



# TELUS Mental Health Index.

United States of America | August 2024

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# What you need to know for August 2024.

Nearly one-quarter (22 percent) of workers in the United States have a high mental health risk.

- At 70.7, the mental health of workers has improved from July
- 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
- All mental health sub-scores, apart from general psychological health, have improved from July
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- The mental health score has declined slightly in the Northeastern United States, whereas scores in other regions have improved compared to July
- The mental health score of managers has improved modestly, and it continues to be higher than the score of non-managers
- Laborers have a lower mental health score than service industry and office workers

Nearly equal proportions of workers aspire to be people leaders or managers as those who do not.

- Workers under 40, men, and parents are more likely to want leadership roles if given the opportunity
- Workers with a supportive manager are nearly 50 percent more likely to want leadership roles compared to workers without a supportive manager
- 59 percent avoid managerial roles due to the added responsibility, with 49% satisfied with their current role, 30% deterred by administrative tasks, 29% unwilling to be accountable for others' performance, and 28% concerned about work-life balance





**Employees** with unsupportive managers experience significantly lower mental health scores, underscoring the importance of managerial support in fostering a positive workplace environment.

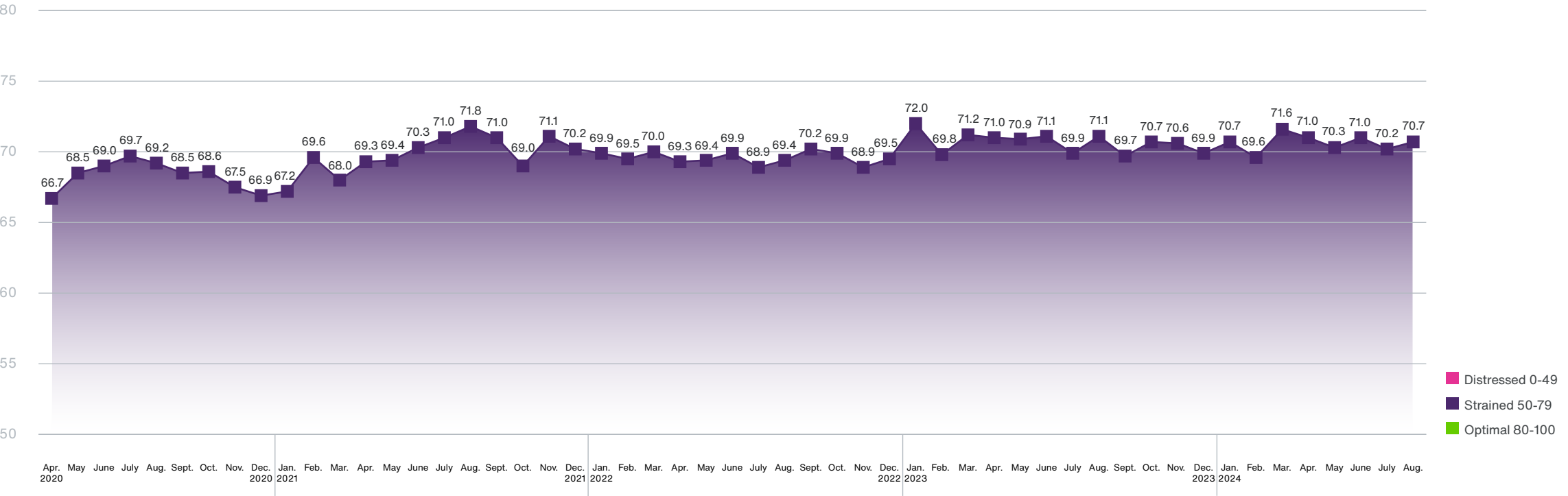
- 24 percent of workers say their manager does not prioritize mental health; the mental health score of this group is 14 points lower than those whose managers prioritize mental health and wellbeing and more than nine points lower than the national average
- 19 percent do not receive regular feedback and guidance; the mental health score of this group is 11 points lower than those who do and nearly eight points lower than the national average
- 16 percent say their manager does not listen to their concerns; the mental health score of this group is nearly 6 points lower than those with managers who listen and 12 points lower than the national average
- 14 percent do not feel safe sharing their thoughts with their manager; the mental health score of this group is nearly 15 points lower than those who feel safe and more than 11 points lower than the national average
- 13 percent do not trust their manager; the mental health score of this group is more than 14 points lower than those who trust their manager and more than 10 points lower than the national average
- 10 percent feel their manager does not recognize their contributions; the mental health score of this group is more than 16 points lower than those who feel recognized and more than 13 points lower than the national average
- Workers with a supportive manager are at least twice as likely to recommend their organization as a good place to work and at least 65 percent more likely to believe they have a future with their employer compared to workers without a supportive manager

# The Mental Health Index.

The overall Mental Health Index for August 2024 is 70.7.

The mental health of workers in the United States improved modestly from the previous month.

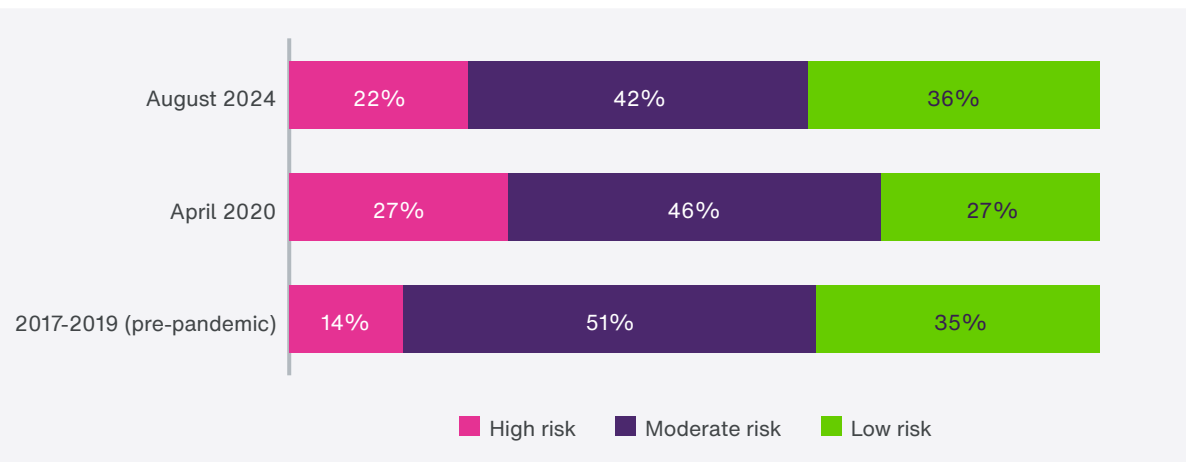
MHI Current Month August 2024	July 2024
70.7	70.2





## Mental health risk.

In August 2024, 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. More than four years after the launch of the MHI in April 2020, there has been a five percent reduction in high-risk workers and a nine percent increase in low-risk workers.



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

**Mental Health Index sub-scores.**

For more than two years, the lowest Mental Health Index sub-score continues to be anxiety (64.3). Isolation (67.2), depression (70.9), work productivity (71.2), optimism (71.6), and financial risk (74.4) follow. General psychological health (77.0) continues to be the most favorable mental health measure in August 2024.

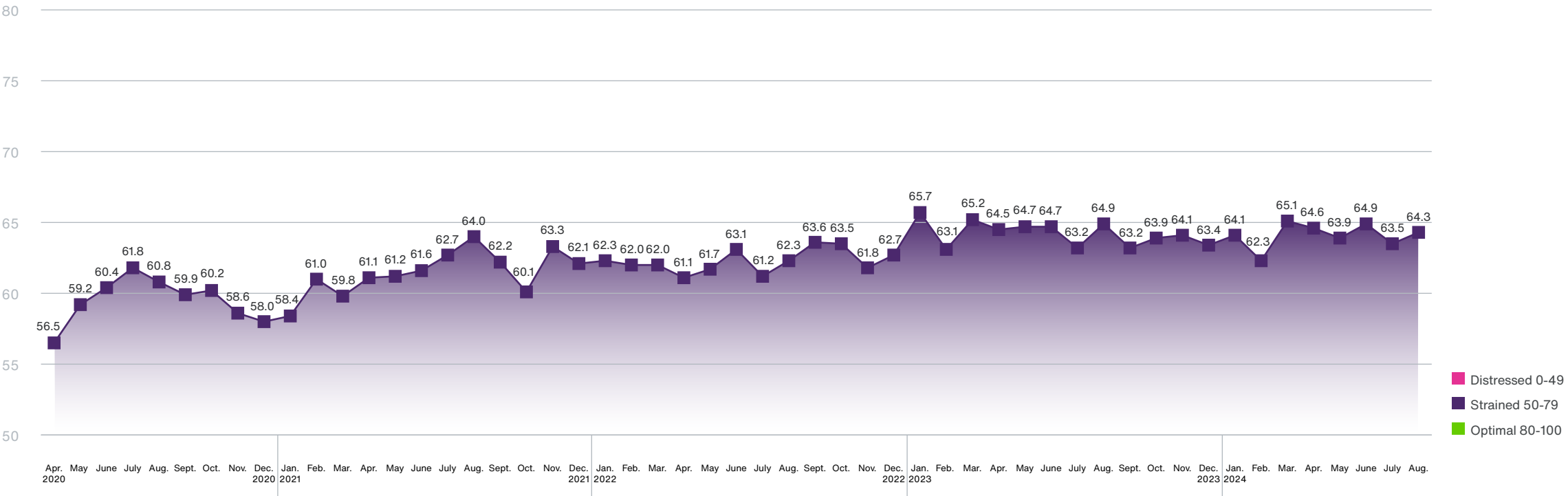
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores, apart from general psychological health, have improved from the previous month

Mental Health Index Sub-scores	August 2024	July 2024
Anxiety	64.3	63.5
Isolation	67.2	66.4
Depression	70.9	70.5
Work productivity	71.2	71.1
Optimism	71.6	71.0
Financial risk	74.4	73.6
Psychological health	77.0	77.2



Anxiety

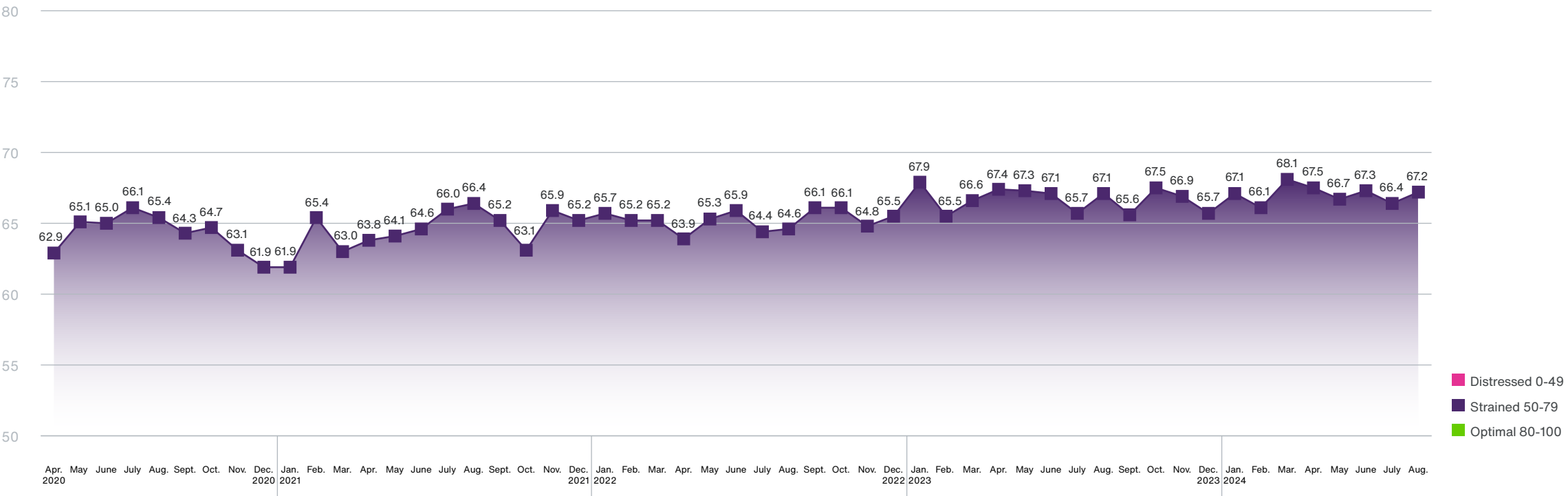
Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for more than two years. Following a sharp increase in March 2024, the anxiety score generally declined through July. In August 2024, the anxiety score has improved nearly one point from the previous month.





Isolation

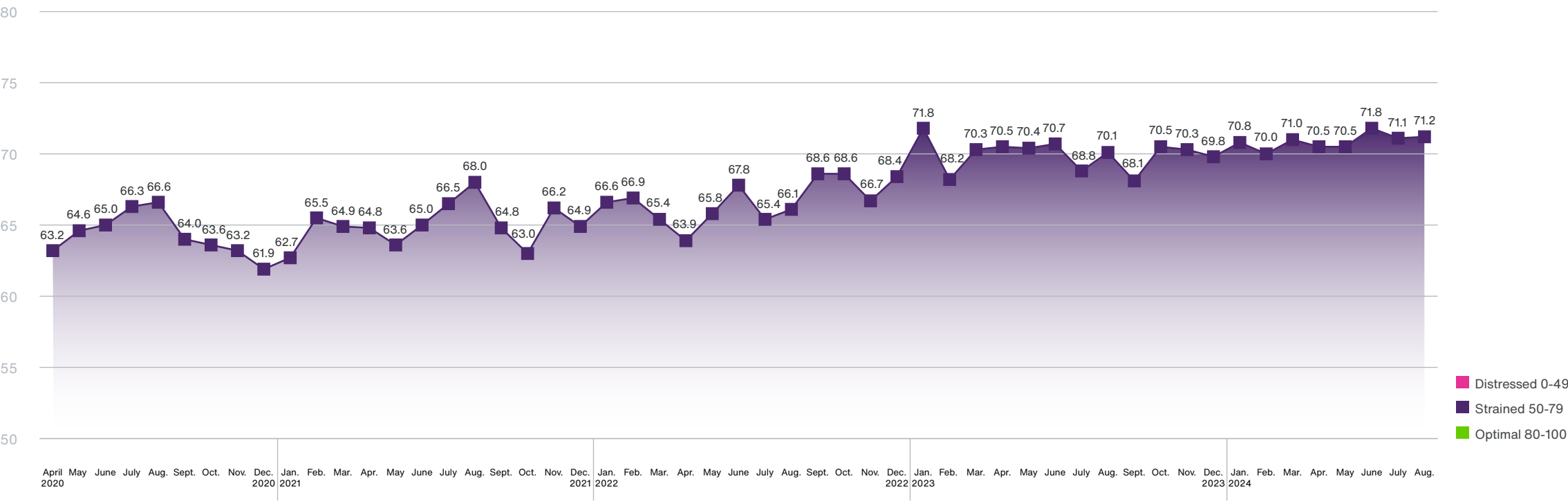
Despite significant variability, isolation scores have generally improved since the launch of the MHI in April 2020. After reaching its highest point in March 2024, the isolation sub-score declined sharply through July. In August 2024, the isolation score has improved modestly, yet it continues to be the second lowest mental health sub-score for more than two years.



Work productivity

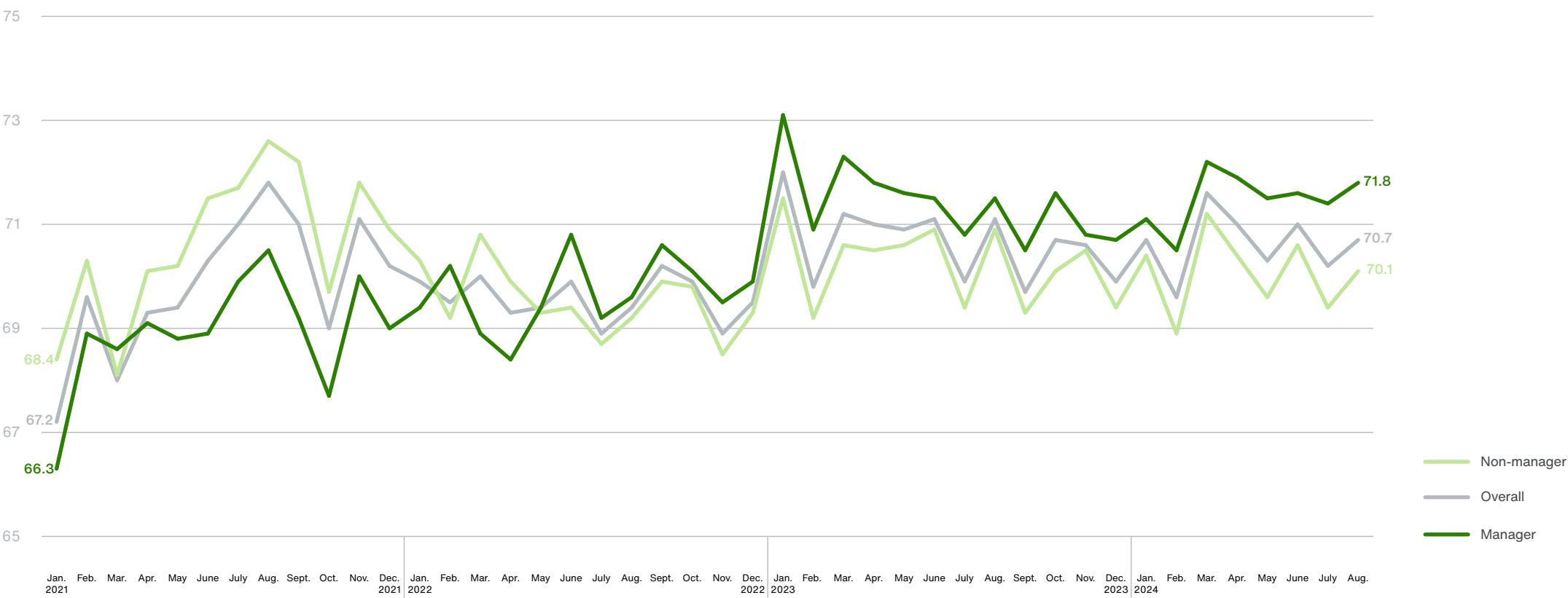
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally followed an increasing trend since the launch of the MHI in April 2020. In August 2024, the work productivity sub-score remains nearly unchanged from July.



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 August 2024, the mental health score of managers (71.8) has improved modestly, and it continues to be higher than the mental health score of non-managers (70.1) and the national average (70.7).



## Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In August 2024, the mental health score of women is 68.5 compared to 73.0 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. More than four years later, this pattern continues with a lower score for workers with at least one child (67.9) than workers without children (71.8)

## Mental health by employment status.

- Overall, four percent of respondents are unemployed<sup>1</sup> and seven percent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (53.6), followed by workers reporting fewer hours than the last month (63.8), respondents not currently employed (68.8), and workers with no change to salary or hours(71.5)
- Laborers continue to have a lower mental health score (65.3) than service industry (71.0) and office workers (71.9)
- Managers have a higher mental health score (71.8) than non-managers (70.1)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (72.5)
- Respondents working for companies with 51-100 employees have the lowest mental health score (69.1)



## Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.2) than the overall group (70.7). Workers with emergency savings have a mental health score of 75.9

<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.

In August 2024, the mental health scores in the Midwest, West, and Southern United States have improved whereas, the mental health score in the Northeast has declined slightly from July.

- The West and the Northeast report the highest mental health scores (71.4) in August 2024
- Despite a notable 1.0-point increase, the Southern United States continues to have the lowest mental health score (69.9)

Region	August 2024	July 2024	Change
South	69.9	68.9	1.0
West	71.4	70.9	0.5
Midwest	70.7	70.3	0.4
Northeast	71.4	71.5	-0.1



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	Aug. 2024	July 2024
Employed (no change in hours/salary)	71.5	70.9
Employed (fewer hours compared to last month)	63.8	64.0
Employed (reduced salary compared to last month)	53.6	53.9
Not currently employed	68.8	69.0

Age group	Aug. 2024	July 2024
Age 20-29	59.0	59.2
Age 30-39	64.9	63.6
Age 40-49	66.9	66.6
Age 50-59	70.0	69.0
Age 60-69	76.2	76.4

Number of children	Aug. 2024	July 2024
No children in household	71.8	71.5
1 child	67.7	66.7
2 children	68.1	65.9
3 children or more	67.9	68.0

Gender	Aug. 2024	July 2024
Men	73.0	72.6
Women	68.5	67.9

Household income/annum	Aug. 2024	July 2024
<\$30K	60.2	58.1
\$30K to <\$60K	65.1	64.6
\$60K to <\$100K	70.0	70.0
\$100K to <\$150K	73.6	73.1
\$150K or more	78.9	78.9

Employer size	Aug. 2024	July 2024
Self-employed/sole proprietor	69.3	69.1
2-50 employees	70.8	71.1
51-100 employees	69.1	67.8
101-500 employees	70.9	69.3
501-1,000 employees	70.0	69.5
1,001-5,000 employees	72.5	71.4
5,001-10,000 employees	70.7	71.4
More than 10,000 employees	71.6	71.5

Manager	Aug. 2024	July 2024
Manager	71.8	71.4
Non-manager	70.1	69.4

Work environment	Aug. 2024	July 2024
Labor	65.3	64.1
Office/desk	71.9	71.5
Service	71.0	70.5

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 Agriculture, Forestry, Fishing and Hunting have the lowest mental health score (64.8), followed by workers in Food Services (65.8), and Media and Telecommunications (65.9).

Workers in Professional, Scientific and Technical Services (76.7), Finance and Insurance (73.7), and Educational Services (73.3) have the highest mental health scores this month.



Industry	August 2024	July 2024	Change
Other services (except Public Administration)	73.2	67.3	5.9
Accommodation	70.0	67.1	2.9
Utilities	70.4	67.7	2.7
Information and Cultural Industries	69.0	66.3	2.7
Food Services	65.8	64.2	1.6
Educational Services	73.3	71.8	1.5
Arts, Entertainment and Recreation	67.5	66.3	1.2
Transportation and Warehousing	69.6	68.5	1.1
Wholesale Trade	72.0	70.9	1.1
Construction	70.1	69.2	0.9
Professional, Scientific and Technical Services	76.7	75.9	0.8
Administrative and Support services	67.7	67.0	0.7
Agriculture, Forestry, Fishing and Hunting	64.8	64.1	0.7
Other	69.5	68.8	0.7
Finance and Insurance	73.7	73.8	-0.1
Health Care and Social Assistance	70.5	70.7	-0.2
Retail Trade	67.3	67.6	-0.3
Technology	70.4	71.0	-0.6
Manufacturing	70.3	71.2	-0.9
Media and Telecommunications	65.9	67.9	-2.0
Management of Companies and Enterprises	66.4	68.6	-2.2
Real Estate, Rental and Leasing	69.9	72.2	-2.3
Public Administration	71.1	73.7	-2.6

# Spotlight

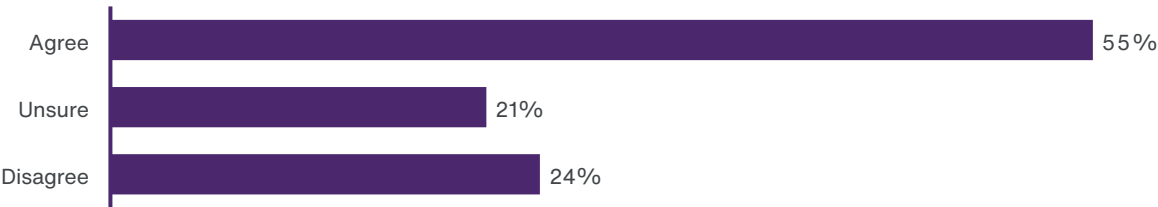
## Employee perceptions of their managers.

The mental health of workers whose managers do not prioritize mental health and wellbeing is 14 points lower than that of workers whose managers do.

- More than half (55 percent) report that their manager prioritizes the team’s mental health and wellbeing; this group has the highest/best mental health score (75.5), nearly five points higher than the national average (70.7)
- Nearly one-quarter (24 percent) report that their manager does not prioritize the team’s mental health and wellbeing; this group has the lowest/worst mental health score (61.5), 14 points lower than workers whose managers prioritize mental health and wellbeing (75.5) and more than nine points lower than the national average (70.7)



My manager prioritizes the team’s mental health and wellbeing



MHI score by “My manager prioritizes the team’s mental health and wellbeing”





**Workers who say their manager provides regular feedback and guidance have a mental health score 11 points higher than workers who do not hold this view.**

- Nearly seven in ten (69 percent) report that their manager provides regular feedback and guidance; this group has the highest/best mental health score (73.9), more than three points higher than the national average (70.7)
- Nearly one in five (19 percent) report that their manager does not provide regular feedback and guidance; this group has a mental health score (62.9) 11 points lower than workers whose managers provide regular feedback and guidance (73.9) and nearly eight points lower than the national average (70.7)



**My manager provides regular feedback and guidance**



**MHI score by “My manager provides regular feedback and guidance”**



**Workers who perceive their manager listens to their concerns have a mental health score 16 points higher than workers who do not share this perception.**

- Seven in ten (70 percent) report that their manager actively listens to their concerns; this group has the highest/best mental health score (74.5), nearly four points higher than the national average (70.7)
- One in six (16 percent) report that their manager does not actively listen to their concerns; this group has the lowest/worst mental health score (58.7), nearly 16 points lower than workers whose managers listen to their concerns (74.5) and 12 points lower than the national average (70.7)



**My manager actively listens to my concerns**



**MHI score by “My manager actively listens to my concerns”**



**Workers who say their manager makes it safe to say what is on their minds have a mental health score 15 points higher than workers who do not share this view.**

- More than seven in ten (72 percent) report that their manager makes it safe to say what is on their mind; this group has the highest/best mental health score (74.3), nearly four points higher than the national average (70.7)
- One in seven (14 percent) report that their manager does not make it safe to share what is on their mind; this group has the lowest/worst mental health score (59.5), nearly 15 points lower than workers whose managers make it safe to share (74.3) and more than 11 points lower than the national average (70.7)

**My manager makes it safe for me to say what is on my mind**



**MHI score by “My manager makes it safe for me to say what is on my mind”**



**Workers who trust their manager have a mental health score 14 points higher than workers who do not.**

- More than seven in ten (71 percent) trust their manager; this group has the highest/best mental health score (74.4), nearly four points higher than the national average (70.7)
- Nearly one in seven (13 percent) do not trust their manager; this group has the lowest/worst mental health score (60.3), more than 14 points lower than workers who trust their manager (74.4) and more than 10 points lower than the national average (70.7)



**I trust my manager**



**MHI score by “I trust my manager”**



**Workers who say that their manager recognizes their contributions have a mental health score 16 points higher than workers who do not believe this to be true.**

- Nearly four in five (77 percent) report that their manager recognizes their contributions; this group has the highest/best mental health score (73.6), three points higher than the national average (70.7)
- One in ten (10 percent) report that their manager does not recognize their contributions; this group has the lowest/worst mental health score (57.4), more than 16 points lower than workers whose managers recognize their contributions (73.6) and more than 13 points lower than the national average (70.7)



**My manager recognizes my contributions**



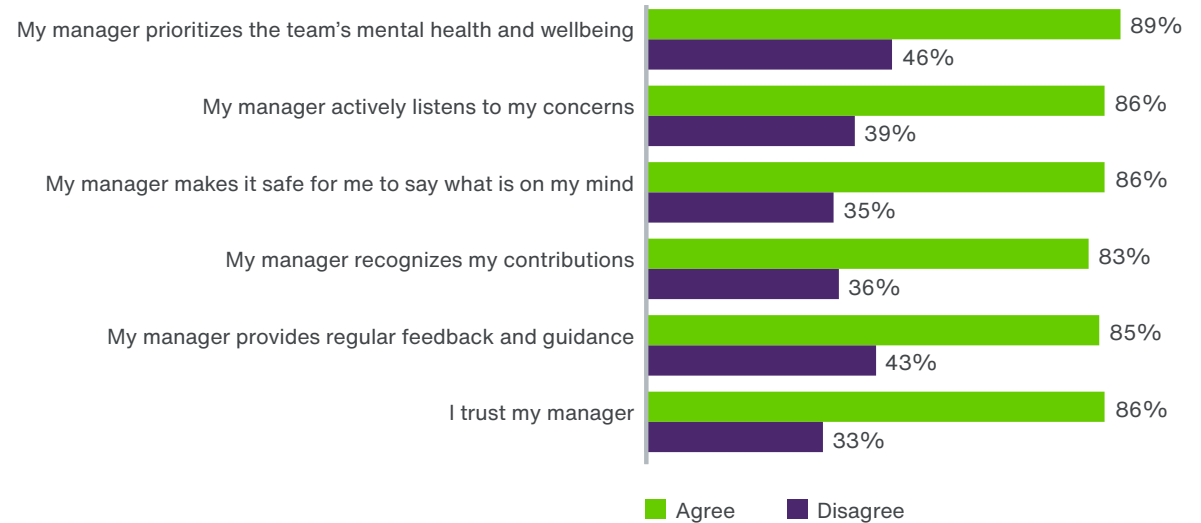
**MHI score by “My manager recognizes my contributions”**



- Workers with a supportive manager characterised by any of the measures included in this report are at least twice as likely to recommend their organization as a good place to work compared to workers without a supportive manager
- Workers with a supportive manager are at least 65 percent more likely to believe that they have a future with their employer compared to workers without a supportive manager



#### Likelihood to recommend the organization as a good place to work based on manager support



#### Believe they have a future with their current employer



# Leadership aspirations

Nearly an equal number of workers would be interested in taking on a manager role as workers who would not want the role.

- Nearly one-third (32 percent) want to be people leaders or managers, while 33 percent do not want to take on this role
- Workers under 40 are 60 percent more likely than workers over 50 to want to be people leaders or managers if the opportunity arose
- Parents are 50 percent more likely than non-parents to want to be people leaders or managers
- Men are 50 percent more likely than women to want to be people leaders or managers
- Workers with a supportive manager are nearly 50 percent more likely than workers without a supportive manager to want to be people leaders or managers



Would you want to be a people leader/manager?



MHI score by “Would you want to be a people leader/manager?”

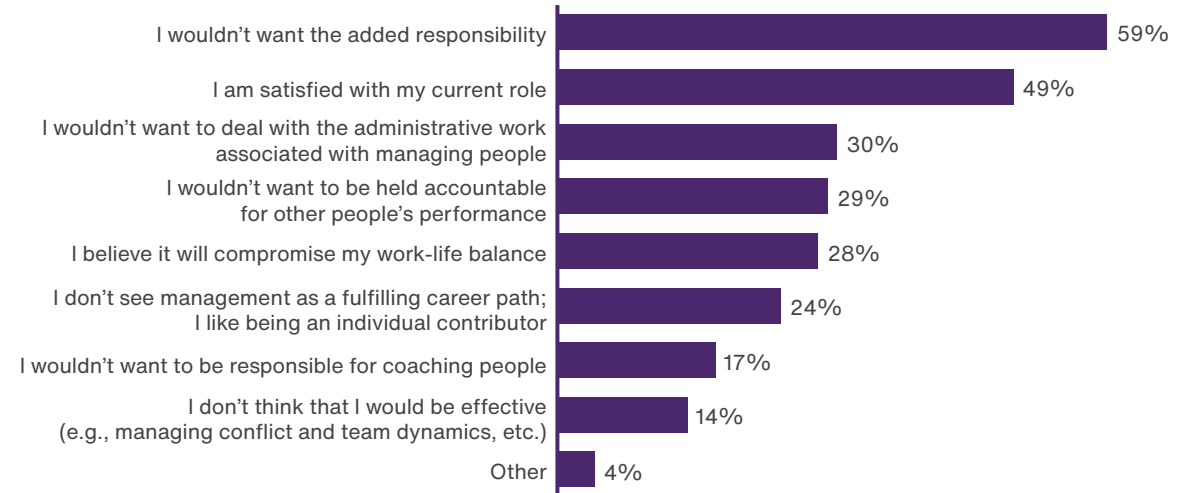


**Workers not interested in managing people primarily want to avoid the additional responsibility.**

- Nearly three in five (59 percent) do not want to manage people because they wouldn't want the added responsibility, 49 percent are satisfied with their current role, 30 percent wouldn't want to deal with the administrative work associated with managing people, 29 percent wouldn't want to be held accountable for other people's performance, and 28 percent believe it will compromise their work-life balance
- Nearly half (45 percent) of workers who are satisfied with their current role have a mental health score (74.9) more than four points higher than the national average (70.7)



**Why would you not want to manage people?**



**MHI score by "Why would you not want to manage people?"**





# 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 provides a measure of the current mental health status of employed adults. Increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

## The Mental Health Index report has two parts:

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

## Methodology

Data for this report is collected through an online survey of 5,000 people who live in the United States and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United States. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between August 2 and August 9, 2024.

## 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. 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 available upon request.

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