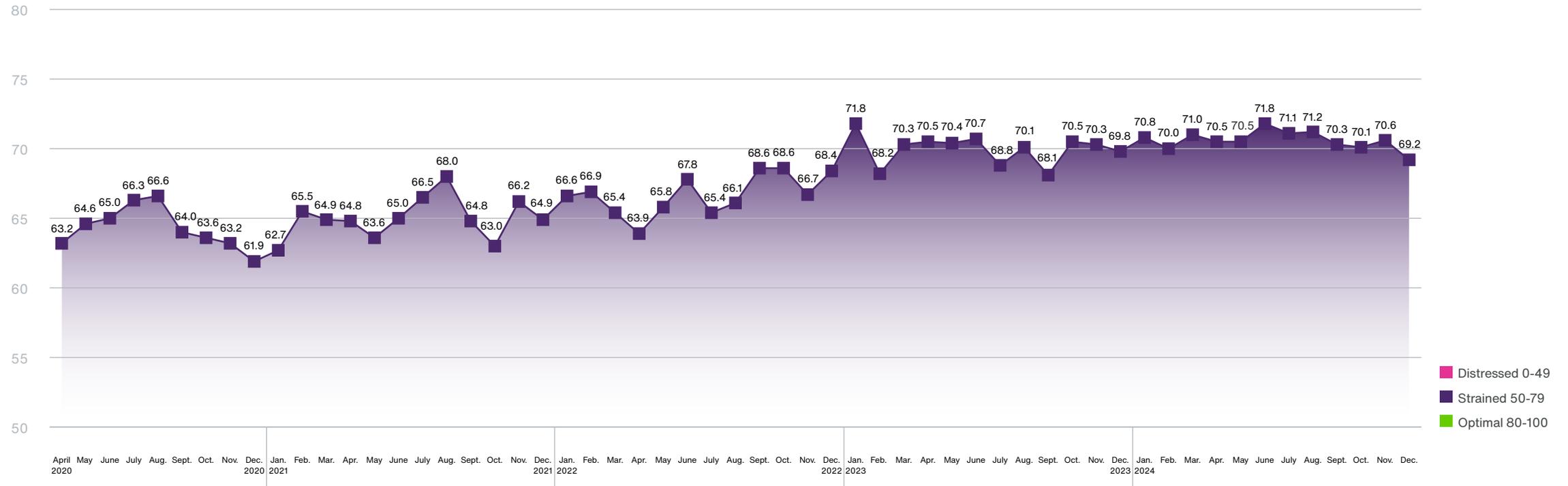
After peaking in March 2024, the isolation sub-score generally declined through November. In December 2024, the isolation sub-score has declined nearly two points and remains the second-lowest mental health sub-score for nearly three years.



Work productivity

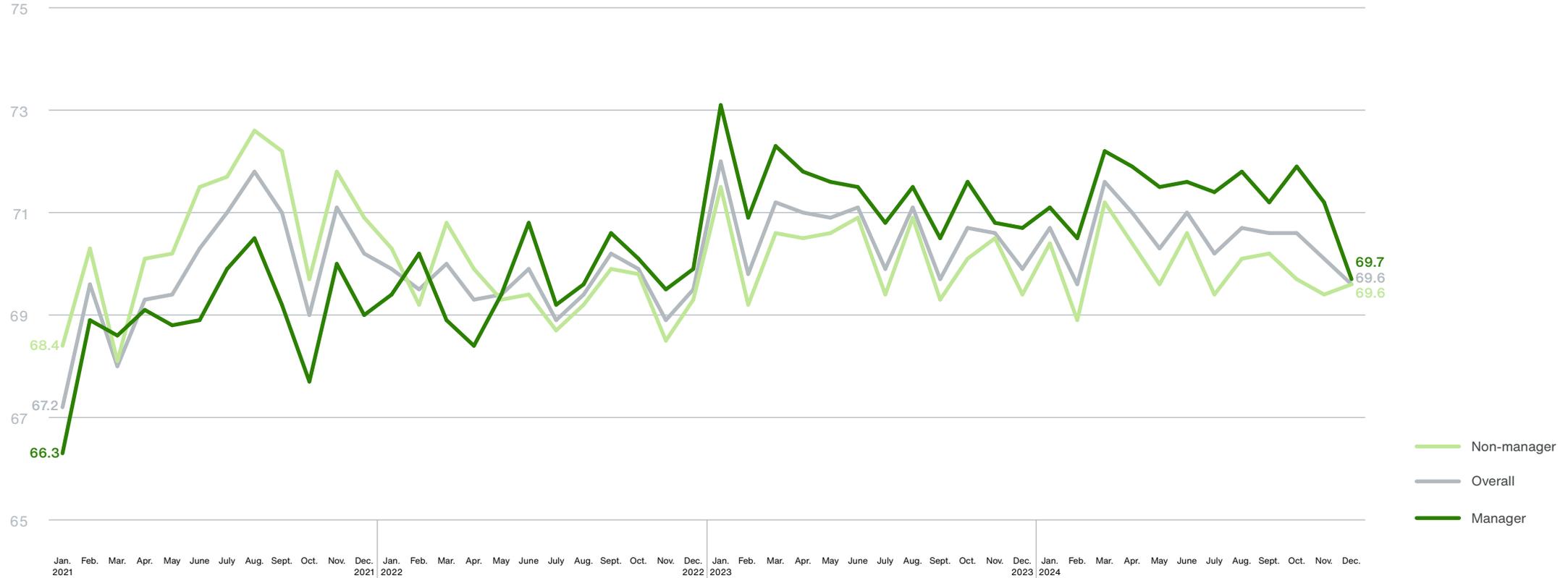
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the adverse effects of mental health on work productivity have slowly decreased. Since peaking in June 2024, the work productivity sub-score has generally declined. In December 2024, a sharp 1.4-point is observed in the work productivity sub-score.



Managers compared to non-managers.

From January 2021 to May 2022, the mental health scores of managers had typically been lower than the mental health scores of non-managers and lower than the American average. Since June 2022, managers have had better mental health scores than non-managers. In December 2024, the mental health score of managers (69.7) declined noticeably, and coupled with a slight improvement in the mental health score of non-managers (69.6), the scores of managers and non-managers are nearly equal.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In December 2024, the mental health score of women is 67.4 compared to 71.8 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2020. Nearly five years later, this pattern continues with a lower score for workers with at least one child (65.0) than workers without children (71.4)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and eight percent report reduced hours or reduced salary
- Workers reporting fewer hours compared to the previous month have the lowest mental health score (58.0), followed by workers reporting reduced salary than the last month (60.8), respondents not currently employed (63.7), and workers with no change to salary or hours 70.8
- Laborers continue to have a lower mental health score (63.7) than service industry (69.0) and office workers (71.9)
- The mental health scores of Managers (69.7) and non-managers (69.6) are nearly equal
- Respondents working for companies with more than 10,000 employees have the highest mental health score (71.4)
- Respondents working for companies with 51-100 employees have the lowest mental health score (66.5)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (52.9) than the overall group (69.6). Workers with emergency savings have a mental health score of 75.5

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

The Mental Health Index by region.

In December 2024, the mental health scores in all regions of the United States have declined from the previous month.

- With a 0.7-point decline, the Western United States has the lowest mental health score (69.0)

Region	December 2024	November 2024	Change
South	69.3	69.4	-0.1
Midwest	69.4	70.0	-0.6
West	69.0	69.7	-0.7
Northeast	70.9	71.6	-0.7



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

Employment status	Dec. 2024	Nov. 2024
Employed (no change in hours/salary)	70.8	71.0
Employed (fewer hours compared to last month)	58.0	60.8
Employed (reduced salary compared to last month)	60.8	59.7
Not currently employed	63.7	65.2

Age group	Dec. 2024	Nov. 2024
Age 20-29	56.1	55.6
Age 30-39	62.0	63.1
Age 40-49	64.2	66.4
Age 50-59	70.1	69.5
Age 60-69	76.7	76.3

Number of children	Dec. 2024	Nov. 2024
No children in household	71.4	71.5
1 child	65.4	66.8
2 children	64.8	65.8
3 children or more	63.9	66.7

Gender	Dec. 2024	Nov. 2024
Men	71.8	72.7
Women	67.4	67.6

Household income/annum	Dec. 2024	Nov. 2024
<\$30K	56.4	59.6
\$30K to <\$60K	64.3	64.6
\$60K to <\$100K	69.1	69.2
\$100K to <\$150K	73.7	73.7
\$150K or more	78.1	78.1

Employer size	Dec. 2024	Nov. 2024
Self-employed/sole proprietor	67.9	68.5
2-50 employees	70.1	70.7
51-100 employees	66.5	66.7
101-500 employees	70.7	71.4
501-1,000 employees	68.9	69.6
1,001-5,000 employees	71.1	71.5
5,001-10,000 employees	69.0	69.4
More than 10,000 employees	71.4	71.1

Manager	Dec. 2024	Nov. 2024
Manager	69.7	71.2
Non-manager	69.6	69.4

Work environment	Dec. 2024	Nov. 2024
Labor	63.7	65.1
Office/desk	71.9	71.7
Service	69.0	69.8

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

The Mental Health Index by industry.

Workers in Information and Cultural Industries have the lowest mental health score (61.2), followed by workers in Food Services (61.7), and Agriculture, Forestry, Fishing and Hunting (65.0).

Workers in Professional, Scientific and Technical Services (74.7), Public Administration (74.1), and Finance and Insurance (73.0) have the highest mental health scores this month.



Industry	December 2024	November 2024	Change
Management of Companies and Enterprises	69.0	63.7	5.3
Transportation and Warehousing	70.5	67.4	3.1
Administrative and Support services	68.3	65.8	2.5
Educational Services	72.6	71.6	1.0
Retail Trade	67.4	66.7	0.7
Public Administration	74.1	73.4	0.7
Arts, Entertainment and Recreation	67.6	66.9	0.7
Information and Cultural Industries	61.2	60.9	0.3
Other	67.9	68.2	-0.3
Professional, Scientific and Technical Services	74.7	75.1	-0.4
Manufacturing	71.5	72.5	-1.0
Finance and Insurance	73.0	74.1	-1.1
Technology	70.4	71.6	-1.2
Accommodation	65.0	66.2	-1.2
Health Care and Social Assistance	67.9	69.3	-1.4
Real Estate, Rental and Leasing	72.2	73.6	-1.4
Construction	67.7	69.4	-1.7
Food Services	61.7	63.9	-2.2
Wholesale Trade	69.1	71.8	-2.7
Other services (except Public Administration)	69.4	72.4	-3.0
Agriculture, Forestry, Fishing and Hunting	65.0	68.4	-3.4
Media and Telecommunications	65.9	69.5	-3.6
Utilities	68.4	73.8	-5.4

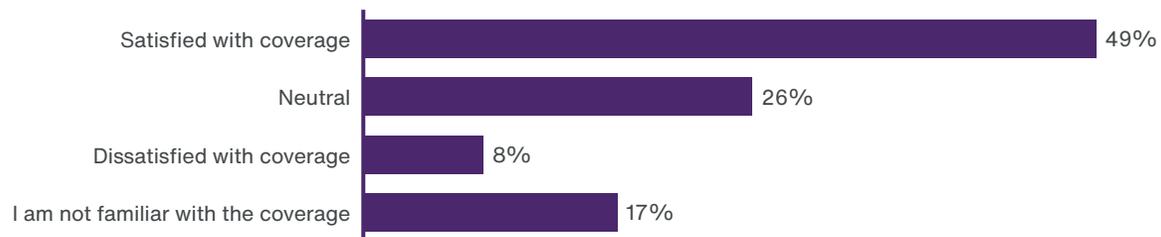
Spotlight

Employer coverage for mental health support.

Fewer than half of workers are satisfied with their employer’s mental health coverage.

- Nearly half (49 percent) of workers are satisfied with their employer’s coverage for mental health services; this group has a mental health score (72.2) nearly three points higher than the national average (69.6)
- Nearly one in ten (eight percent) are dissatisfied with their employer’s coverage for mental health services; this group has the lowest mental health score (52.9), more than 19 points lower than satisfied workers (72.2) and nearly 17 points lower than the national average (69.6)
- Women are 50 percent more likely than men to be dissatisfied with their employer’s coverage for mental health services

How satisfied are you with the coverage for mental health services provided by your employer?



MHI score by “How satisfied are you with the coverage for mental health services provided by your employer?”

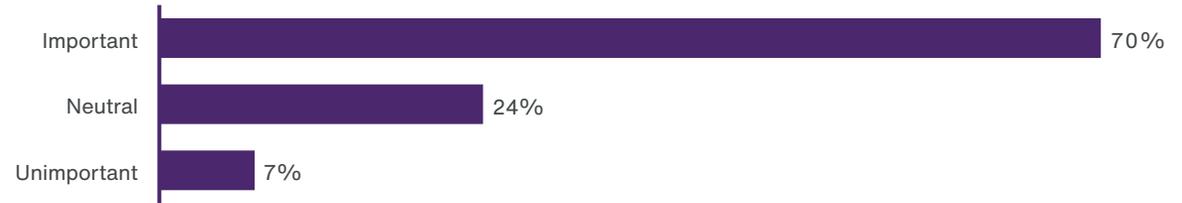


Seven in ten workers believe it is important for their employer to provide generous/comprehensive mental health benefits.

- The mental health score (68.5) of 70 percent of workers reporting that it is important for their employer to provide generous/comprehensive mental health benefits is seven points lower than workers who say it is not important (75.5)



How important is it to you that your employer provides generous/comprehensive mental health benefits?



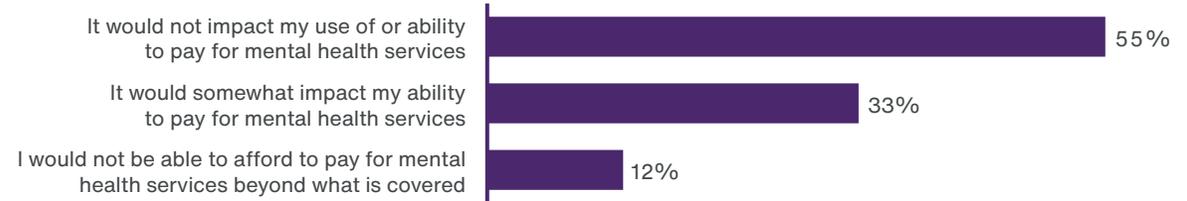
MHI score by “How important is it to you that your employer provides generous/comprehensive mental health benefits?”



Nearly half of workers depend on employer benefits to afford mental health care.

- More than half (55 percent) of workers say a reduction in benefits would not impact their use of mental health services; this group has the highest mental health score (76.1), more than six points higher than the national average (69.6)
- Workers over 50 are 60 percent more likely to say that a reduction in benefits would not impact their use of or ability to pay for mental health services
- One-third (33 percent) say a reduction in benefits would somewhat impact their ability to pay for mental health services, and 12 percent would not be able to afford mental health services beyond what is covered should their employer reduce benefits
- The mental health score of 12 percent of workers who would not be able to afford mental health services beyond what is covered (58.8) is nearly 11 points lower than the national average (69.6)

If your employer reduced mental health benefits, how much would it impact your use of services?



MHI score by “If your employer reduced mental health benefits, how much would it impact your use of services”



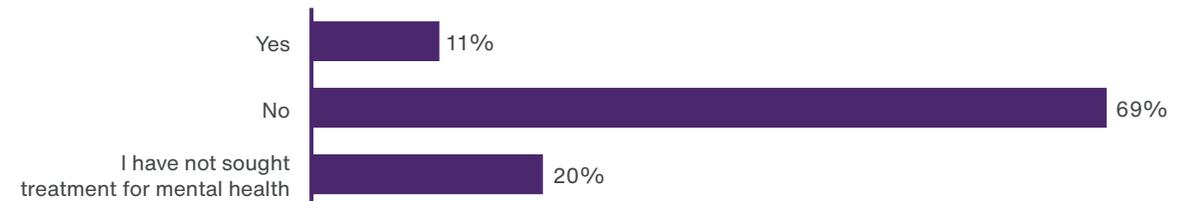
Mental health treatment stigma.

Younger workers, managers, and parents are more likely to have experienced stigma related to treatment for mental health.

- Nearly seven in ten (69 percent) workers have never experienced stigma related to treatment for mental health; this group has a mental health score (71.4) nearly two points higher than the national average (69.6)
- More than one in ten (11 percent) have experienced stigma related to treatment for mental health; this group has the lowest mental health score (50.5), 21 points lower than workers who have never experienced stigma related to treatment for mental health (71.4) and 19 points lower than the national average (69.6)
- Workers under 40 are nearly three and a half times more likely than workers over 50 to have experienced stigma related to treatment for mental health
- Parents are twice as likely as non-parents to have experienced stigma related to treatment for mental health
- Managers are 50 percent more likely than non-managers to have experienced stigma related to treatment for mental health



Have you ever experienced stigma related to treatment for mental health?



MHI score by “Have you ever experienced stigma related to treatment for mental health?”



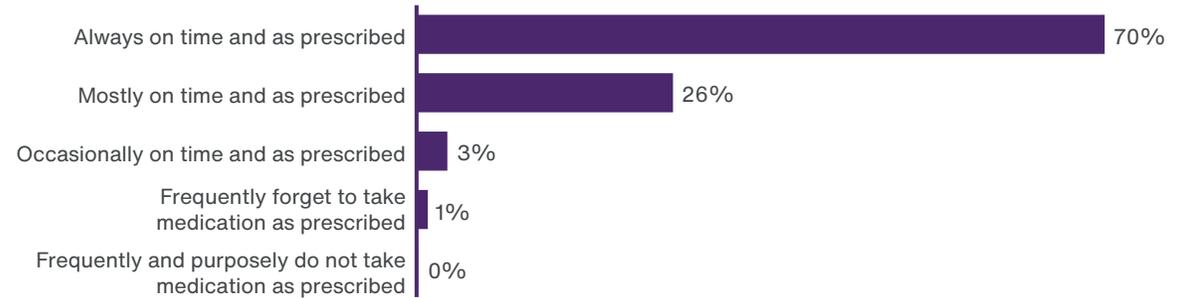
Medication adherence

Among 56 percent of workers taking prescription medication, seven in ten always follow the prescribed dosage and schedule.

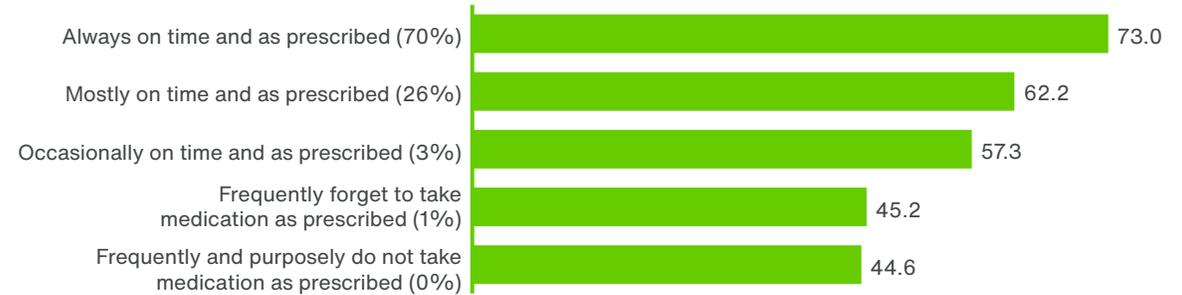
- The mental health score of workers who always take their medication on time and as prescribed (73.0) is more than three points higher than the national average (69.6)



How consistently do you follow the prescribed dosage and schedule?



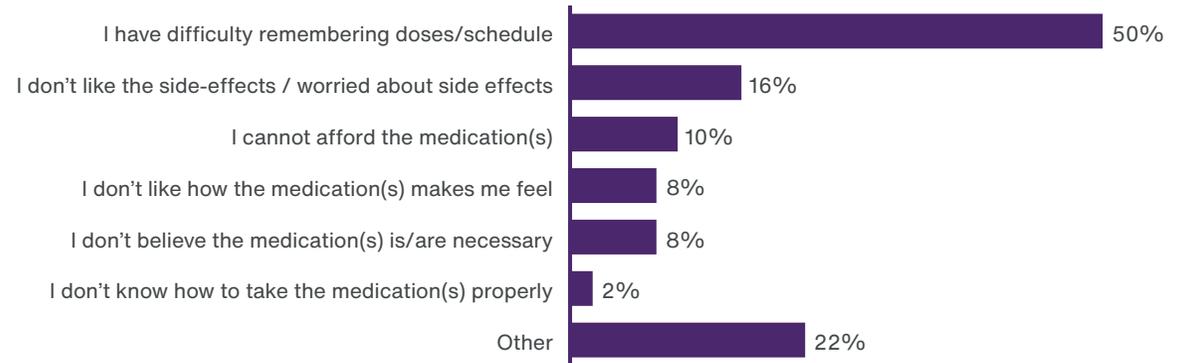
MHI score by “How consistently do you follow the prescribed dosage and schedule?”



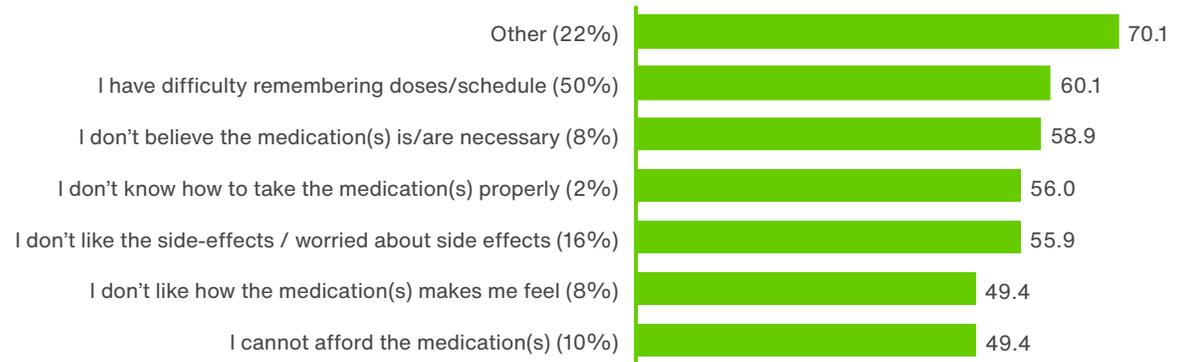
Of the 30 percent of workers who don't always adhere to their prescribed medication regimen, 10 percent cite affordability as the reason. This group's mental health score is more than 20 points below the American average.

- Half (50 percent) have difficulty remembering their prescription dosage/schedule, 16 percent don't like the side effects or are worried about the side effects of their medication, 10 percent cannot afford the medication(s), eight percent don't like how the medication(s) make them feel, and eight percent don't believe the medication(s) is/are necessary
- The lowest mental health score (49.4), more than 20 points lower than the national average (69.6), is among 10 percent of workers who say they don't follow the prescribed dosage and schedule because they cannot afford their medication(s)

Why don't you follow the prescribed dosage and schedule?



MHI score by "Why don't you follow the prescribed dosage and schedule?"

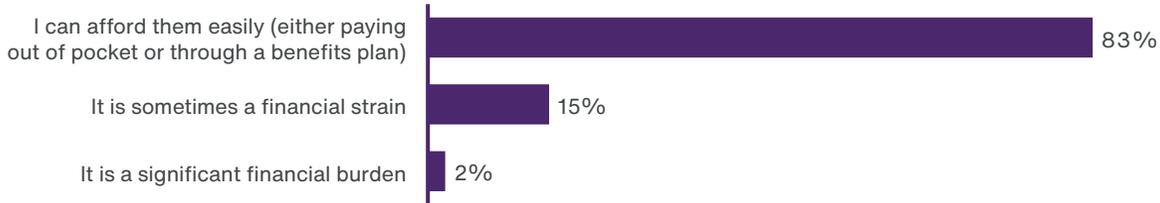




Among 56 percent of workers taking prescription medication, more than one in six struggles with affordability.

- More than four in five (83 percent) workers can easily afford the cost of their medications either by paying out of pocket or through a benefits plan; this group has the highest mental health score (72.8), more than three points higher than the national average (69.6)
- Fifteen percent say that the cost of their medications is sometimes a financial strain, and two percent say their medication is a significant financial burden. These groups have significantly lower mental health scores (54.8 and 43.1 respectively) than workers who can easily afford the cost of their medications (72.8) and the national average (69.6)
- Workers with annual household income less than \$100,000 are nearly three times as likely as workers with annual household income greater than \$100,000 to say that the cost of their medications is sometimes a financial strain
- Workers under 40 are 50 percent more likely than workers over 50 to say that the cost of their medications is sometimes a financial strain

How do you typically manage the cost of your medication(s)?



MHI score by “How do you typically manage the cost of your medication(s)?”

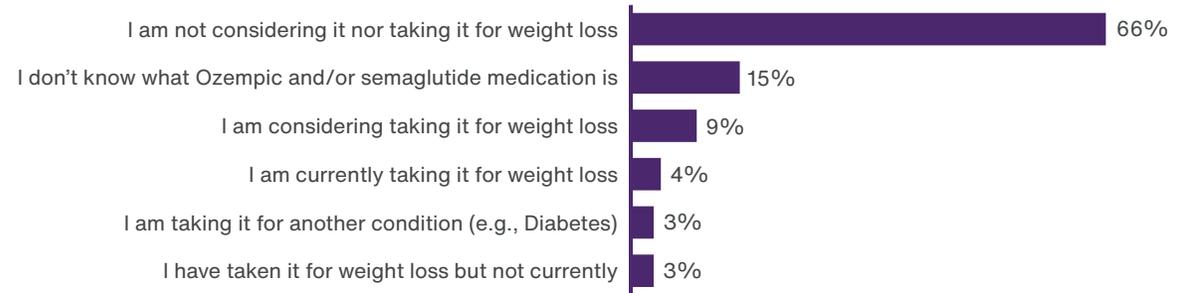


Weight loss medication use, vitamins, and supplements.

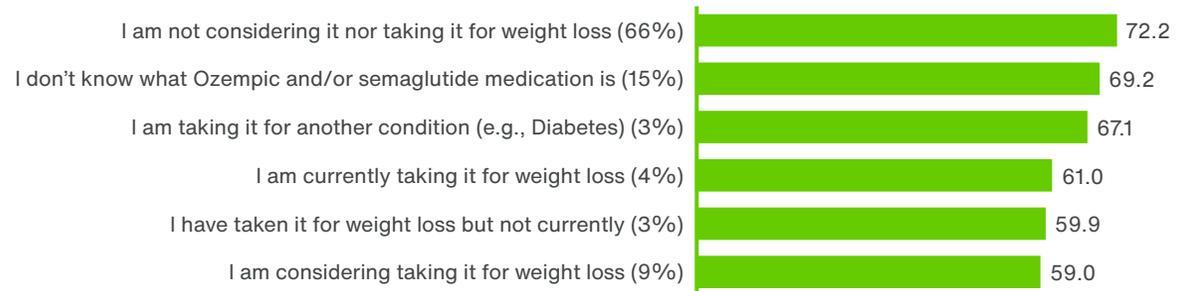
Parents and younger workers are twice as likely to be currently taking Ozempic, Wegovy, or another semaglutide medication for weight loss.

- The lowest mental health score (59.0) is among nine percent of workers who are considering taking Ozempic, Wegovy, or another semaglutide medication for weight loss, more than 13 points lower than workers who are neither considering nor taking it for weight loss (72.2) and nearly 11 points lower than the national average (69.6)
- Workers under 40 are twice as likely as workers over 50 to be currently taking Ozempic, Wegovy, or another semaglutide medication for weight loss
- Parents are nearly twice as likely as non-parents to be currently taking or considering taking Ozempic, Wegovy, or another semaglutide medication for weight loss

Are you currently taking or considering Ozempic, Wegovy, or another semaglutide medication for weight loss?



MHI score by “Are you currently taking or considering Ozempic, Wegovy, or another semaglutide medication for weight loss?”



More than half of workers don't know whether their employer covers the cost of weight loss medications.



Does your employer cover the cost of Ozempic or other semaglutide medications for weight loss?



MHI score by “Does your employer cover the cost of Ozempic or other semaglutide medications for weight loss?”

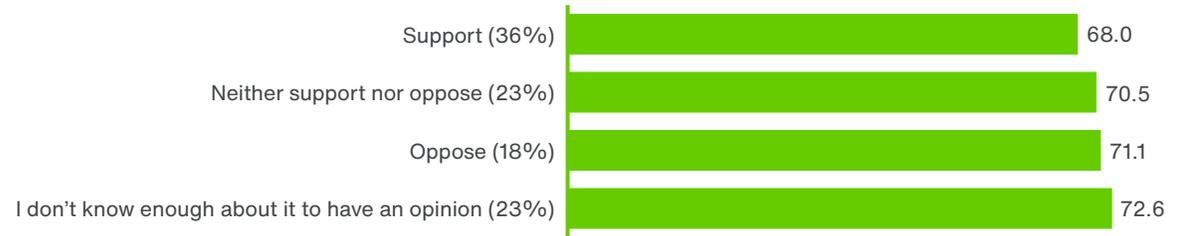


More than one-third of workers would support their employer covering the cost of weight loss medications.

Would you support your employer covering the cost of Ozempic or other semaglutide medications for weight loss?



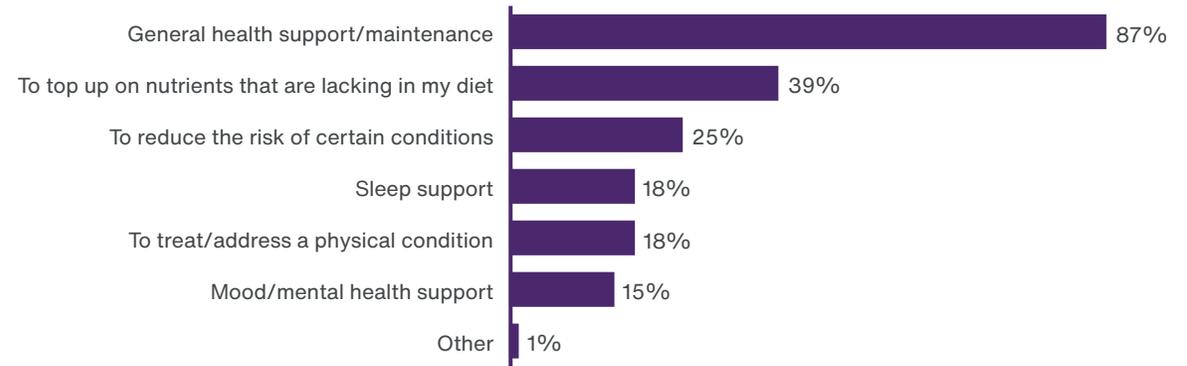
MHI score by “Would you support your employer covering the cost of Ozempic or other semaglutide medications for weight loss?”



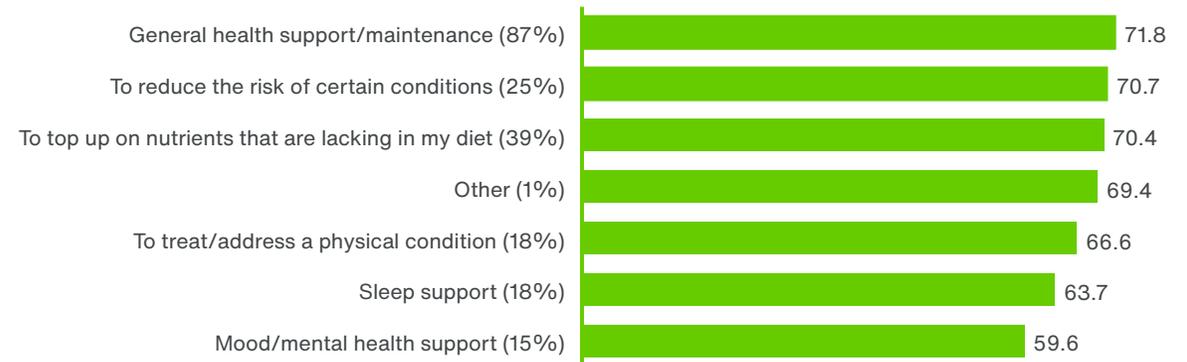
Younger workers and parents are more likely to use vitamins or supplements for mood/mental health support.

- Among 74 percent of workers taking vitamins or supplements regularly, nearly nine in ten (87 percent) use them for general health support/maintenance, 39 percent use them to top up on nutrients that are lacking in their diet, 25 percent use them to reduce the risk of certain conditions, 18 percent use them for sleep support, and 18 percent use vitamins or supplements to treat/address a physical condition
- Workers over 50 are 40 percent more likely than workers under 40 to use vitamins or supplements to reduce the risk of certain conditions
- The lowest mental health score (59.6) is among 15 percent of workers using vitamins or supplements for mood/mental health support, 10 points lower than the national average (69.6)
- Workers under 40 are three times more likely than workers over 50 to use vitamins or supplements for mood/mental health support
- Parents are twice as likely as non-parents to use vitamins or supplements for mood/mental health support

What is the reason(s) that you use vitamins or supplements?



MHI score by “What is the reason(s) that you use vitamins or supplements?”



Relationships and social wellbeing.

Four in five workers describe the quality of their personal relationships as positive.

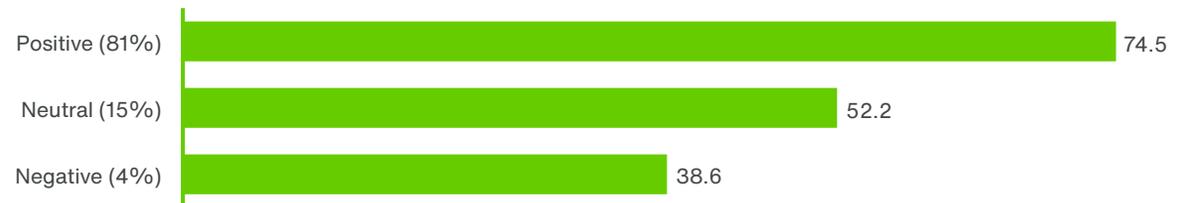
- Four in five (81 percent) workers describe the quality of their personal relationships as positive; this group has the highest mental health score (74.5), five points higher than the national average (69.6)
- The lowest mental health score (38.6) is among four percent of workers who rate the quality of their personal relationships as negative, 36 points lower than workers reporting positive personal relationships (74.5), and 31 points lower than the national average (69.6)
- Workers with an annual household income less than \$60,000 are two and a half times more likely than workers with an annual household income greater than \$100,000 to report the quality of their personal relationships as negative



In general, how would you describe the quality of your personal relationships?



MHI score by “In general, how would you describe the quality of your personal relationships?”

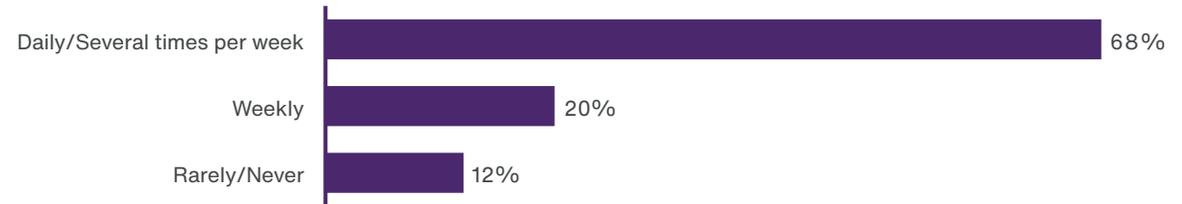


Workers who rarely or never engage in social interactions have a mental health score 20 points lower than workers who engage daily or several times per week and 16 points lower than the American average.

- More than two-thirds (68 percent) of workers report engaging in social interactions daily or several times per week; this group has the highest mental health score (73.5), four points higher than the national average (69.6)
- Twelve percent rarely or never engage in social interactions; this group has the lowest mental health score (53.5), 20 points lower than workers engaging in social interactions daily or several times per week (73.5), and 16 points lower than the national average (69.6)



How often do you engage in social interactions?



MHI score by “How often do you engage in social interactions?”



Workers satisfied with the amount of social contact they have display the highest mental health scores.

- Nearly seven in ten (69 percent) workers are satisfied with the amount of social contact they have; this group has the highest mental health score (75.3), nearly six points higher than the national average (69.6)
- More than one-quarter (28 percent) would prefer more social contact; this group has a mental health score (57.4) 18 points lower than satisfied workers (75.3), and more than 12 points lower than the national average (69.6)



Are you satisfied with the amount of social contact you have at this point in your life?



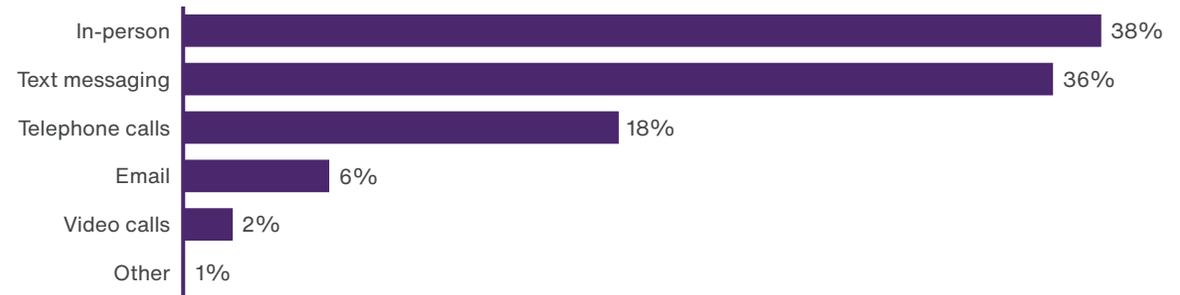
MHI score by “Are you satisfied with the amount of social contact you have at this point in your life?”



In-person communication and text messaging are preferred for staying connected with friends and family.

- Nearly two in five (38 percent) workers prefer in-person communication most when communicating with friends or family, 36 percent prefer text messaging, 18 percent prefer telephone calls, and six percent prefer email
- The highest mental health score (73.8) is among thirty-seven percent who prefer in-person communication with friends and family, more than four points higher than the national average (69.6)
- Workers under 40 are 70 percent more likely than workers over 50 to prefer text messaging when communicating with friends and family

Which method do you prefer most when communicating with friends or family?



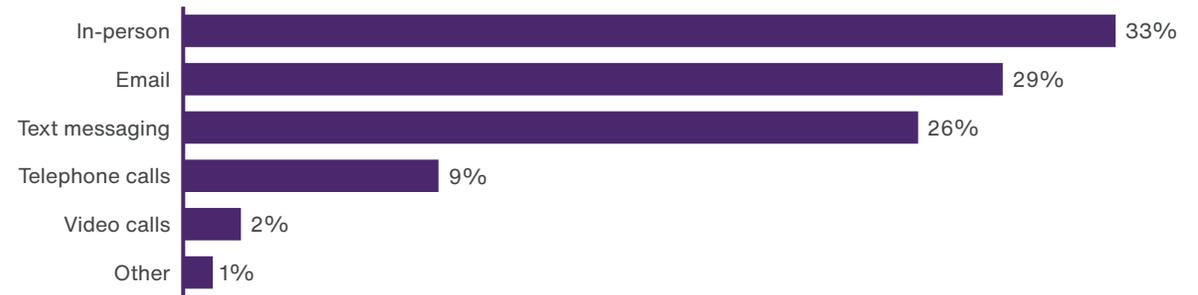
MHI score by “Which method do you prefer most when communicating with friends or family?”



Mental health scores are noticeably higher among workers who communicate through video, telephone, or in-person compared with workers using text-based communication such as emails and text messaging.

- One-third (33 percent) of workers prefer in-person communication most when communicating with colleagues, 29 percent prefer email, 26 percent prefer text messaging, and nine percent prefer telephone calls

Which method do you prefer most when communicating with work colleagues?



MHI score by “Which method do you prefer most when communicating with work colleagues?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index measures 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 businesses and governments.

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 represent the age, gender, industry, and geographic distribution in the United States. Respondents are asked to consider the previous two weeks when answering each question. Data for the current report was collected between December 6 to December 17, 2024.

Calculations

A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. 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. The 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 also available upon request. Contact MHI@telushealth.com





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