



TELUS Mental Health Index.

United States of America | February 2024

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What you need to know for February 2024.

The mental health of workers is at the lowest point in more than one year.

- At 69.6, the mental health of workers has declined one point from January 2024
- 25 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 33 percent have a low mental health risk
- All mental health sub-scores have declined from January to February; anxiety and isolation have been the lowest mental health sub-scores for 22 consecutive months
- Mental health scores have declined in all regions of the United States from January 2024
- Despite a decline, the mental health score of managers is higher than the score of non-managers
- Laborers continue to have a lower mental health score than service industry and office workers



Sixty per cent of workers say they are not performing at their optimal level; younger workers want better support from managers.

- 18 percent want better support from their manager; this group has a mental health score (61.6) more than 14 points lower than workers reporting they are performing at their optimal level
- Workers under 40 are twice as likely as workers over 50 to report needing better support from their manager and their co-workers to perform better at work
- 19 percent of workers report needing better resources, tools, or technology, 15 percent need control over how they do they work, 14 percent need training (skills or education), and 13 percent need better support from their co-workers to improve work performance
- More than half (58 percent) consider the quality of work as the most important performance indicator, which is more than twice as significant than both customer satisfaction and work volume



Three in ten workers believe they spend too much time working.

- 31 percent of workers believe that they spend too much time working; another 14 percent are unsure
- Among workers reporting they spend too much time working, 68 percent work for more than 40 hours per week
- Workers under 40 are 75 percent more likely than workers over 50 to feel they spend too much time working
- 66 percent of workers are satisfied with the amount of time they have to spend on things they enjoy doing; the mental health of this group (75.1) is nearly 18 points higher than the score of workers who are dissatisfied (57.4) and more than five points higher than the American average (69.6)

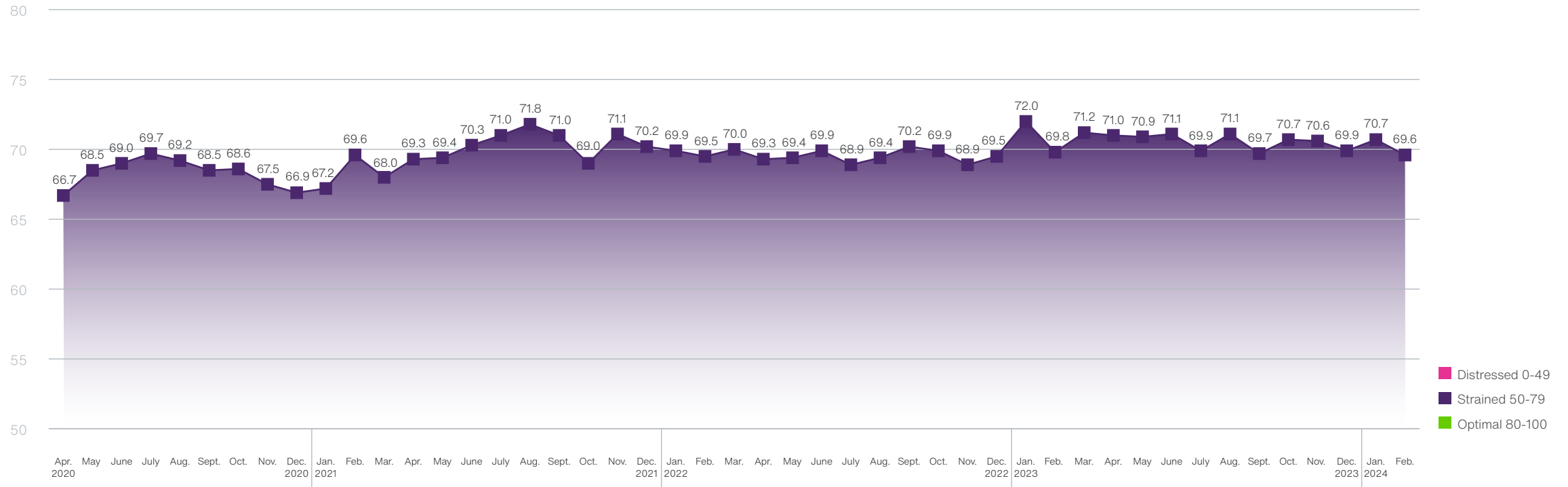
Younger workers are more than twice as likely to report having a mental health condition.

- 30 percent of workers report having chronic physical, cognitive, emotional, psychological, or mental health issues
- Nearly one-in eight (12 percent) report long-term emotional, psychological, or mental health conditions; the mental health score of this group (44.6) is more than 31 points lower than workers reporting no long-term difficulties (75.8) and 25 points lower than the national average (69.6)
- Workers with an annual household income less than \$100,000 are 70 percent more likely than workers with an annual household income greater than \$100,000 to report having emotional, psychological or mental health conditions

The Mental Health Index.

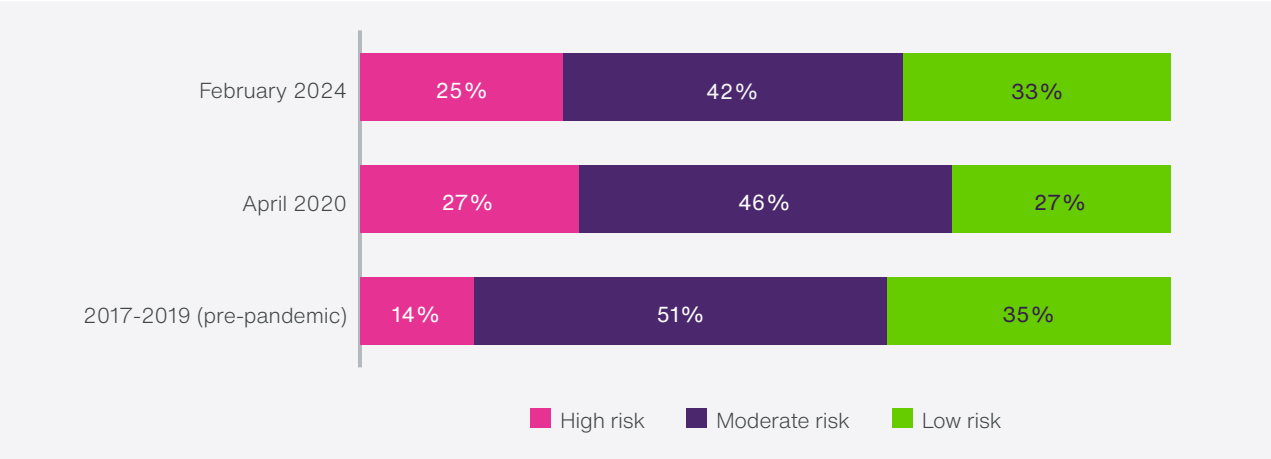
The overall Mental Health Index (MHI) for February 2024 is **69.6**. After a modest improvement in January, the mental health score of workers in the United States has declined to the lowest point in more than one year.

MHI Current Month February 2024	January 2024
69.6	70.7



Mental health risk.

In February 2024, 25 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 33 percent have a low mental health risk. Workers have a modestly lower mental health risk in February 2024 compared to the launch of the MHI, near the onset of the pandemic, in April 2020.



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 two years (22 months), the lowest Mental Health Index sub-score continues to be anxiety (62.3). Isolation (66.1), depression (69.5), work productivity (70.0), optimism (71.4), and financial risk (72.2) follow. General psychological health (76.4) continues to be the most favorable mental health measure in February 2024.

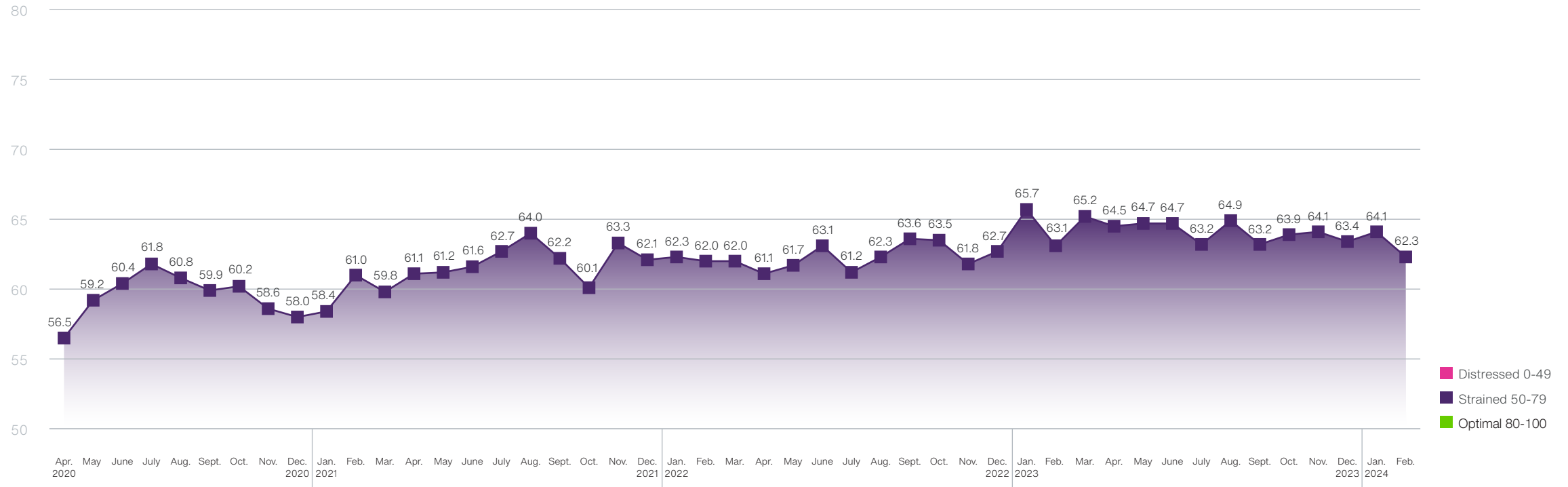
- Anxiety and isolation have been the lowest mental health sub-scores for 22 consecutive months
- All mental health sub-scores have declined from the prior month
- The most significant decline is in the anxiety sub-score, falling nearly two points from January 2024

Mental Health Index Sub-scores	February 2024	January 2023
Anxiety	62.3	64.1
Isolation	66.1	67.1
Depression	69.5	70.8
Work productivity	70.0	70.8
Optimism	71.4	71.8
Financial risk	72.2	73.6
Psychological health	76.4	77.4



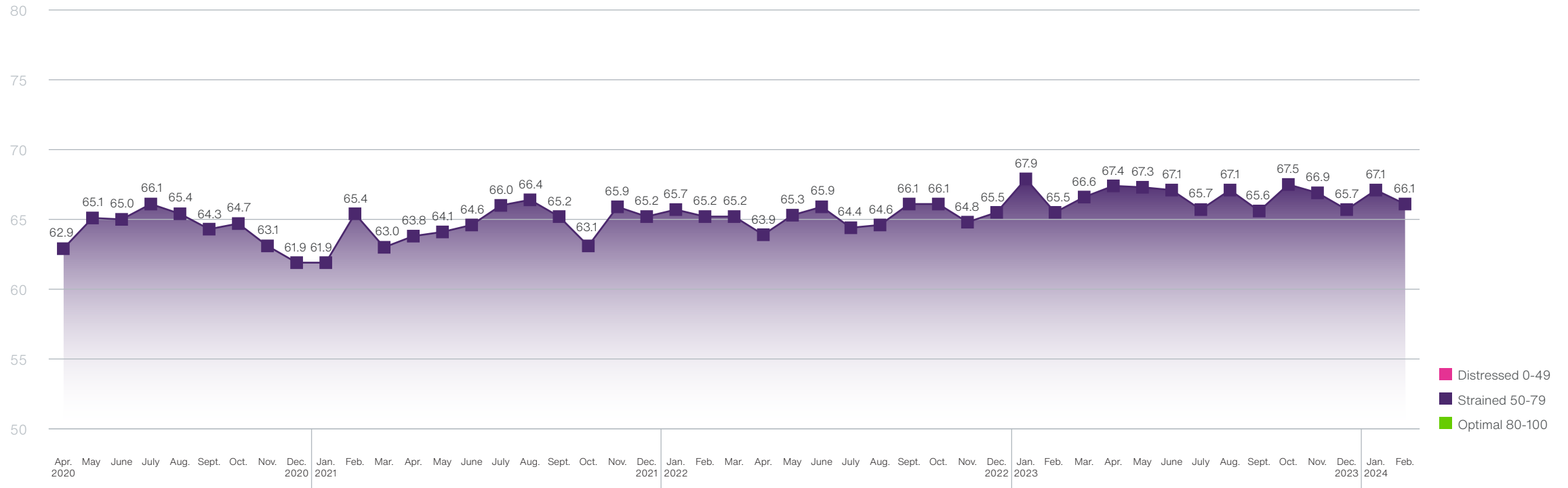
Anxiety

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for 22 consecutive months. In February 2024, the anxiety sub-score declined most significantly, down 1.8-points from January.



Isolation

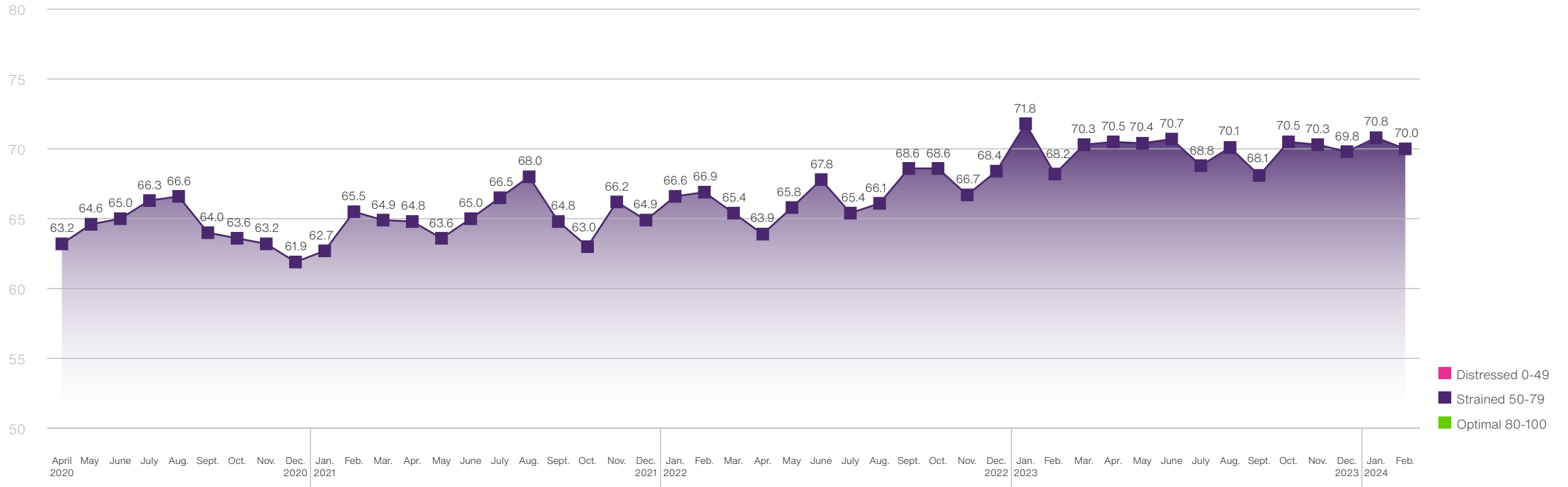
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020. After reaching its peak in January 2023, the isolation sub-score fluctuated through December 2023. In February 2024, the isolation score has declined one point from January and continues to be the second lowest mental health sub-score for the 22nd consecutive month.



Work productivity

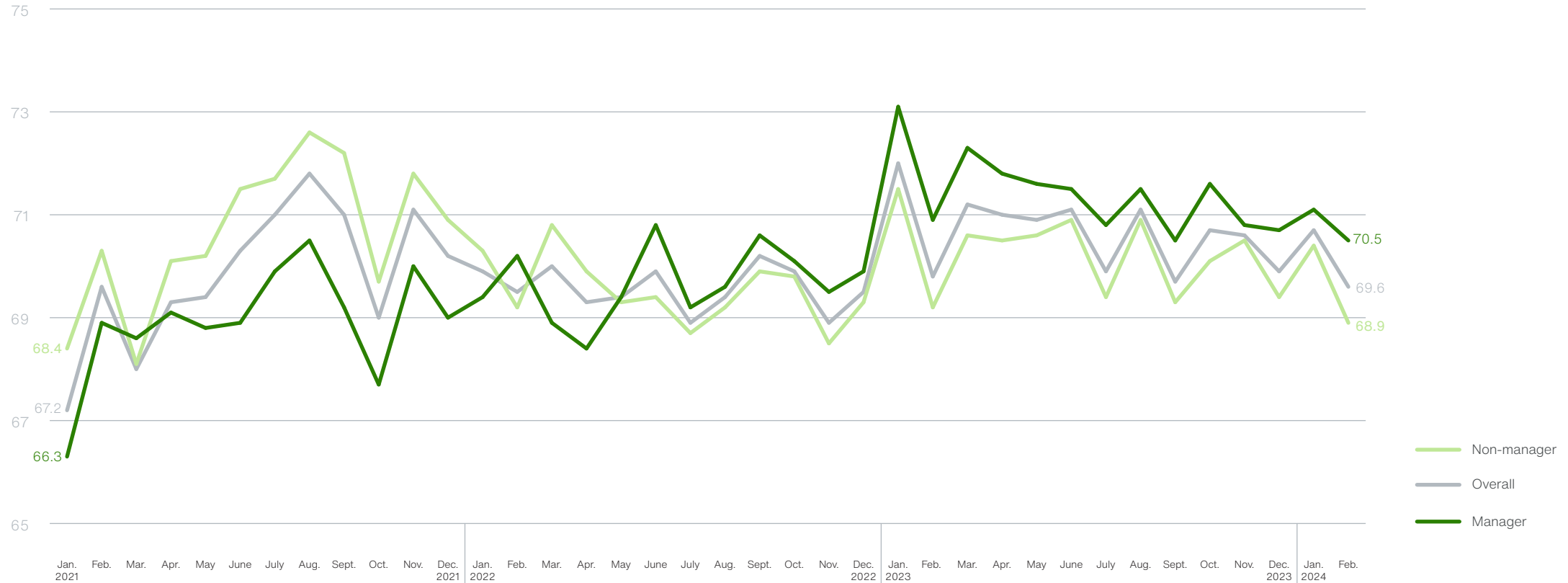
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally followed an improving trend since the launch of the MHI in April 2020. In February 2024, the work productivity sub-score has declined nearly one point from January.



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 American averages. Since June 2022, managers have had better mental health scores than non-managers. In February 2024, the mental health score of managers (70.5) has declined yet is higher than the mental health score of non-managers (68.9) and the national average (69.6).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In February 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 four years later, this pattern continues with a lower mental health score for workers with at least one child (66.2) than workers without children (70.8)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and seven percent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the prior month have the lowest mental health score (59.5), followed by workers reporting fewer hours than the prior month (61.0), respondents not currently employed (64.3), and workers with no change to salary or hours (70.4)
- Laborers have a lower mental health score (63.9) than service industry (69.9) and office workers (70.9)
- Managers have a higher mental health score (70.5) than non-managers (68.9)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (71.4)
- Respondents working for companies with 51-100 employees have the lowest mental health score (67.1)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.2) than the overall group (69.6). Workers with emergency savings have a mental health score of 75.2

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

The Mental Health Index by region.

In February 2024, the mental health scores for all regions in the United States have declined compared to the previous month.

- The lowest mental health score in February continues to be in the Southern United States (69.0)
- Despite a 1.9-point decrease, the Northeast continues to have the highest mental health score (70.9)

Region	February 2024	January 2024	Change
South	69.0	69.2	-0.2
West	69.3	70.4	-1.1
Midwest	69.3	71.0	-1.7
Northeast	70.9	72.8	-1.9

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	Feb. 2024	Jan. 2024
Employed (no change in hours/salary)	70.4	71.5
Employed (fewer hours compared to last month)	61.0	61.7
Employed (reduced salary compared to last month)	59.5	55.6
Not currently employed	64.3	67.9

Age group	Feb. 2024	Jan. 2024
Age 20-29	56.7	56.0
Age 30-39	63.8	64.2
Age 40-49	65.9	67.2
Age 50-59	69.1	70.6
Age 60-69	76.5	77.0

Number of children	Feb. 2024	Jan. 2024
No children in household	70.8	72.2
1 child	67.5	66.8
2 children	66.0	65.7
3 children or more	62.0	67.2

Gender	Feb. 2024	Jan. 2024
Men	71.8	73.2
Women	67.4	68.3

Household income/annum	Feb. 2024	Jan. 2024
<\$30K	57.7	57.8
\$30K to <\$60K	64.7	65.4
\$60K to <\$100K	69.1	70.7
\$100K to <\$150K	72.8	74.3
\$150K or more	77.7	78.5

Employer size	Feb. 2024	Jan. 2024
Self-employed/sole proprietor	68.3	69.1
2-50 employees	69.7	70.1
51-100 employees	67.1	68.8
101-500 employees	69.8	70.9
501-1,000 employees	69.3	71.6
1,001-5,000 employees	71.4	71.8
5,001-10,000 employees	68.1	71.0
More than 10,000 employees	71.1	71.7

Manager	Feb. 2024	Jan. 2024
Manager	70.5	71.1
Non-manager	68.9	70.4

Work environment	Feb. 2024	Jan. 2024
Labour	63.9	64.4
Office/desk	70.9	72.1
Service	69.9	71.0

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 Food Services have the lowest mental health score (63.9), followed by workers in Information and Cultural Industries (63.9), and Retail Trade (65.9).

Workers in Professional, Scientific and Technical Services (75.6), Public Administration (75.6), and Real Estate, Rental and Leasing (73.7) have the highest mental health scores this month.



Industry	February 2024	January 2024	Change
Information and Cultural Industries	63.9	60.2	3.7
Agriculture, Forestry, Fishing and Hunting	69.0	66.6	2.4
Real Estate, Rental and Leasing	73.7	72.5	1.2
Construction	68.9	68.3	0.6
Professional, Scientific and Technical Services	75.6	75.0	0.6
Food Services	63.9	63.4	0.5
Technology	70.8	70.6	0.2
Finance and Insurance	73.4	73.5	-0.1
Arts, Entertainment and Recreation	66.2	66.4	-0.2
Public Administration	75.6	76.0	-0.4
Transportation and Warehousing	67.1	67.6	-0.5
Other	67.9	68.7	-0.8
Wholesale Trade	70.8	71.7	-1.1
Administrative and Support services	67.1	68.2	-1.1
Media and Telecommunications	69.9	71.2	-1.3
Health Care and Social Assistance	68.9	70.7	-1.8
Retail Trade	65.9	68.0	-2.1
Educational Services	71.7	73.9	-2.2
Manufacturing	68.8	71.0	-2.3
Accommodation	67.7	70.6	-2.9
Other services (except Public Administration)	66.5	70.9	-4.4
Utilities	66.8	71.9	-5.1

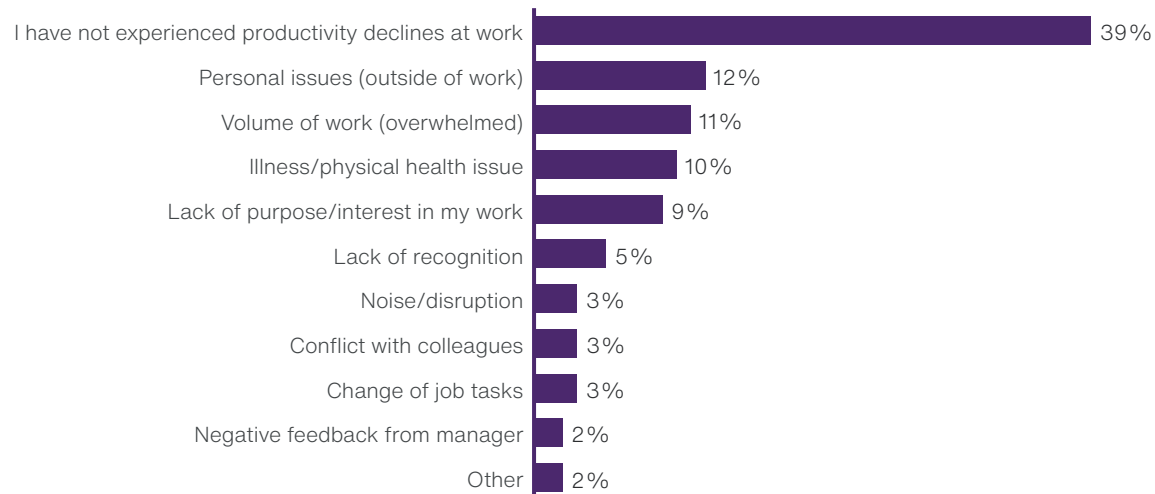
Spotlight

Work productivity and performance.

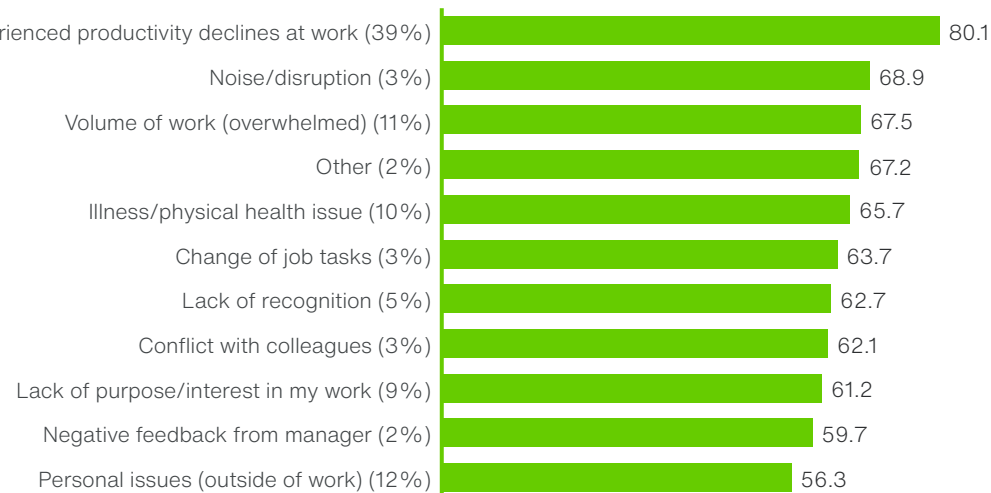
Sixty-one percent of workers indicate a recent decline in work productivity and provide the reason for the decline:

- One in eight (12 percent) report that personal issues are the main reason for a significant productivity decline, 11 percent report volume of work (causing feelings of being overwhelmed), 10 percent report illness/physical health issues, and nine percent report lack of purpose/interest in their work as the main reason for productivity decline
- The lowest mental health score (56.3) is among 12 percent reporting that personal issues are the main reason for productivity decline, nearly 24 points lower than workers not reporting a productivity decline (80.1) and more than 13 points lower than the national average (69.6)
- Nearly two in five (39 percent) have not experienced a significant productivity decline at work; this group has the highest/best mental health score (80.1), more than 10 points higher than the national average (69.6)

Reason for significant decline in productivity at work



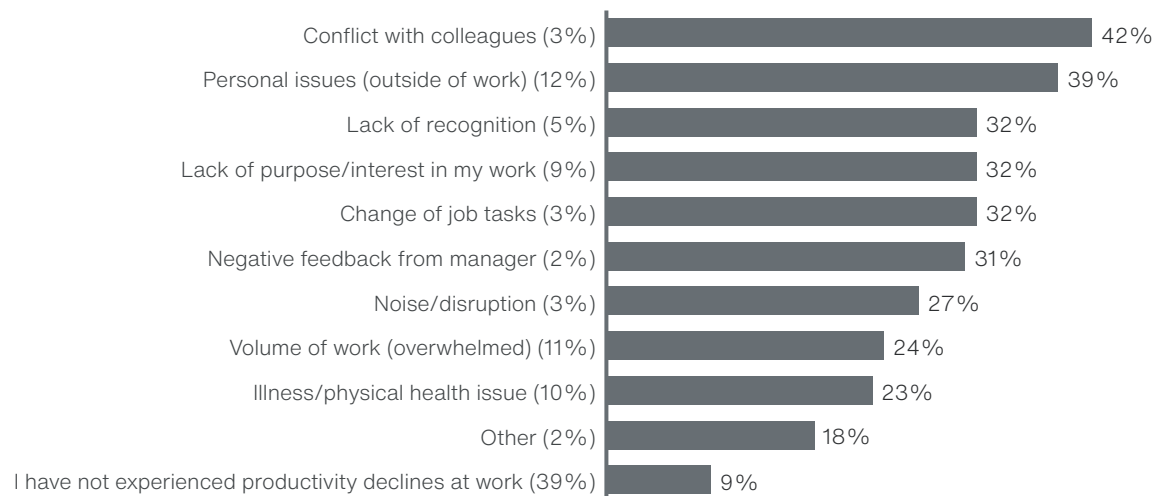
MHI score by “Reason for significant decline in productivity at work”





- Workers reporting a productivity decline because of conflict with colleagues are most likely to report their mental health is negatively impacting their work productivity (42 percent), followed by workers reporting personal issues (39 percent), workers reporting a productivity decline because of a lack of recognition, a lack of purpose/interest in their work, or a change of job tasks (32 percent)
- Workers under 40 are more than twice as likely as workers over 50 to report that personal issues are the main reason for a productivity decline at work
- Workers under 40 are 80 percent more likely than workers over 50 to report that a lack of purpose/interest in work is the main reason for a productivity decline at work
- Workers over 50 are more than twice as likely as workers under 40 to report not having experienced a productivity decline at work
- Non-parents are 50 percent more likely than parents to report not having experienced a productivity decline at work

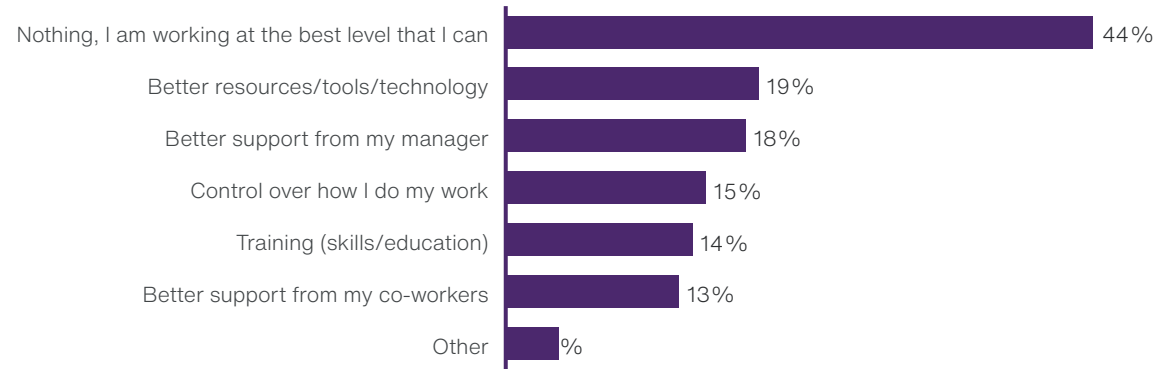
Percentage reporting their mental health negatively affects their work productivity by “Reason for significant decline in productivity at work”



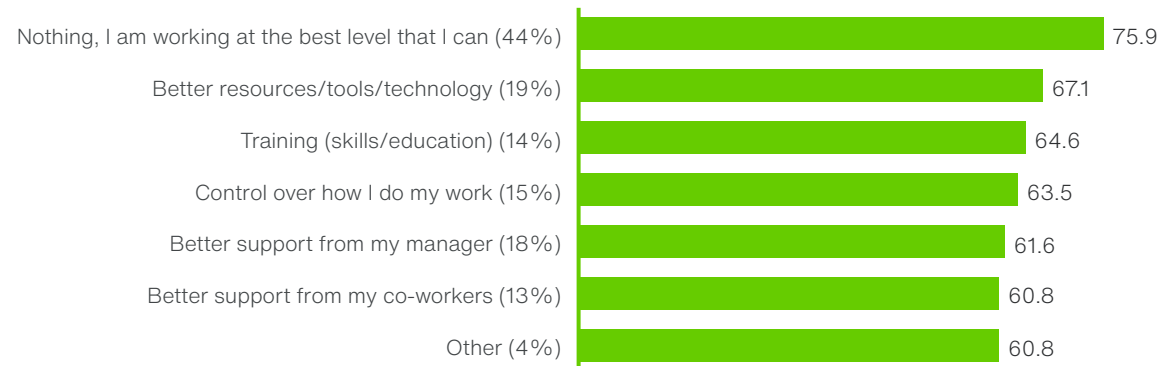
Workers were asked what they would need to perform better at work.

- Nearly one in five (19 percent) report needing better resources, tools, or technology, 18 percent need better support from their manager, 15 percent need control over how they do their work, 14 percent need training, and 13 percent need better support from their co-workers to perform better at work
- Eighteen percent of workers needing better support from their manager have a mental health score (61.6) more than 14 points lower than workers reporting that they are working at the best level they can (75.9)
- Workers under 40 are twice as likely as workers over 50 to report needing better support from their managers and their co-workers to perform better at work
- Nearly half (44 percent) believe they are working at the best level they can, needing nothing to perform better at work; this group has the highest/best mental health score (75.9), more than six points higher than the national average (69.6)
- Workers over 50 are 85 percent more likely than workers under 40 to report they are working at the best level they can, needing nothing to perform better at work
- Non-managers are 40 percent more likely than managers to believe they do not need anything to perform better at work

What would you need to perform better at work?



MHI score by “What would you need to perform better at work?”

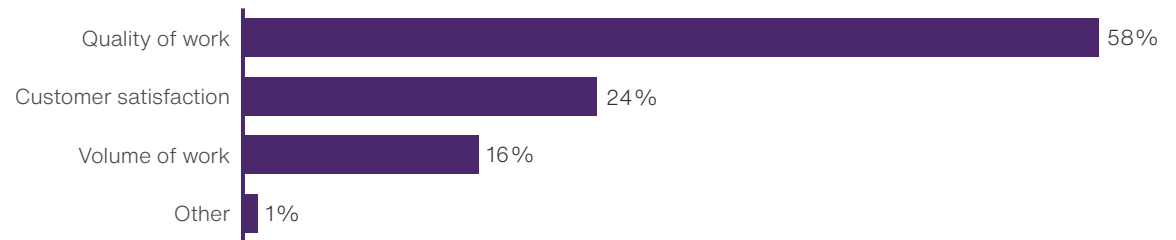


Workers were asked what they believe is the most important indicator of their performance according to their employer.

- More than half (58 percent) believe that quality of work is the most important indicator of performance according to their employer; this group has the highest/best mental health score (71.4), nearly two points higher than the national average (69.6)
- Nearly one-quarter (24 percent) believe that customer satisfaction is the most important indicator of performance; the mental health score of this group (70.0) is modestly higher than the national average (69.6)
- The lowest/worst mental health score (62.7) is among 16 percent who believe that volume of work is the most important indicator of performance according to their employer, nearly seven points lower than the national average (69.6)



Most important indicator of performance



MHI score by “Most important indicator of performance”

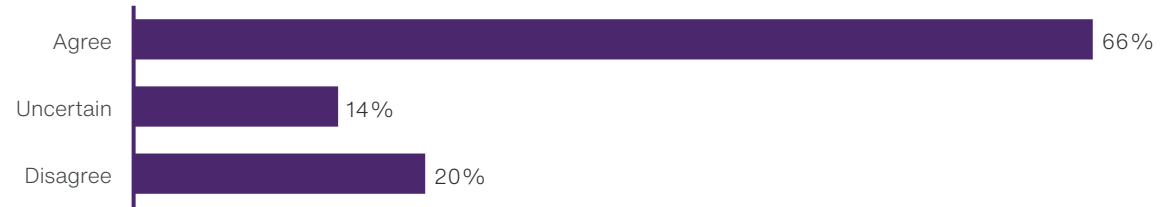


Work and leisure time.

Workers were asked whether they are satisfied with the amount of time they have to spend on things they enjoy doing.

- Two-thirds (66 percent) are satisfied with the amount of time they have to spend on things they enjoy doing; this group has the highest/best mental health score (75.1), more than five points higher than the national average (69.6)
- More than one-third (34 percent) are either unsure or dissatisfied with the amount of time they have to spend on things they enjoy doing; this group has the lowest/worst mental health score, at least 14 points lower than workers who are satisfied and at least eight points lower than the national average (69.6)
- Workers reporting that they are not satisfied with the amount of time they have to spend on things they enjoy doing are 40 percent more likely to report working more than 40 hours per week than workers reporting they are satisfied

I am satisfied with the amount of time I have to spend on things I enjoy doing



MHI score by “I am satisfied with the amount of time I have to spend on things I enjoy doing”



Percentage who report working more than 40 hours per week by “I am satisfied with the amount of time I have to spend on things I enjoy doing”



Workers were asked whether they feel they spend too much time working.

- Nearly one-third (31 percent) feel they spend too much time working; this group has the lowest/worst mental health score (62.0), nearly 13 points lower than workers who feel they do not spend too much time working (74.9) and more than seven points lower than the national average (69.6)
- Workers under 40 are 75 percent more likely than workers over 50 to feel they spend too much time working
- Managers are 60 percent more likely than non-managers to feel they spend too much time working
- Workers reporting that they spend too much time working are 80 percent more likely to report they work more than 40 hours per week than workers not feeling that they spend too much time working
- More than half (54 percent) report not spending too much time working; this group has the highest/best mental health score (74.9), more than five points higher than the national average (69.6)

I feel that I spend too much time working



MHI score by “I feel that I spend too much time working”



Percentage who report working more than 40 hours per week by “I feel that I spend too much time working”

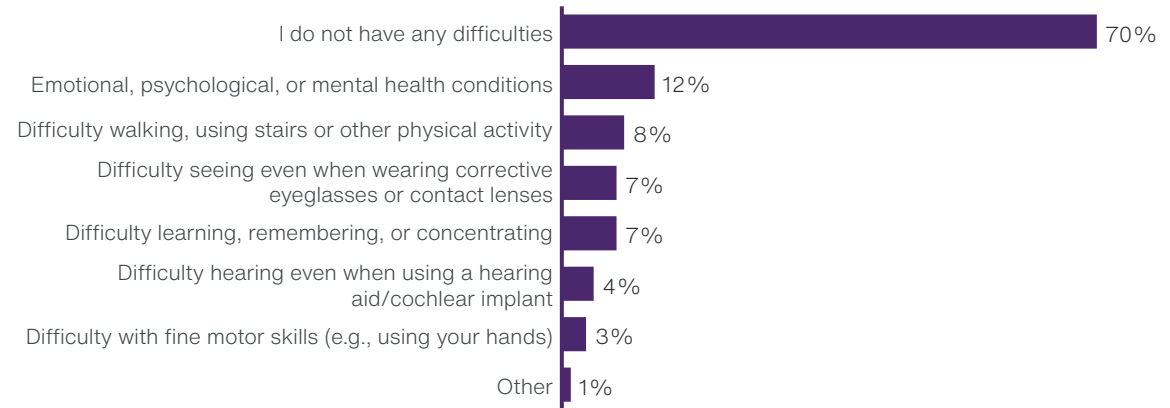


Chronic issues

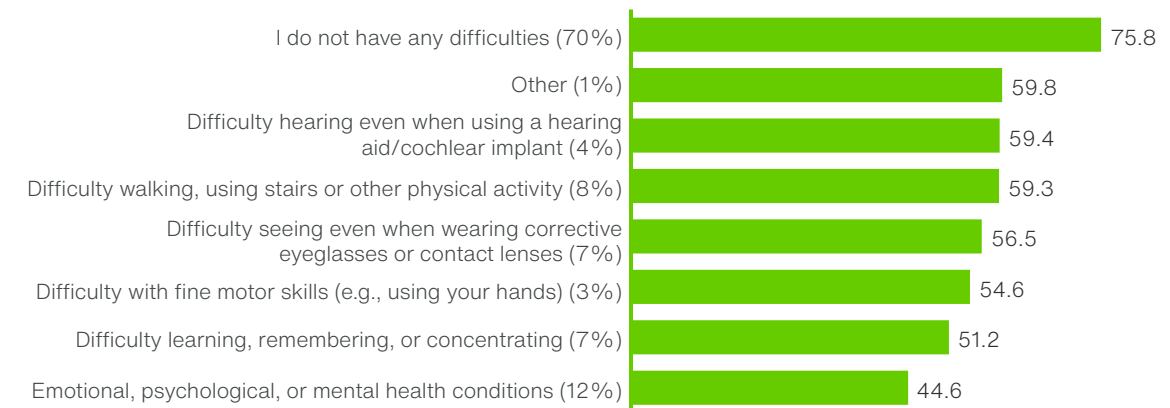
Workers were asked whether they have any difficulties that are lasting or are expected to last more than six months.

- Nearly one in eight (12 percent) report long-term emotional, psychological, or mental health conditions; this group has the lowest/worst mental health score (44.6), more than 31 points lower than workers reporting no long-term difficulties (75.8) and 25 points lower than the national average (69.6)
- Workers under 40 are two and a half times more likely than workers over 50 to report having emotional, psychological, or mental health conditions
- Workers with household incomes less than \$100,000 are 70 percent more likely than workers with household incomes greater than \$100,000 to report having emotional, psychological, or mental health conditions
- Women are 40 percent more likely than men to report having emotional, psychological, or mental health conditions
- More than two-thirds (70 percent) do not have any long-term difficulties; this group has the highest/best mental health score (75.8), six points higher than the national average (69.6)

Do you have any long-term difficulties?



MHI score by “Do you have any long-term difficulties?”

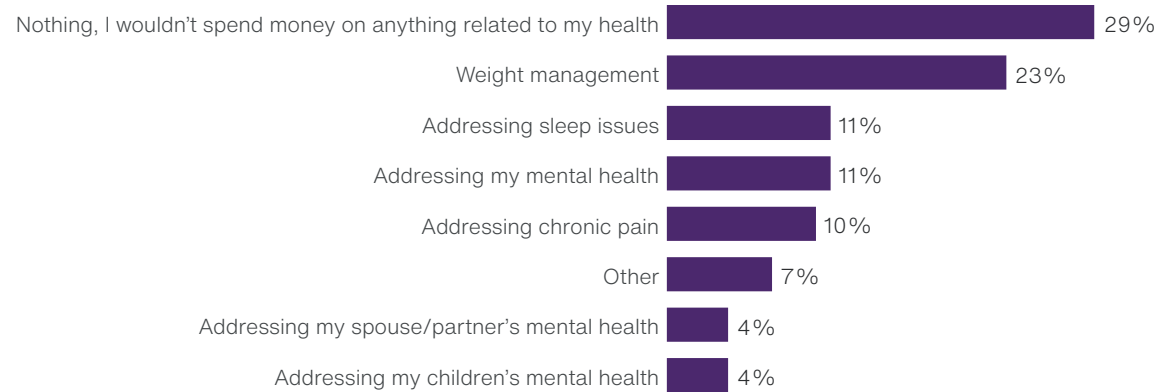


Investing in health.

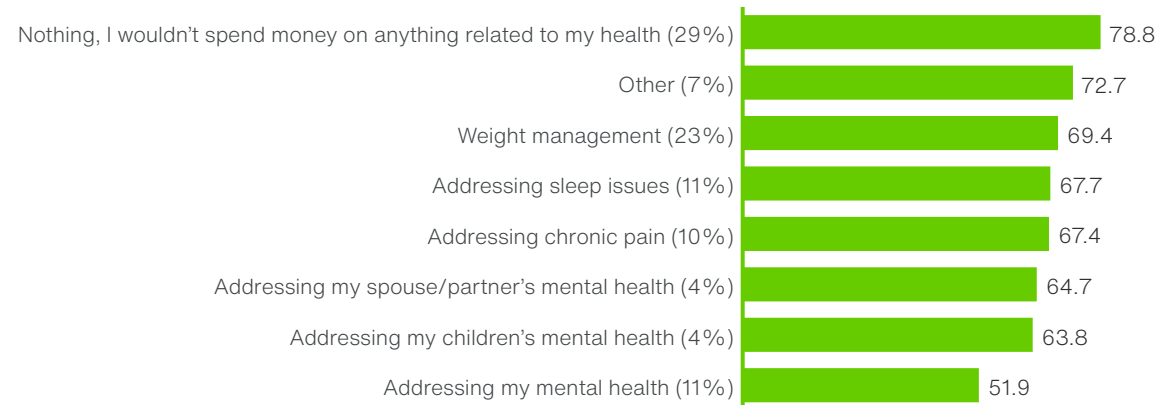
Workers were asked how they would spend \$1,000 if they had to spend it on their health.

- Nearly one-quarter (23 percent) would spend \$1,000 on weight management, 11 percent would spend it on addressing sleep issues, 11 percent would spend it on their mental health, and 10 percent would spend it on addressing chronic pain
- The lowest/worst mental health score (51.9) is among 11 percent of workers who would spend \$1,000 on their mental health, nearly 27 points lower than workers who would not spend \$1,000 on anything related to their health (78.8) and more than 17 points lower than the national average (69.6)
- Nearly one-third (29 percent) would not spend on anything related to their health; this group has the highest/best mental health score (78.8), more than nine points higher than the national average (69.6)
- Workers over 50 are 70 percent more likely than workers under 40 to report they would not spend on anything related to their health
- Non-parents are 50 percent more likely than parents to report they would not spend on anything related to their health

If you had \$1,000 to spend on your health, what would you spend it on?



MHI score by "If you had \$1,000 to spend on your health, what would you spend it on?"



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 February 7 and February 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. 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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