



TELUS Mental Health Index.

United States of America | January 2024

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What you need to know for January 2024.

The mental health of workers in the United States has shown no improvement in more than one year.

- At 70.7, the mental health of workers has improved modestly from December 2023
- **23 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 have improved from December 2023. **Anxiety and isolation have been the lowest mental health sub-scores for 21 consecutive months**
- Mental health scores have improved in all regions in the United States compared to December 2023
- The mental health scores of managers and non-managers have improved from the previous month
- Labourers continue to have a lower mental health score than service industry and office workers



Respect, support, and recognition in the workplace correlate with mental health and productivity.

- **Nearly one in ten (9 percent) do not feel valued and respected by their colleagues.** The mental health score of this group is more than 21 points lower than the score among workers who feel valued and respected
- **Nearly one in five (17 percent) do not perceive that their workplace is supportive.** The mental health score of this group is 19 points lower than the score among workers reporting their workplace is supportive
- Younger workers (under 40), labourers, and parents are more likely to report their workplace is unsupportive
- **Workers not feeling valued and respected by their colleagues and workers reporting that their workplace is unsupportive are more than twice as likely to report that their mental health adversely affects their productivity at work**
- **More than two in five (43 percent) perceive that rewards and recognition are unfair and biased in their company.** The mental health score of this group is at least eight points lower than the score among workers who perceive that rewards and recognition are fair and unbiased



One-third indicate that their employer does not support or are unsure about support for psychological health and safety.

- **52 percent rate their company's culture around mental health favourably while 11 percent have negative perceptions.** The mental health scores of workers rating the culture around mental health negatively are at least 18 points lower than the scores among workers rating their company's culture positively
- 33 percent do not perceive, or are unsure, that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation. The mental health score of this group is at least 10 points lower than workers who believe they can speak out without fear of reprisal
- 28 percent do not perceive, or are unsure, that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace. The mental health score of this group is at least nine points lower than workers reporting quick and fair resolution
- **Workers reporting that their workplace is not committed to ensuring employees can speak up about their concerns and workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are nearly twice as likely to report that their mental health adversely affects their productivity at work**

Three in five workers give high ratings to their mental health benefits and services.

- 60 percent rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least two points higher than the national average
- 13 percent rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 16 points lower than workers rating 4 or 5 (excellent), and at least 14 points lower than the national average
- 28 percent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits



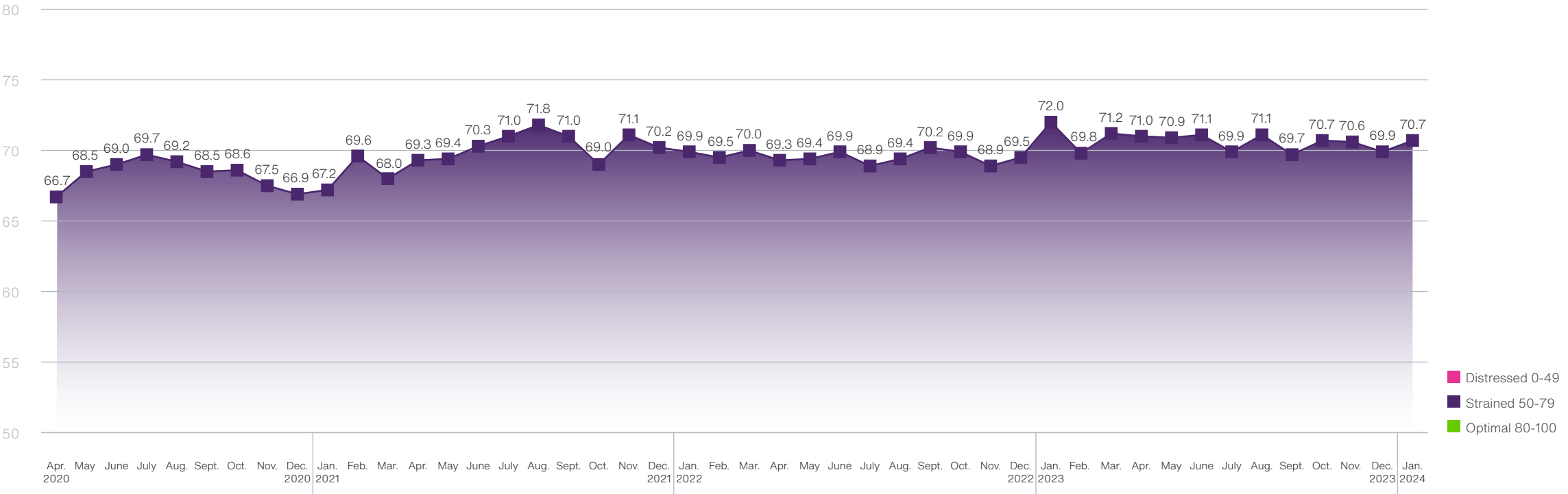
Younger workers are more likely to lack trusted personal and work relationships

- **More than one-third (37 percent) do not have trusted workplace relationships.** The mental health score of this group is at least 16 points lower than the score among workers with trusted workplace relationships. **These workers are more than three times as likely to report feeling isolated than those with trusted workplace relationships**
- **Three in ten (30 percent) do not have trusted personal relationships.** The mental health score of this group is at least 20 points lower than the score among workers with trusted personal relationships. **These workers are five times more likely to report feeling isolated than workers with trusted personal relationships**
- Workers under 40 are more than twice as likely as workers over 50 to lack trusted personal relationships and are 70 percent more likely than workers over 50 to lack trusted workplace relationships
- **Nearly one in five (18 percent) do not trust anyone enough to be their true selves with.** The mental health score of this group is nearly 24 points lower than the score among workers with someone they can be their true selves with. These workers are nearly four times more likely to report feeling isolated than workers having someone they can be their true selves with
- Younger workers (under 40) and parents are more likely to report not having anyone they trust enough to be their true self with

The Mental Health Index.

The overall Mental Health Index (MHI) for January 2024 is **70.7**. Following two months of decline, the mental health of workers in the United States improved modestly (0.8 points) from the previous month.

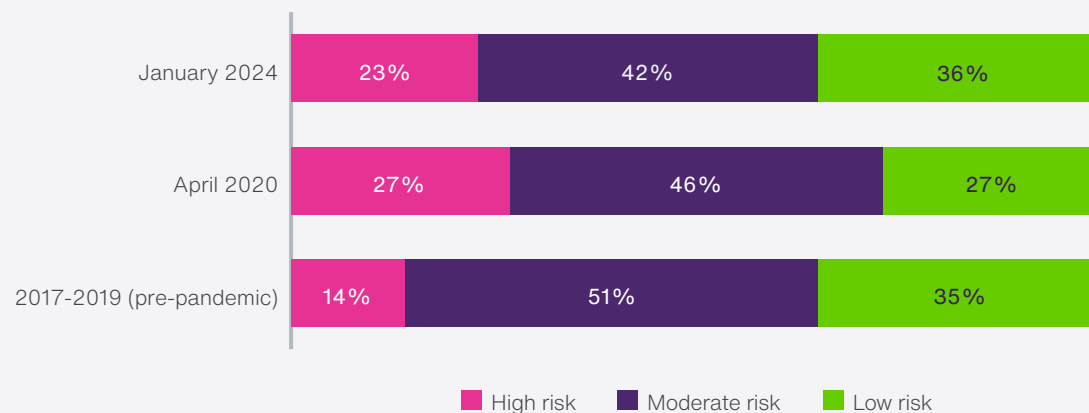
| MHI Current Month January 2024 | December 2023 |
|-----------------------------------|---------------|
| 70.7 | 69.9 |





Mental health risk.

In January 2024, 23 percent of workers in the United States have a high mental health risk, 42 percent have a moderate mental health risk, and 36 percent have a low mental health risk. Nearly four years since the launch of the MHI in April 2020, there has been a four percent decrease 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 21 months, the lowest Mental Health Index sub-score continues to be anxiety (64.1). Isolation (67.1), depression (70.8), work productivity (70.8), optimism (71.8), and financial risk (73.6) follow. General psychological health (77.4) continues to be the most favorable mental health measure in January 2024.

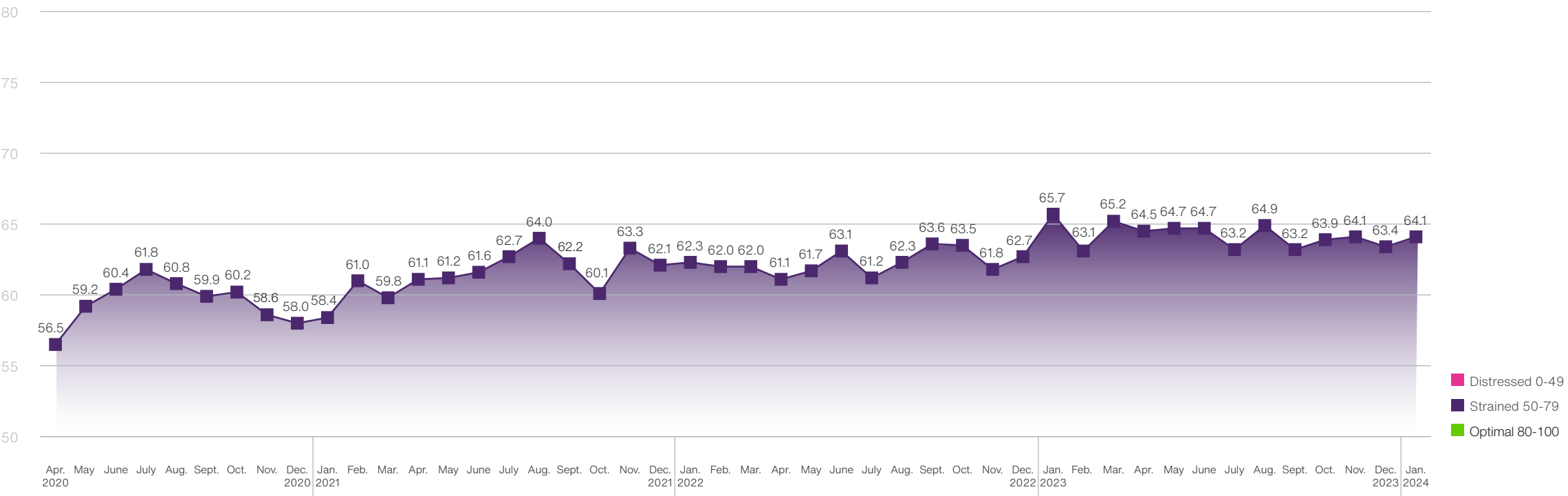
- Anxiety and isolation have been the lowest mental health sub-scores for 21 consecutive months
- All mental health sub-scores have improved from the previous month
- The isolation score has improved most significantly, up 1.4 points from December 2023

| Mental Health Index Sub-scores | January 2024 | December 2023 |
|--------------------------------|--------------|---------------|
| Anxiety | 64.1 | 63.4 |
| Isolation | 67.1 | 65.7 |
| Depression | 70.8 | 70.1 |
| Work productivity | 70.8 | 69.8 |
| Optimism | 71.8 | 71.3 |
| Financial risk | 73.6 | 72.8 |
| Psychological health | 77.4 | 77.1 |



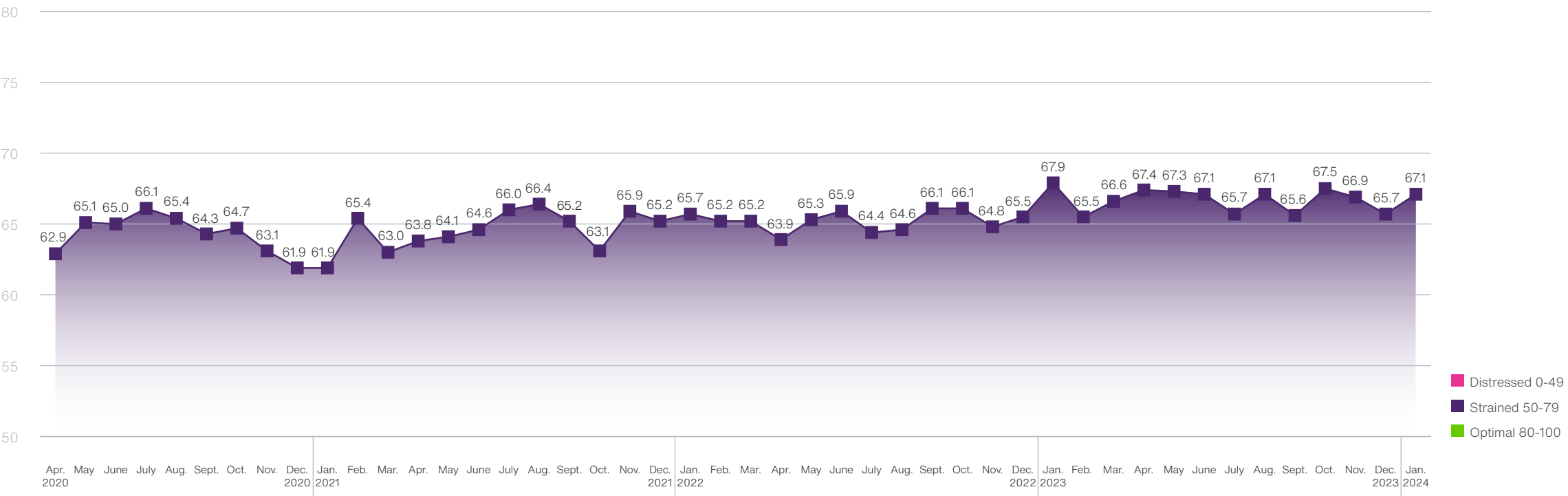
Anxiety

The anxiety sub-score has made incremental improvements since the launch of the MHI in April 2020. After three months of stability from April 2023 to June 2023, the anxiety score fluctuated through December. In January 2024, the anxiety score improves modestly, yet continues to be the lowest mental health sub-score for the 21st consecutive month.



Isolation

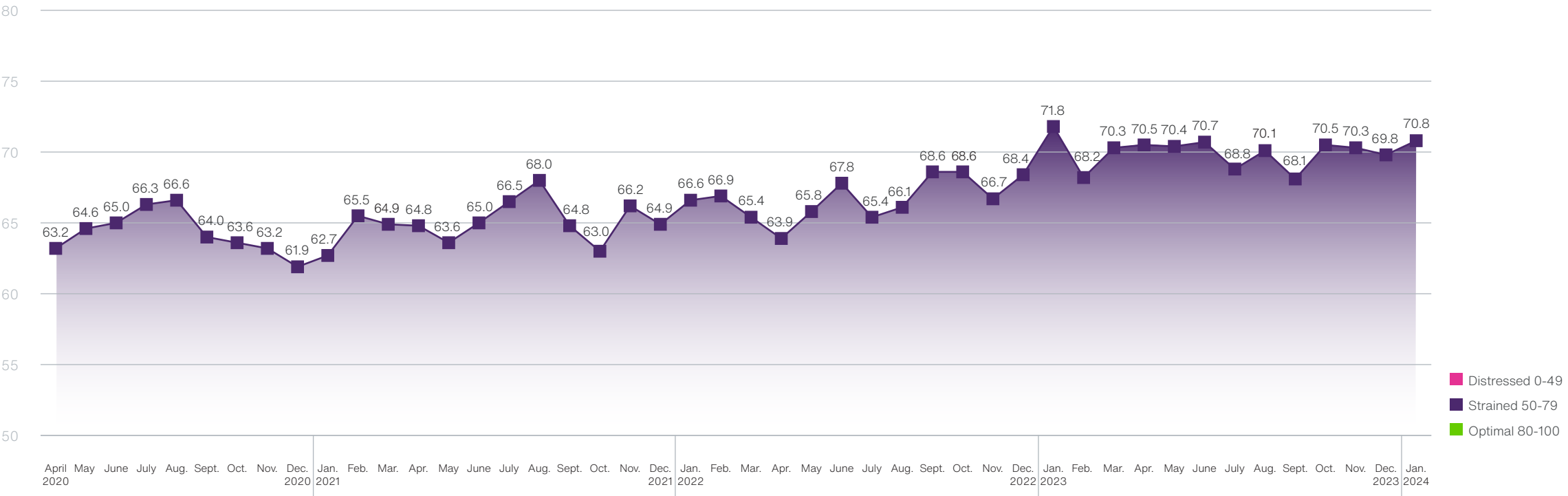
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020. After reaching its peak in January 2023, the isolation sub-score has fluctuated through December 2023. In January 2024, the isolation score improves more than one point from the previous month, yet remains the second lowest mental health sub-score for the 21st consecutive month.



Work productivity

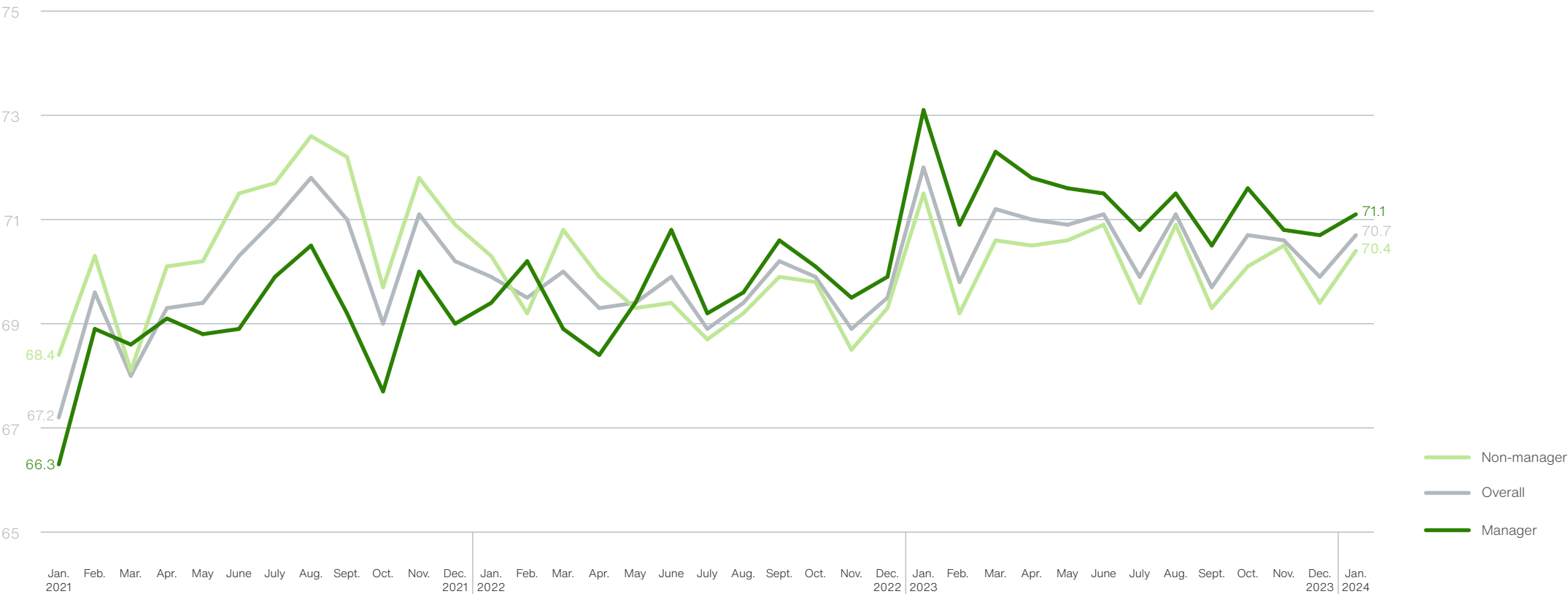
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally shown improvement since the launch of the MHI in April 2020. After reaching its peak in January 2023, the work productivity score generally declined through September 2023. In January 2024, the work productivity score improves one-point from the previous month.



Managers compared to non-managers.

From January 2021 to May 2022, the mental health scores of managers have typically been lower than scores of non-managers and lower than American averages. Since June 2022, managers have maintained a better mental health score than non-managers. In January 2024, the mental health score of managers (71.1) improves from the prior month and is higher than the score of non-managers (70.4) 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 January 2024, the mental health score of women is 68.3 compared to 73.2 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 score for workers with at least one child (66.4) than workers without children (72.2)

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 (55.6), followed by workers reporting fewer hours than the prior month (61.7), individuals not currently employed (67.9), and workers with no change to salary or hours 71.5
- Labourers have a lower mental health score (64.4) than service industry (71.0) and office workers (72.1)
- Managers have a higher mental health score (71.1) than non-managers (70.4)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (71.8)
- Respondents working for companies with 51-100 employees have the lowest mental health score (68.8)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.3) than the overall group (70.7). Workers with emergency savings have a mental health score of 76.2

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

The Mental Health Index by region.

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

- The lowest mental health score in January is in the Southern United States (69.2), despite a 0.3-point improvement from December 2023
- With a noticeable 1.1-point increase, the Northeast continues to have the highest mental health score (72.8)

| Region | January 2024 | December 2023 | Change |
|-----------|--------------|---------------|--------|
| Midwest | 71.0 | 69.6 | 1.4 |
| Northeast | 72.8 | 71.7 | 1.1 |
| South | 69.2 | 68.9 | 0.3 |
| West | 70.4 | 70.1 | 0.3 |



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 | Jan. 2024 | Dec. 2023 |
|---|-----------|-----------|
| Employed (no change in hours/salary) | 71.5 | 70.9 |
| Employed (fewer hours compared to last month) | 61.7 | 59.2 |
| Employed (reduced salary compared to last month) | 55.6 | 56.3 |
| Not currently employed | 67.9 | 67.0 |

| Age group | Jan. 2024 | Dec. 2023 |
|-----------|-----------|-----------|
| Age 20-29 | 56.0 | 55.5 |
| Age 30-39 | 64.2 | 63.0 |
| Age 40-49 | 67.2 | 65.8 |
| Age 50-59 | 70.6 | 69.0 |
| Age 60-69 | 77.0 | 77.1 |

| Number of children | Jan. 2024 | Dec. 2023 |
|--------------------------|-----------|-----------|
| No children in household | 72.2 | 71.4 |
| 1 child | 66.8 | 66.0 |
| 2 children | 65.7 | 66.3 |
| 3 children or more | 67.2 | 64.2 |

| Gender | Jan. 2024 | Dec. 2023 |
|--------|-----------|-----------|
| Men | 73.2 | 72.6 |
| Women | 68.3 | 67.3 |

| Household income | Jan. 2024 | Dec. 2023 |
|-----------------------|-----------|-----------|
| <\$30K/annum | 57.8 | 58.2 |
| \$30K to <\$60K/annum | 65.4 | 64.4 |
| \$60K to <\$100K | 70.7 | 70.0 |
| \$100K to <\$150K | 74.3 | 73.1 |
| \$150K or more | 78.5 | 77.9 |

| Employer size | Jan. 2024 | Dec. 2023 |
|-------------------------------|-----------|-----------|
| Self-employed/sole proprietor | 69.1 | 69.0 |
| 2-50 employees | 70.1 | 70.1 |
| 51-100 employees | 68.8 | 66.6 |
| 101-500 employees | 70.9 | 70.1 |
| 501-1,000 employees | 71.6 | 69.4 |
| 1,001-5,000 employees | 71.8 | 71.2 |
| 5,001-10,000 employees | 71.0 | 70.3 |
| More than 10,000 employees | 71.7 | 71.8 |

| Manager | Jan. 2024 | Dec. 2023 |
|-------------|-----------|-----------|
| Manager | 71.1 | 70.7 |
| Non-manager | 70.4 | 69.4 |

| Work environment | Jan. 2024 | Dec. 2023 |
|------------------|-----------|-----------|
| Labour | 64.4 | 66.2 |
| Office/desk | 72.1 | 70.8 |
| Service | 71.0 | 70.1 |

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

The Mental Health Index by industry.

Workers in Information and Cultural Industries have the lowest mental health score (60.2), followed by workers in Food Services (63.4), and Arts, Entertainment and Recreation (66.4).

Workers in Public Administration (76.0), Professional, Scientific and Technical Services (75.0), and Educational Services (73.9) have the highest mental health scores this month.



| Industry | January 2024 | December 2023 | Change |
|---|--------------|---------------|--------|
| Utilities | 71.9 | 68.6 | 3.3 |
| Arts, Entertainment and Recreation | 66.4 | 63.8 | 2.6 |
| Administrative and Support services | 68.2 | 65.9 | 2.3 |
| Public Administration | 76.0 | 73.8 | 2.2 |
| Educational Services | 73.9 | 71.8 | 2.1 |
| Food Services | 63.4 | 61.5 | 1.9 |
| Professional, Scientific and Technical Services | 75.0 | 73.1 | 1.9 |
| Accommodation | 70.6 | 69.0 | 1.7 |
| Wholesale Trade | 71.7 | 70.4 | 1.3 |
| Retail Trade | 68.0 | 67.0 | 1.1 |
| Other | 68.7 | 67.9 | 0.8 |
| Finance and Insurance | 73.5 | 73.0 | 0.6 |
| Real Estate, Rental and Leasing | 72.5 | 72.0 | 0.5 |
| Other services (except Public Administration) | 70.9 | 70.9 | 0.0 |
| Health Care and Social Assistance | 70.7 | 70.9 | -0.2 |
| Media and Telecommunications | 71.2 | 71.6 | -0.5 |
| Construction | 68.3 | 68.9 | -0.6 |
| Transportation and Warehousing | 67.6 | 68.3 | -0.8 |
| Agriculture, Forestry, Fishing and Hunting | 66.6 | 67.4 | -0.8 |
| Manufacturing | 71.0 | 72.3 | -1.2 |
| Technology | 70.6 | 72.0 | -1.3 |
| Information and Cultural Industries | 60.2 | 66.3 | -6.1 |

Spotlight

Workplace culture

Workers were asked whether they feel valued and respected by their colleagues.

- Nearly one in ten (9 percent) do not feel valued and respected by their colleagues; this group has the lowest/worst mental health score (53.8), more than 21 points lower than workers feeling valued and respected (75.2), and 17 points lower than the national average (70.7)
- Workers not feeling valued and respected by their colleagues are nearly three times more likely than workers feeling valued and respected to report their mental health negatively impacts their work productivity
- Three quarters (75 percent) feel valued and respected by their colleagues; this group has the highest/best mental health score (75.2), nearly five points higher than the national average (70.7)

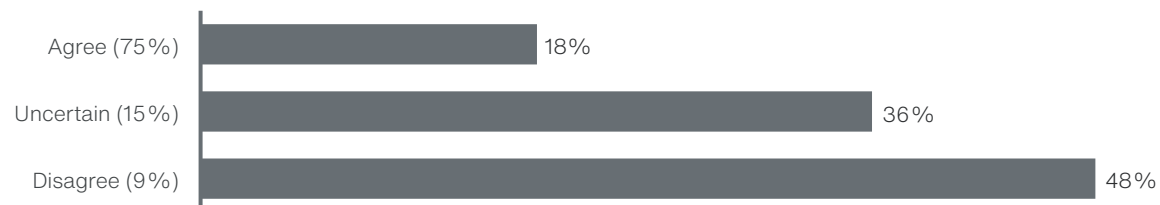
I feel valued and respected by my colleagues



MHI score by “I feel valued and respected by my colleagues”



Percentage reporting their productivity is negatively impacted by their mental health by “I feel valued and respected by my colleagues”



Workers were asked whether their workplace is generally supportive.

- Nearly one in five (17 percent) do not perceive their workplace as supportive; this group has the lowest/worst mental health score (57.0), 19 points lower than workers reporting that their workplace is supportive (75.8), and nearly 14 points lower than the national average (70.7)
- Workers who perceive their workplace as unsupportive are more than two and half times as likely as workers with supportive employers to report that their mental health negatively impacts their work productivity
- Workers under 40 are 70 percent more likely than workers over 50 to report their workplace is unsupportive
- Labourers are 60 percent more likely than office workers and 70 percent more likely than service industry workers to report their workplace is unsupportive
- Parents are 50 percent more likely than non-parents to report their workplace is unsupportive
- Seven in ten (70 percent) perceive their workplace as supportive; this group has the highest/best mental health score (75.8), five points higher than the national average (70.7)

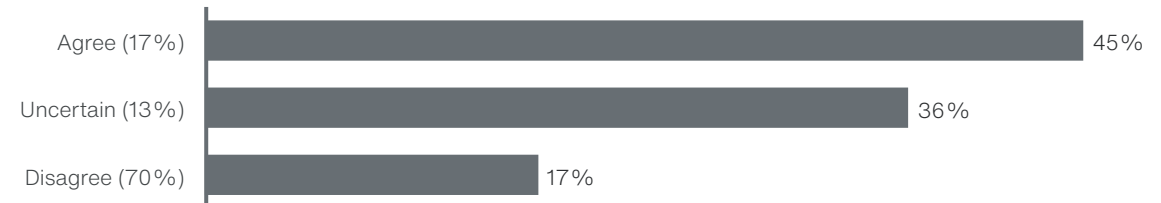
My workplace is generally NOT supportive



MHI score by “My workplace is generally NOT supportive”



Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is generally NOT supportive”

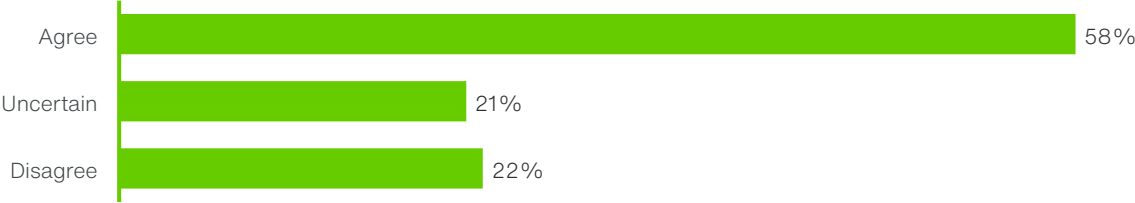


Workers were asked whether rewards and recognition are fair and unbiased in their company.

- Nearly three in five (58 percent) perceive rewards and recognition are fair and unbiased in their company; this group has the highest/best mental health score (74.5), nearly four points higher than the national average (70.7)
- More than one in five (22 percent) do not perceive that rewards and recognition are fair and unbiased in their company; this group has the lowest/worst mental health score (64.6), 10 points lower than workers who perceive rewards and recognition to be fair and unbiased (74.5), and nearly four points lower than the national average (70.7)



I believe that rewards and recognition are fair and unbiased in my company



MHI score by “I believe that rewards and recognition are fair and unbiased in my company”



Workers were asked to rate the mental health benefits and services provided by their employer.

- Three in five (60 percent) rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least two points higher than the national average (70.7)
- More than one in ten (13 percent) rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 16 points lower than workers rating 4 or 5 (excellent), and at least 14 points lower than the national average (70.7)
- Twenty-eight percent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits; this group was excluded from the mental health analysis



Rating on mental health benefits and services provided by their employer



MHI score by “Rating on mental health benefits and services provided by their employer”



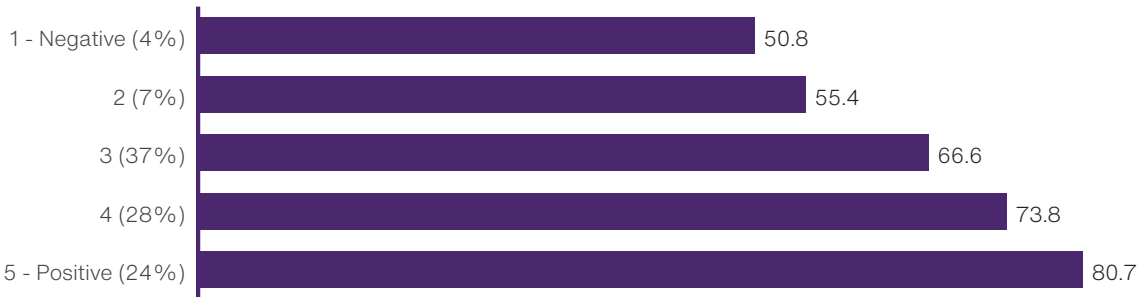
Workers were asked to rate their company’s culture around mental health.

- More than half (52 percent) rate their company’s culture around mental health as 4 or 5 (positive); this group has mental health scores at least three points higher than the national average (70.7)
- More than one in ten (11 percent) rate their company’s culture around mental health as 2 or 1 (negative); this group has mental health scores at least 18 points lower than workers rating their company’s culture as positive and at least 15 points lower than the national average (70.7)

Rating on company’s culture around mental health



MHI score by “Rating on company’s culture around mental health”



Psychological safety at work.

Workers were asked whether their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation.

- One in seven (14 percent) do not perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the lowest/worst mental health score (60.1), nearly 15 points lower than workers who agree (74.7), and nearly 11 points lower than the national average (70.7)
- Workers reporting their workplace is not committed to ensuring employees can speak up about their concerns are nearly twice as likely to report their mental health negatively impacts their work productivity than workers reporting their workplace is committed to ensuring employees can speak up about their concerns
- Two-thirds (67 percent) perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the highest/best mental health score (74.7), four points higher than the national average (70.7)

My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation



MHI score by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



Workers were asked whether harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace.

- One in ten (10 percent) do not perceive that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the lowest/worst mental health score (59.7), 14 points lower than workers reporting quick and fair resolution (73.8), and 11 points lower than the national average (70.7)
- Workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 80 percent more likely to report their mental health negatively impacts their work productivity than workers reporting quick and fair resolution
- More than seven in ten (71 percent) report that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the highest/best mental health score (73.8), three points higher than the national average (70.7)

In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved



MHI score by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Percentage reporting their productivity is negatively impacted by their mental health by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Control and demand at work.

Workers were asked whether they are satisfied with the amount of control they have over their work.

- More than one in ten (11 percent) are dissatisfied with the amount of control they have over their work; this group has the lowest/worst mental health score (55.5), nearly 19 points lower than workers who are satisfied (74.3), and more than 15 points lower than the national average (70.7)
- Nearly four in five (78 percent) are satisfied with the amount of control they have over their work; this group has the highest/best mental health score (74.3), nearly four points higher than the national average (70.7)



I am satisfied with the amount of control that I have over my work



MHI score by “I am satisfied with the amount of control that I have over my work”

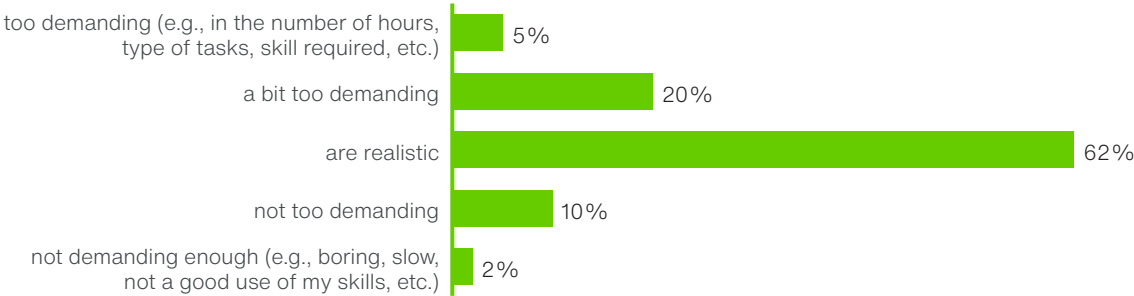


Workers were asked about the expectations of their job.

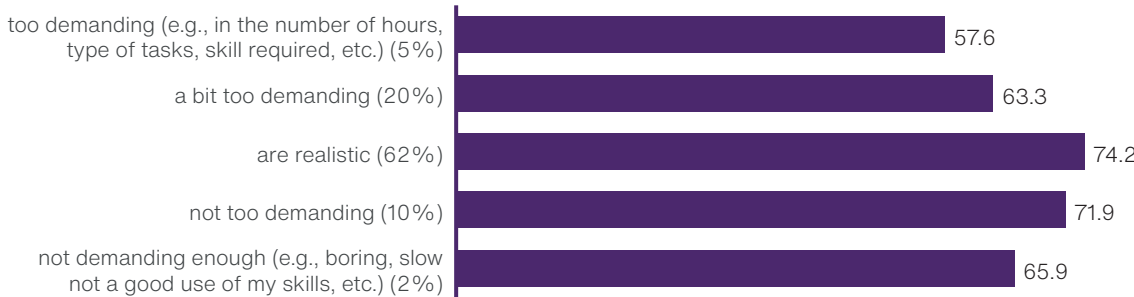
- More than three in five (62 percent) perceive that the expectations of their job are realistic; this group has a mental health score (74.2) more than three points higher than the national average (70.7)
- One-quarter (25 percent) perceive that the expectations of their job are either a bit too demanding or too demanding; this group has mental health scores at least 11 points lower than workers who perceive the expectations are realistic and at least seven points lower than the national average (70.7)
- Forty-seven percent of workers reporting their jobs are too demanding also report their mental health is negatively impacting their productivity



I believe the expectations of my job are:



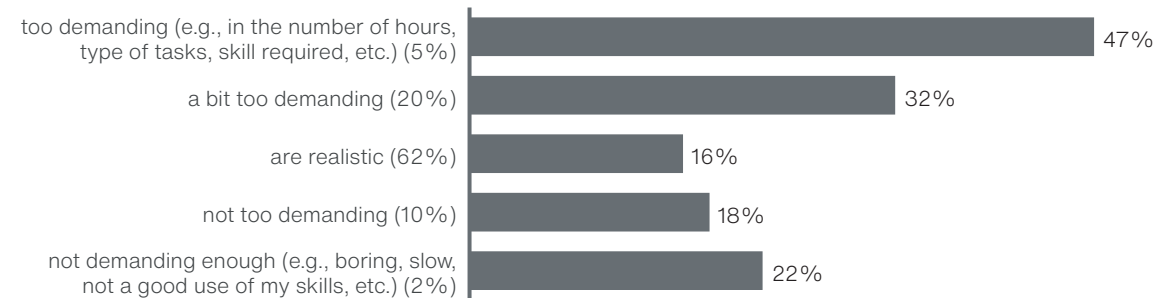
MHI score by “Job expectations”



- Work productivity is impacted less as job expectations move from too demanding to realistic, but the impact on work productivity increases among workers who do not find their job demanding enough
- Workers under 40 are more than twice as likely as workers over 50 to report the expectations of their job are too demanding
- Managers are 60 percent more likely than non-managers to report the expectations of their job are too demanding
- Non-managers are 50 percent more likely than managers to report the expectations of their job are not too demanding



Percentage reporting their productivity is impacted by their mental health by “Job expectations”

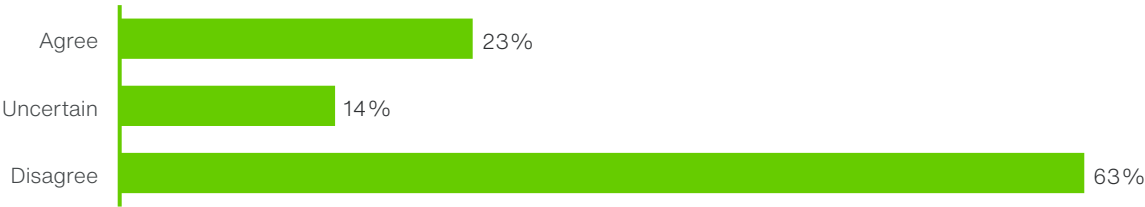


Relationships

Workers were asked whether they lack workplace relationships with people they trust.

- Nearly one-quarter (23 percent) lack workplace relationships with people they trust; this group has the lowest/worst mental health score (58.6), more than 18 points lower than workers with trusted workplace relationships (77.1) and 12 points lower than the national average (70.7)
- Respondents lacking trusted workplace relationships are more than three times as likely to report feeling isolated than those with trusted workplace relationships
- Workers under 40 are 70 percent more likely than workers over 50 to lack trusted workplace relationships
- Nearly two-thirds (63 percent) have trusted workplace relationships; this group has the highest/best mental health score (77.1), more than six points higher than the national average (70.7)

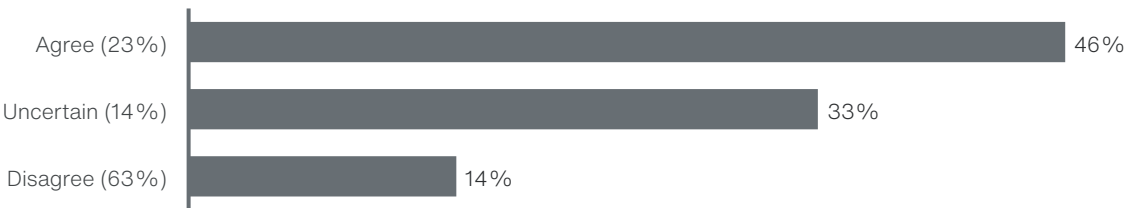
I lack workplace relationships with people I trust



MHI score by “I lack workplace relationships with people I trust”



Percentage reporting they feel isolated by “I lack workplace relationships with people I trust”



Workers were asked whether they lack personal relationships with people they trust.

- Nearly one in five (19 percent) lack personal relationships with people they trust; this group has the lowest/worst mental health score (52.7), more than 24 points lower than workers with trusted personal relationships (77.4), and nearly 18 points lower than the national average (70.7)
- Respondents lacking trusted personal relationships are five times more likely to report feeling isolated than workers with trusted personal relationships
- Workers under 40 are more than twice as likely as workers over 50 to lack trusted personal relationships
- More than seven in ten (71 percent) have trusted personal relationships; this group has the highest/best mental health score (77.4), nearly seven points higher than the national average (70.7)



I lack personal relationships with people I trust



MHI score by “I lack personal relationships with people I trust”



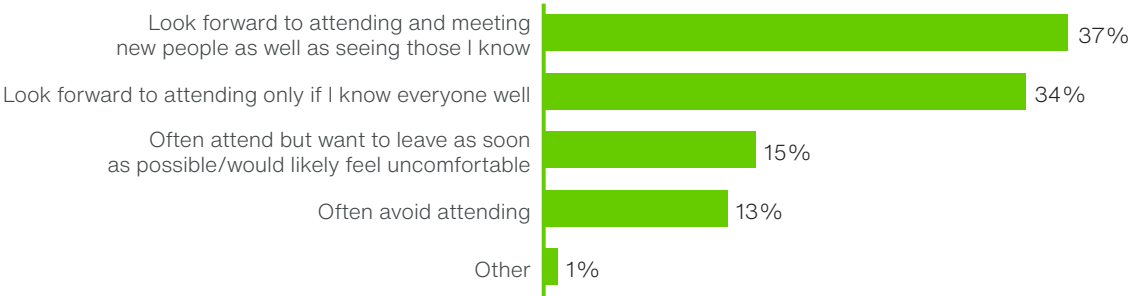
Percentage reporting they feel isolated by “I lack personal relationships with people I trust”



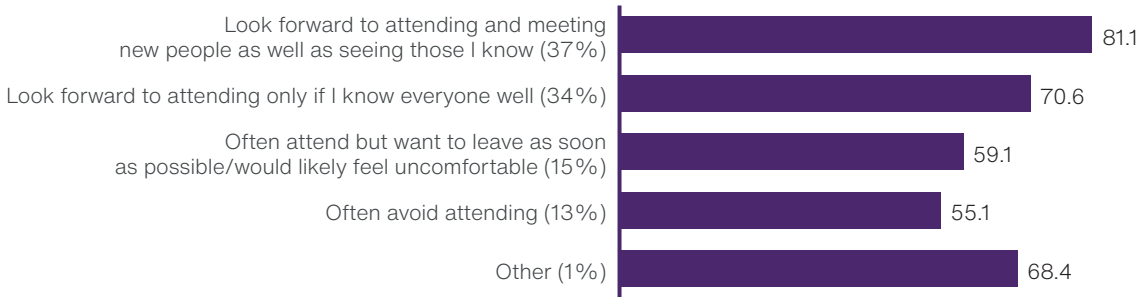
Social Engagement

- Workers were asked how they would respond to a social engagement.**
- Nearly two in five (37 percent) look forward to attending and meeting new people as well as seeing those they already know; this group has the highest/best mental health score (81.1), more than 10 points higher than the national average (70.7)
 - More than one-third (34 percent) look forward to attending only if they know everyone well; this group has a mental health score (70.6) in line with the national average (70.7)
 - Nearly one in seven (13 percent) often avoid attending social events; this group has the lowest/worst mental health score (55.1), nearly 16 points lower than the national average (70.7)
 - Parents are 40 percent more likely than non-parents to attend social events but leave as soon as possible/likely feel uncomfortable
 - Workers over 50 are 80 percent more likely than workers under 40 to look forward to attending social events, meeting new people, and seeing those they already know

Social engagement



MHI score by “Social engagement”



Trust

Workers were asked whether they trust anyone enough to be their true self with.

- Nearly one in five (18 percent) do not trust anyone enough to be their true selves with; this group has the lowest/worst mental health score (53.7), nearly 24 points lower than workers with someone they can be their true selves with (77.3), and 17 points lower than the national average (70.7)
- Workers without someone they can be their true selves with are nearly four times more likely to report feeling isolated (54 percent) than workers having someone they can be their true selves with (14 percent)
- Parents are 60 percent more likely than non-parents to report not having anyone they trust enough to be their true self with
- Workers under 40 are more than twice as likely as workers over 50 to not have anyone they trust enough to be their true self with
- Two-thirds (66 percent) have someone they trust enough to be their true self with; this group has the highest/best mental health score (77.3), about seven points higher than the national average (70.7)

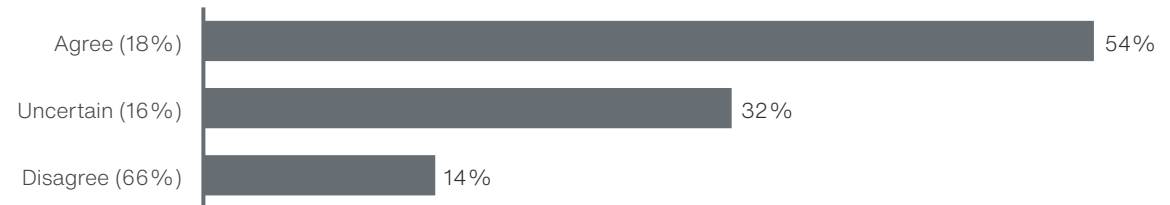
I do not trust anyone enough to be my true self with



MHI score by “I do not trust anyone enough to be my true self with”



Percentage reporting they feel isolated by “I do not trust anyone enough to be my true self with”



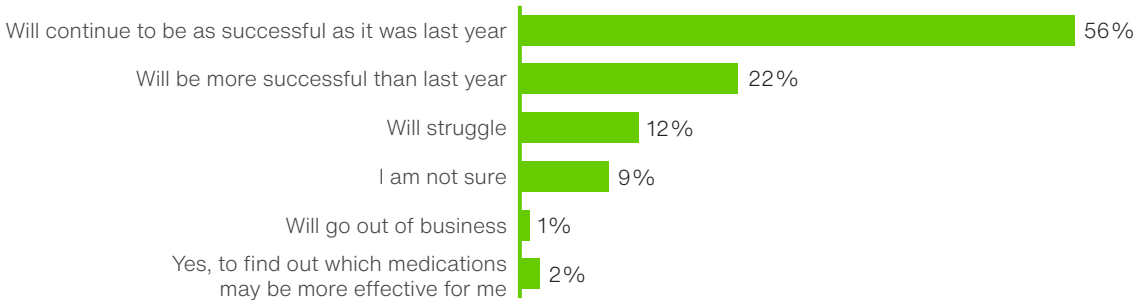
Business performance

Workers were asked how they perceive their organization will perform through 2024.

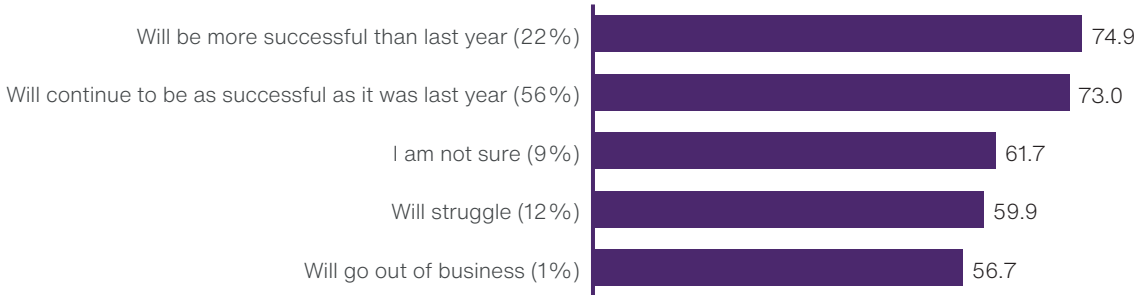
- More than half (56 percent) perceive their organization will continue to be as successful as it was last year. The mental health of this group (73.0) is more than two points higher than the national average (70.7)
- More than one in five (22 percent) perceive their organization will be more successful than it was last year; this group has the highest/best mental health score (74.9), more than four points higher than the national average (70.7)
- More than one in ten (12 percent) perceive their organization will struggle through 2024. The mental health of this group (59.9) is 15 points lower than workers who perceive their organization will be more successful (74.9) and nearly 11 points lower than the national average (70.7)
- Managers are 60 percent more likely than non-managers to perceive their organization will be more successful than it was last year



Perception of business performance in 2024



MHI score by “Perception of business performance in 2024”



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 January 13 and January 22, 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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