



TELUS Mental Health Index.

United States of America | July 2024

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What you need to know for July 2024.

Workers in the United States continue to face mental health declines; anxiety and isolation remain persistent challenges.

- At 70.2, the mental health of workers has declined from June
- 23 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 35 percent have a low mental health risk
- All mental health sub-scores have declined from June
- Anxiety and isolation continue to be the lowest mental health sub-scores for more than two years
- The mental health score has improved slightly in the Northeastern United States, whereas scores in other regions have declined compared to June
- The mental health score of managers is higher than the score for non-managers
- Office workers have the highest mental health score, followed by service industry workers and laborers



Women are facing a widespread lack of preparedness, support, and information on perimenopause and menopause, impacting their mental health and wellbeing.

- 35 percent of women in the workplace are currently experiencing perimenopause or menopause
- 67 percent of women did not feel informed and prepared as they entered perimenopause or menopause
- 48 percent of women are dissatisfied with, or unsure about, the support and information provided by healthcare professionals on perimenopause or menopause
- 40 percent of women do not believe or are unsure that there is enough accessible and reliable information available on perimenopause or menopause
- Women who did not feel informed and prepared for perimenopause or menopause are nearly twice as likely to lack optimism and are nearly twice as likely to feel depressive symptoms
- Women who report that perimenopause or menopause has negatively impacted their cognitive function, energy, and sleep are more likely to feel anxious and less optimistic about their future
- Women (over 40) who are experiencing perimenopause or menopause are more than 50 percent more likely to report feeling isolated



Workers who would recommend their organization as a good place to work have a mental health score nearly 13 points higher than those who would not.

- 74 percent are likely to recommend their organization as a good place to work; 14 percent are unsure, and 11 percent would not
- Workers who are unlikely to recommend their organization as a good place to work are more than four times as likely to feel extremely burnt out
- 73 percent of workers report that their work-life balance is supported by their manager; 15 percent are unsure, and 12 percent disagree
- Workers who report that their manager does not support work-life balance are more than four times as likely to be extremely burnt out

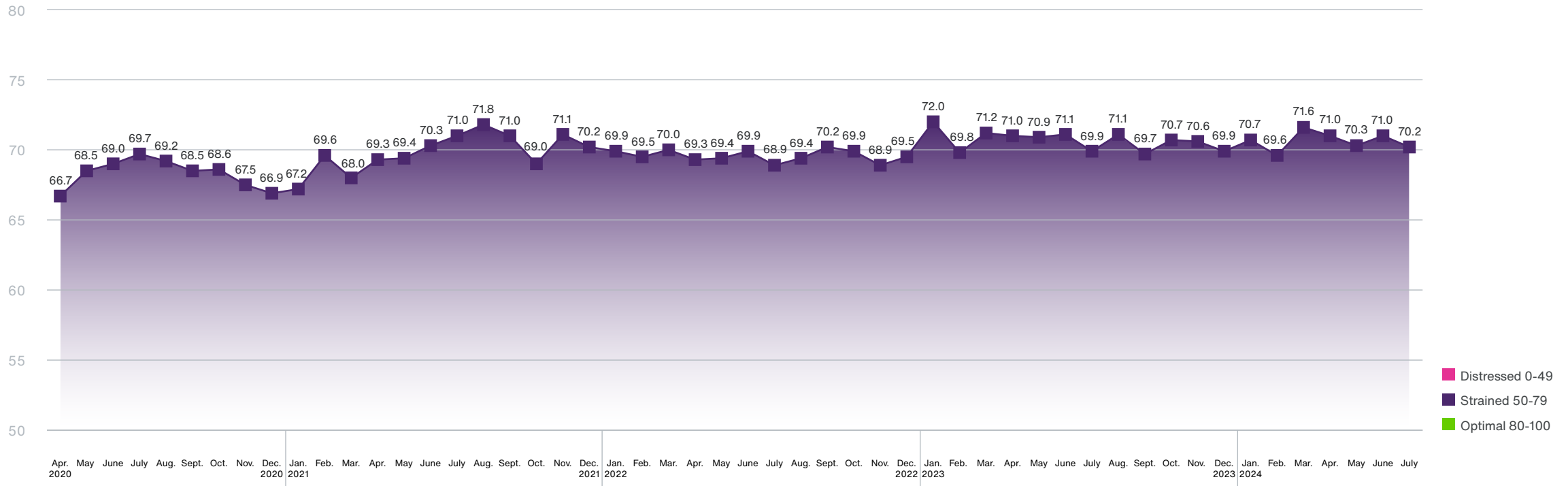
Workers say expert-led sessions focused on stress, physical, and mental health would be most beneficial.

- 43 percent say that sessions focused on stress would be most beneficial
- 43 percent say that sessions focused on physical health would be most beneficial
- 40 percent say that sessions focused on mental health would be most beneficial
- 31 percent say that sessions focused on soft skills would be most beneficial
- 40 percent of workers report that their employer does not provide learning opportunities on mental health and wellbeing topics, and an additional 22 percent are unsure; the mental health score of this group is nearly five points lower than those of workers whose employers offer such sessions
- In-person learning is preferable over virtual and self-directed modalities

The Mental Health Index.

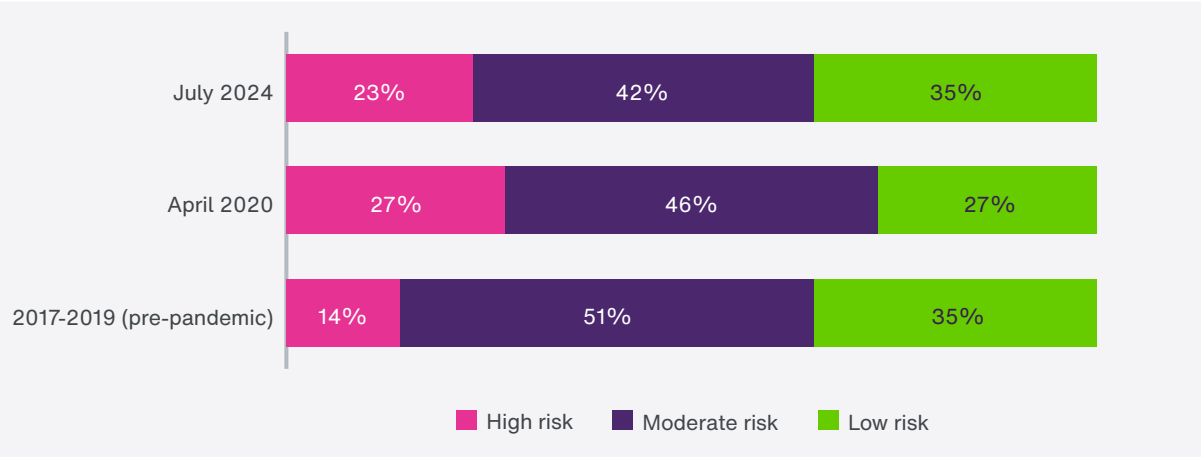
The overall Mental Health Index for July 2024 is 70.2. After a sharp increase in March 2024, the mental health score of workers in the United States continues to decline.

MHI Current Month July 2024	June 2024
70.2	71.0



Mental health risk.

In July 2024, 23 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 35 percent have a low mental health risk. More than four years after the launch of the MHI in April 2020, there has been a four percent decrease in high-risk workers and an eight 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 (63.5). Isolation (66.4), depression (70.5), optimism (71.0), work productivity (71.1), and financial risk (73.6) follow. General psychological health (77.2) continues to be the most favorable mental health measure in July 2024.

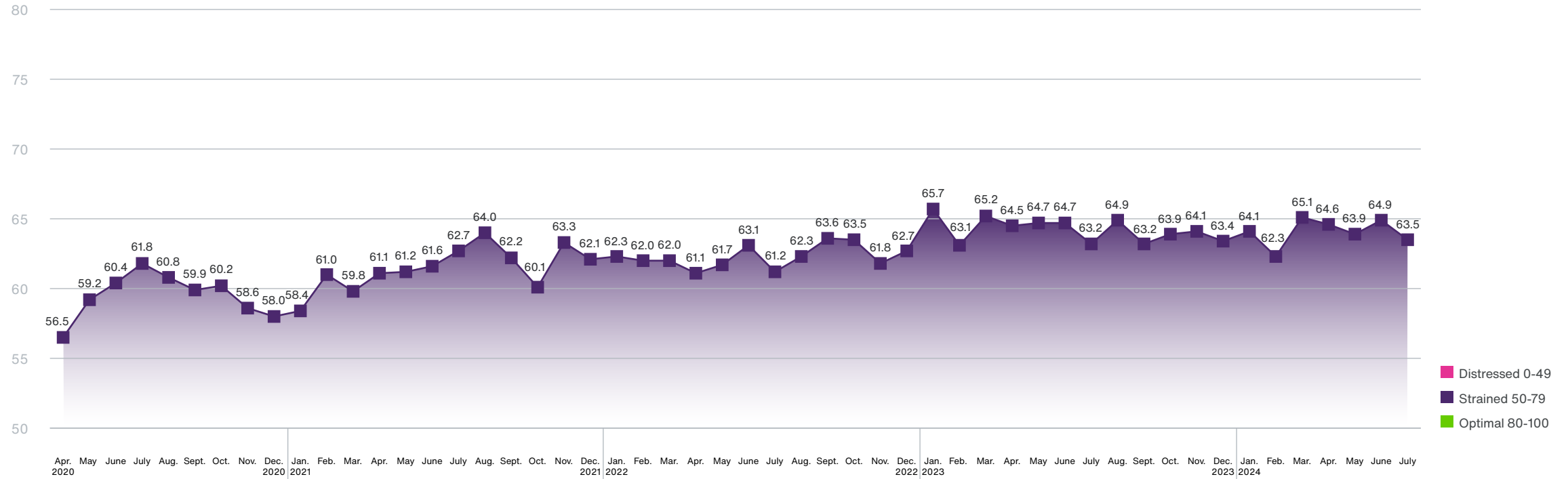
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores have declined from the previous month
- The anxiety sub-score score has declined most notably, down 1.4 points from June 2024

Mental Health Index Sub-scores	July 2024	June 2024
Anxiety	63.5	64.9
Isolation	66.4	67.3
Depression	70.5	71.0
Optimism	71.0	72.3
Work productivity	71.1	71.8
Financial risk	73.6	73.9
Psychological health	77.2	77.4



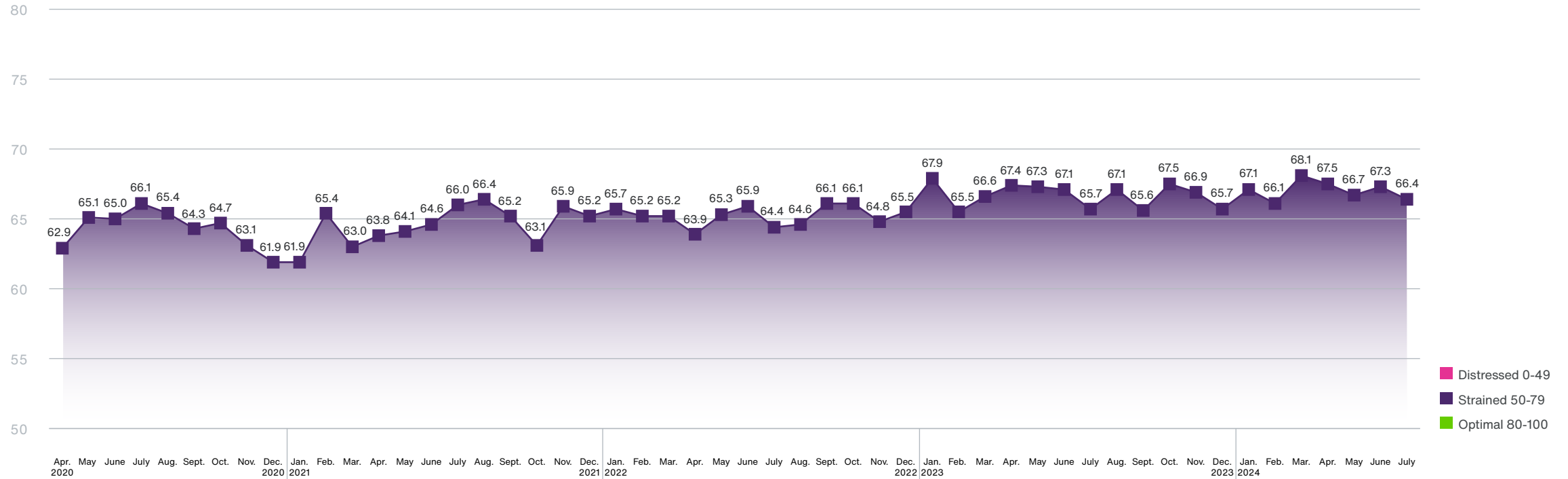
Anxiety

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



Isolation

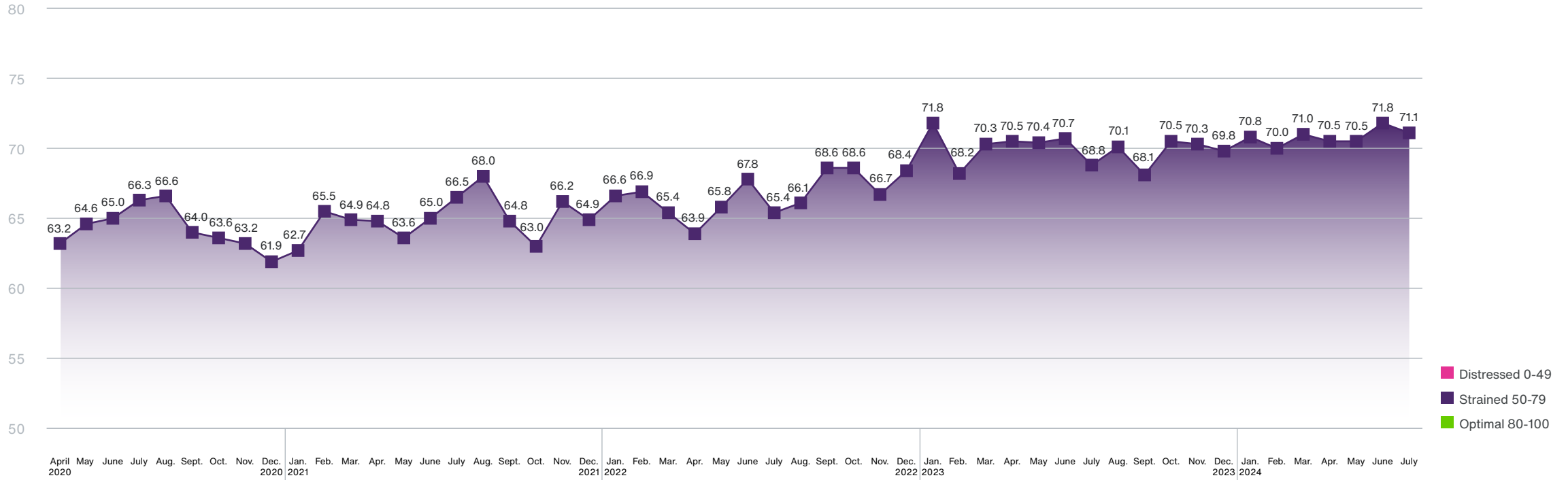
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020; however, there is a general trend of improvement. After reaching its highest point in March 2024, the isolation sub-score declined sharply through May. In July 2024, the isolation score declined modestly from the previous month and continues to be the second lowest mental health sub-score for more than two years.



Work productivity

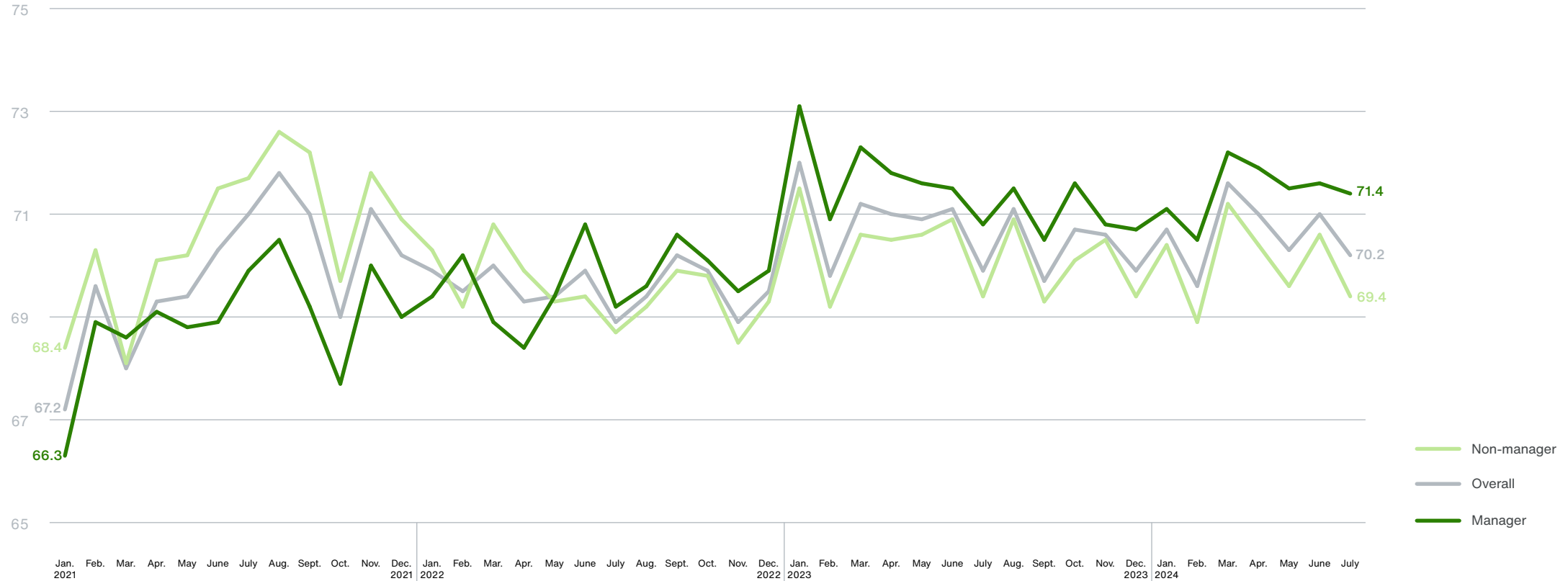
The work productivity sub-score measures the impact of mental health on work productivity and goals.

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



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 July 2024, the mental health score of managers (71.4) has declined modestly, yet it continues to be higher than the mental health score of non-managers (69.4) and the national average (70.2).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In July 2024, the mental health score of women is 67.9 compared to 72.6 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without 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 (66.6) than workers without children (71.5)

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 previous month have the lowest mental health score (53.9), followed by workers reporting fewer hours than the last month (64.0), respondents not currently employed (69.0), and workers with no change to salary or hours (70.9)
- Laborers continue to have a lower mental health score (64.1) than service industry (70.5) and office workers (71.5)
- Managers have a higher mental health score (71.4) than non-managers (69.4)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (71.5)
- Respondents working for companies with 51-100 employees have the lowest mental health score (67.8)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (52.8) than the overall group (70.2). Workers with emergency savings have a mental health score of 75.6

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

The Mental Health Index by region.

In July 2024, the mental health scores in the Midwest, West, and Southern regions of the United States have declined from the previous month whereas the mental health score in the Northeast has improved from June.

- With a modest 0.1-point increase, the Northeastern United States has the highest mental health score (71.5) in July
- With a 1.5-point decline, the Southern United States continues to have the lowest mental health score (68.9)

Region	July 2024	June 2024	Change
Northeast	71.5	71.4	0.1
Midwest	70.3	70.6	-0.3
West	70.9	72.0	-1.1
South	68.9	70.4	-1.5

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



Employment status	July 2024	June 2024
Employed (no change in hours/salary)	70.9	71.9
Employed (fewer hours compared to last month)	64.0	61.4
Employed (reduced salary compared to last month)	53.9	57.6
Not currently employed	69.0	69.0

Age group	July 2024	June 2024
Age 20-29	59.2	56.8
Age 30-39	63.6	64.3
Age 40-49	66.6	67.8
Age 50-59	69.0	70.7
Age 60-69	76.4	76.8

Number of children	July 2024	June 2024
No children in household	71.5	72.2
1 child	66.7	67.8
2 children	65.9	66.4
3 children or more	68.0	68.8

Gender	July 2024	June 2024
Men	72.6	73.7
Women	67.9	68.5

Household income/annum	July 2024	June 2024
<\$30K	58.1	59.5
\$30K to <\$60K	64.6	65.0
\$60K to <\$100K	70.0	70.5
\$100K to <\$150K	73.1	74.2
\$150K or more	78.9	79.6

Employer size	July 2024	June 2024
Self-employed/sole proprietor	69.1	69.2
2-50 employees	71.1	71.8
51-100 employees	67.8	69.2
101-500 employees	69.3	70.8
501-1,000 employees	69.5	70.1
1,001-5,000 employees	71.4	70.9
5,001-10,000 employees	71.4	70.4
More than 10,000 employees	71.5	73.3

Manager	July 2024	June 2024
Manager	71.4	71.6
Non-manager	69.4	70.6

Work environment	July 2024	June 2024
Labor	64.1	65.3
Office/desk	71.5	72.2
Service	70.5	71.2

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

The Mental Health Index by industry.

Workers in Agriculture, Forestry, Fishing and Hunting have the lowest mental health score (64.1), followed by workers in Food Services (64.2), and Information and Cultural Industries (66.3).

Workers in Professional, Scientific and Technical Services (75.9), Finance and Insurance (73.8), and Public Administration (73.7) have the highest mental health scores this month.



Industry	July 2024	June 2024	Change
Arts, Entertainment and Recreation	66.3	64.7	1.6
Agriculture, Forestry, Fishing and Hunting	64.1	62.6	1.5
Transportation and Warehousing	68.5	67.8	0.7
Health Care and Social Assistance	70.7	70.1	0.6
Construction	69.2	68.8	0.4
Technology	71.0	70.9	0.1
Finance and Insurance	73.8	74.0	-0.2
Real Estate, Rental and Leasing	72.2	72.4	-0.2
Retail Trade	67.6	68.1	-0.5
Administrative and Support services	67.0	67.5	-0.5
Other	68.8	69.5	-0.7
Manufacturing	71.2	72.0	-0.8
Accommodation	67.1	68.3	-1.2
Educational Services	71.8	73.2	-1.4
Food Services	64.2	65.7	-1.5
Public Administration	73.7	75.5	-1.8
Professional, Scientific and Technical Services	75.9	77.7	-1.8
Information and Cultural Industries	66.3	68.1	-1.8
Wholesale Trade	70.9	73.6	-2.7
Utilities	67.7	71.5	-3.8
Management of Companies and Enterprises	68.6	72.8	-4.2
Other services (except Public Administration)	67.3	72.0	-4.7
Media and Telecommunications	67.9	73.0	-5.1

Spotlight

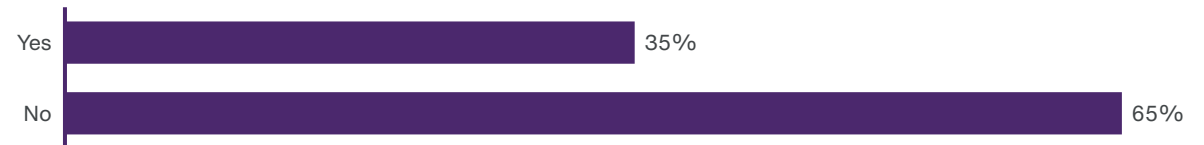
Perimenopause and menopause

More than one-third (35 percent) of women in the workplace are experiencing perimenopause or menopause.

- 35 percent of women in the workplace experiencing perimenopause or menopause have a mental health score (65.5) nearly five points lower than the national average (70.2) and nearly four points lower than women not experiencing perimenopause or menopause (69.2)
- Women over 40 who report experiencing perimenopause or menopause are more than 50 percent more likely to feel symptoms of anxiety compared to women over 40 who are not experiencing perimenopause or menopause



Are you currently experiencing perimenopause or menopause?



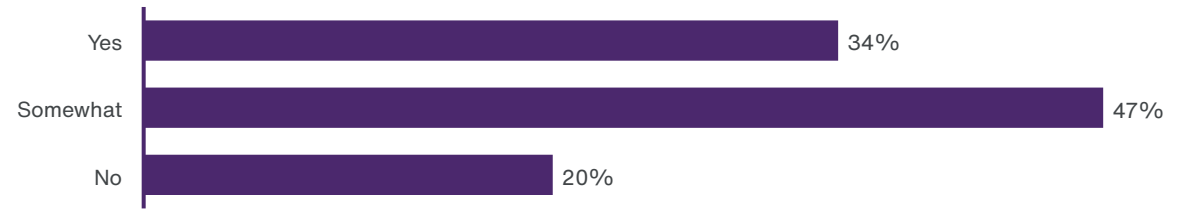
MHI score by “Are you currently experiencing perimenopause or menopause?”



Two-thirds of women in the workplace report feeling somewhat or completely uninformed and prepared as they entered perimenopause or menopause.

- One in five (20 percent) women did not feel informed and prepared as they entered perimenopause or menopause; this group has the lowest/worst mental health score (56.1), nearly 17 points lower than women who felt informed and prepared and fourteen points lower than the national average (70.2)
- Women who did not feel informed and prepared as they entered perimenopause or menopause are nearly twice as likely to lack optimism about their future compared to women who reported feeling at least somewhat informed
- Women who did not feel informed and prepared as they entered perimenopause or menopause are nearly twice as likely to feel depressive symptoms compared to women who reported feeling at least somewhat informed
- Women without children are 80 percent more likely to have felt informed and prepared as they entered perimenopause or menopause compared to women with children
- More than one-third (34 percent) of women felt informed and prepared as they entered perimenopause or menopause; this group has the highest/best mental health score (72.9), nearly three points higher than the national average (70.2)

Did you feel informed and prepared as you entered perimenopause or menopause?



MHI score by “Did you feel informed and prepared as you entered perimenopause or menopause?”



Women in the workplace who report that perimenopause or menopause has negatively impacted their memory or cognitive function, experience poorer mental health, more anxiety, and less optimism about their future.

- Nearly three in five (59 percent) report that perimenopause or menopause has negatively impacted their memory or cognitive function; this group has a mental health score (58.5) 12 points lower than women who report that perimenopause or menopause has positive/no impact on their memory or cognitive function (70.5) and nearly 12 points lower than the national average (70.2)
- Women who report that perimenopause or menopause has negatively impacted their memory or cognitive function, are twice as likely to lack optimism about their future compared to women who report a positive/no impact
- Women who report that perimenopause or menopause has negatively impacted their memory or cognitive function, are nearly twice as likely to feel symptoms of anxiety compared to women who report a positive/no impact
- 41 percent of women who report that perimenopause or menopause has a positive/no impact on their memory or cognitive function, have a mental health score (70.5) slightly higher than the national average (70.2)



How has perimenopause or menopause impacted your memory or cognitive function?



MHI score by “How has perimenopause or menopause impacted your memory or cognitive function?”





Women in the workplace who report that perimenopause or menopause has negatively impacted their sleep patterns experience poorer mental health and are less optimistic about their future.

- Two-thirds (66 percent) of women report that perimenopause or menopause has negatively impacted their sleep patterns; this group has a mental health score (63.6) nearly six points lower than women who report a positive/no impact (69.3), and more than six points lower than the national average (70.2)
- Women who report that perimenopause or menopause has negatively impacted their sleep patterns are 50 percent more likely to lack optimism about their future compared to women who report a positive/no impact
- 34 percent report that perimenopause or menopause has a positive/no impact on their sleep patterns; this group has a mental health score (69.3) modestly lower than the national average (70.2)

How has perimenopause or menopause impacted your sleep patterns?



MHI score by “How has perimenopause or menopause impacted your sleep patterns?”



Women in the workplace who report that perimenopause or menopause has negatively impacted their energy levels are more likely to feel anxious and less optimistic about their future.

- More than half (55 percent) of women believe that perimenopause or menopause has negatively impacted their energy levels; this group has a mental health score (60.5) more than 11 points lower than women who report a positive/no impact (71.8) and nearly ten points lower than the national average (70.2)
- Women who report that perimenopause or menopause has negatively impacted their energy levels are nearly twice as likely to lack optimism about their future compared to women who report a positive/no impact
- Women who report that perimenopause or menopause has negatively impacted their energy levels are nearly twice as likely to feel symptoms of anxiety compared to women who report a positive/no impact
- Nearly half (45 percent) report that perimenopause or menopause has a positive/no impact on their energy levels; this group has a mental health score (71.8) nearly two points higher than the national average (70.2)



How has perimenopause or menopause impacted your energy levels?



MHI score by “How has perimenopause or menopause impacted your energy levels?”

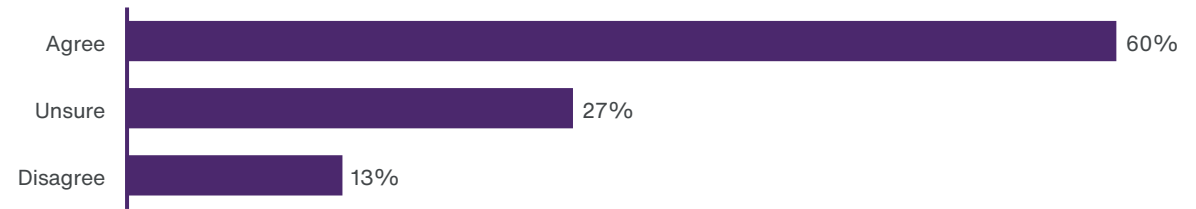


Two in five (40 percent) women in the workplace do not believe, or are unsure, that there is enough accessible and reliable information available on perimenopause or menopause.

- The lowest/worst mental health score (61.3) is among 13 percent of women who do not believe that there is enough accessible and reliable information available; this score is nearly 11 points lower than women who say that there is enough accessible and reliable information (72.2) and nine points lower than the national average (70.2)
- Three in five (60 percent) agree that there is enough accessible and reliable information available on perimenopause or menopause; this group has the highest/best mental health score (72.2), two points higher than the national average (70.2)



There is enough accessible and reliable information available to me on perimenopause or menopause



MHI score by “There is enough accessible and reliable information available to me on perimenopause or menopause”

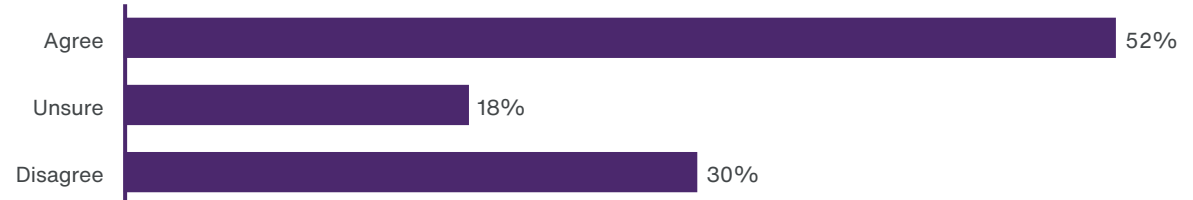


Nearly half of women in the workplace are dissatisfied with, or unsure about, the support and information provided by healthcare professionals on perimenopause or menopause.

- The lowest mental health score (57.8) is among 30 percent of women who are dissatisfied with the support and information provided by healthcare professionals on perimenopause or menopause; this score is nearly 14 points lower than women who are satisfied (71.4) and more than 12 points lower than the national average (70.2)
- More than half (52 percent) are satisfied with the support and information provided by healthcare professionals on perimenopause or menopause; this group has the highest/best mental health score (71.4), modestly higher than the national average (70.2)



I am satisfied with the support and information on perimenopause or menopause that has been provided by healthcare professionals



MHI score by “I am satisfied with the support and information on perimenopause or menopause that has been provided by healthcare professionals”



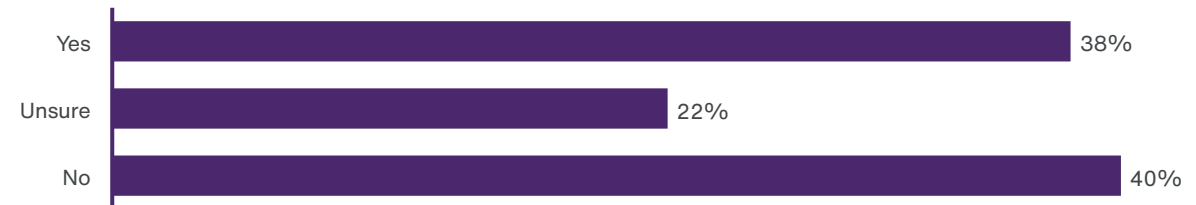
Workplace learning

More than six in 10 (62 percent) workers are unsure or say their employer does not offer learning opportunities on mental health and wellbeing topics.

- Two in five (40 percent) workers report that their employer does not offer learning opportunities on mental health and wellbeing topics; this group has a mental health score (68.7) nearly five points lower than workers who report that their employer offers learning opportunities on mental health and wellbeing topics (73.3) and more than one point lower than the national average (70.2)
- Workers with an annual household income greater than \$100,000 are 60 percent more likely to report that their employer offers learning opportunities on mental health and wellbeing topics compared to workers with an annual household income of less than \$100,000
- Nearly two in five (38 percent) report that their employer offers learning opportunities on mental health and wellbeing topics; the mental health score of this group is the highest/best (73.3), three points higher than the national average (70.2)



Does your employer offer learning opportunities on mental health and wellbeing topics?



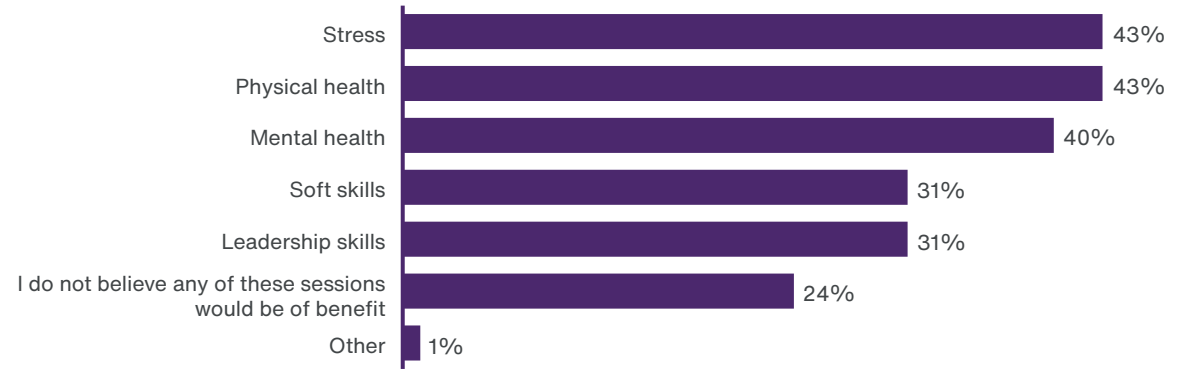
MHI score by “Does your employer offer learning opportunities on mental health and wellbeing topics?”



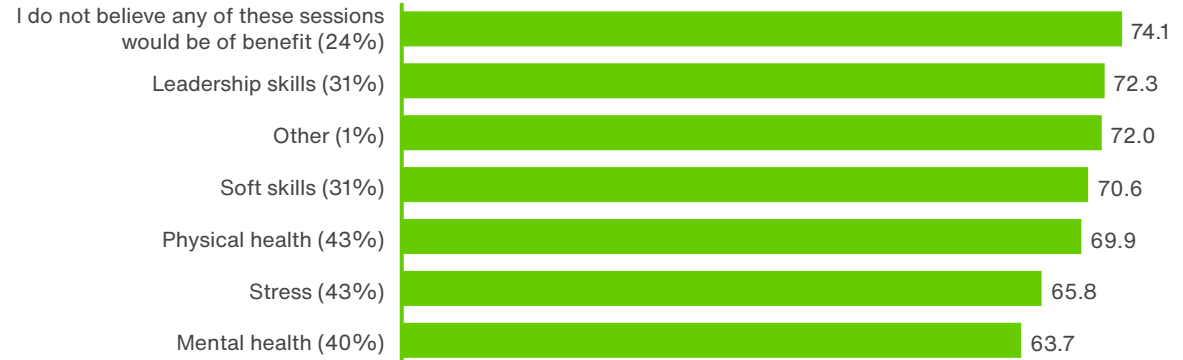
Workers say expert-led sessions focused on stress, mental, and physical health would be most beneficial.

- More than two in five (43 percent) report that expert-led sessions focused on stress would be most beneficial, 43 percent favor physical health sessions, 40 percent favor mental health sessions, 31 percent favor sessions focused on soft skills, and 31 percent report that leadership skills sessions would be most beneficial
- The lowest/worst mental health score (63.7) is among 40 percent of workers who report that sessions focused on mental health would be of most significant benefit, more than six points lower than the national average (70.2)
- Non-managers are more than twice as likely as managers to report that none of the sessions would be of benefit
- Workers over 50 are two and a half times more likely than workers under 40 to report that none of the sessions would be of benefit

Which of the following employer-sponsored expert-led sessions (virtual or in-person) do you believe would benefit you?



MHI score by “Which of the following employer-sponsored expert-led sessions (virtual or in-person) do you believe would benefit you?”

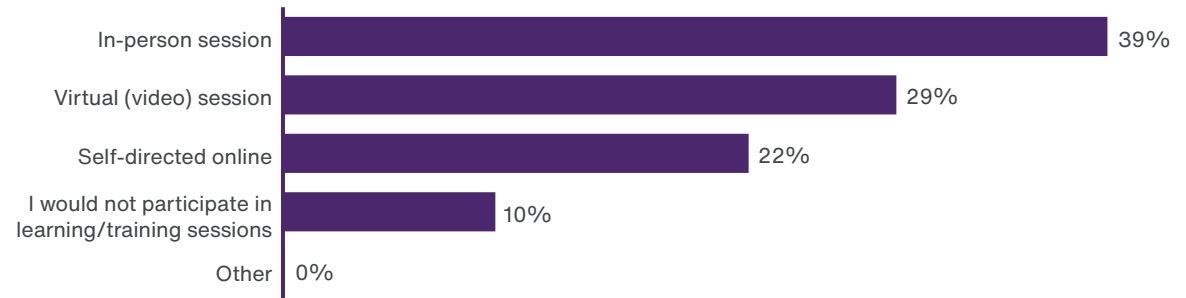


In-person learning is preferable over virtual and self-directed modalities.

- Nearly two in five (39 percent) workers would prefer in-person learning sessions, 29 percent would prefer virtual (video) sessions, and 22 percent would prefer self-directed online learning sessions
- Non-managers are three times more likely than managers to report that they would not participate in learning/training sessions
- Workers over 50 are nearly twice as likely as workers under 40 to report that they would not participate in learning/training sessions
- Non-parents are more than twice as likely as parents to report that they would not participate in learning/training sessions



How would you prefer to participate in employer-sponsored learning/training sessions?



MHI score by “How would you prefer to participate in employer-sponsored learning/training sessions?”



Workplace culture

Three-quarters (74 percent) of workers who are likely to recommend their organization as a good place to work have a mental health score nearly 13 points higher than workers who are unlikely to make such a recommendation.

- The lowest/worst mental health score (60.4) is among 11 percent of workers who are unlikely to recommend their organization as a good place to work; this score is nearly 13 points lower than workers who are likely to make this recommendation (73.2) and nearly 10 points lower than the national average (70.2)



How likely are you to recommend your organization as a good place to work?



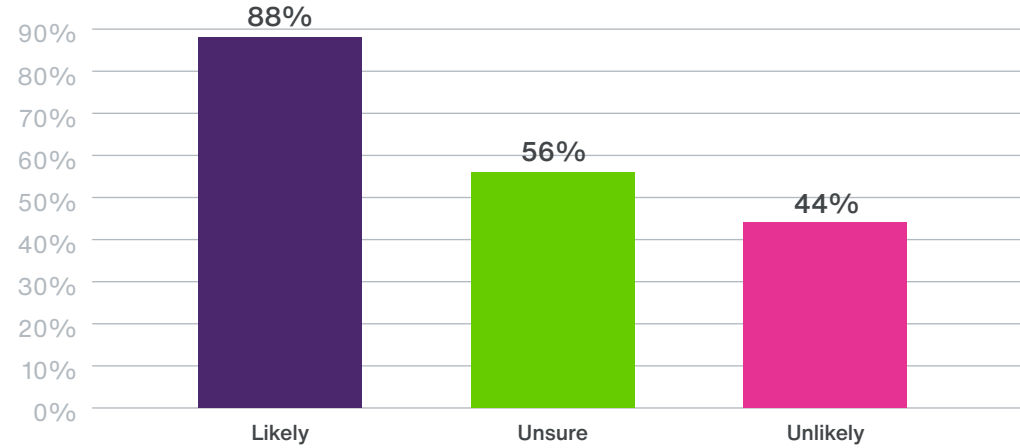
MHI score by “How likely are you to recommend your organization as a good place to work?”



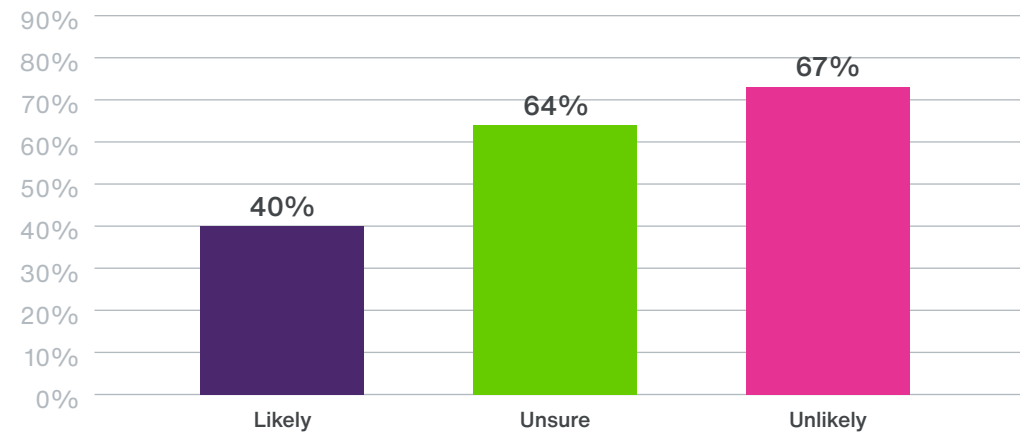
- Workers who are unlikely to recommend their organization as a good place to work are more than four times as likely to feel extremely burnt out compared to workers who would be likely to make such a recommendation
- Workers who are likely to recommend their organization as a good place to work are more likely to believe that they have a future with their employer



Percentage of workers who believe they have a future with their current employer by “Likelihood to recommend the organization as a good place to work”



Percentage of workers who report being somewhat or extremely burnt out by “Likelihood to recommend the organization as a good place to work”



Nearly three-quarters of workers report that their manager supports their work-life balance.

- The highest/best mental health score (73.5) is among 73 percent who report that their manager supports work-life balance; this score is 14 points higher than the score of 12 percent of workers who disagree (59.5) and more than three points higher than the national average (70.2)
- Workers with an annual household income of less than \$100,000 are 60 percent more likely than workers with an annual household income greater than \$100,000 to report that their manager does not support work-life balance



My work-life balance is supported by my manager



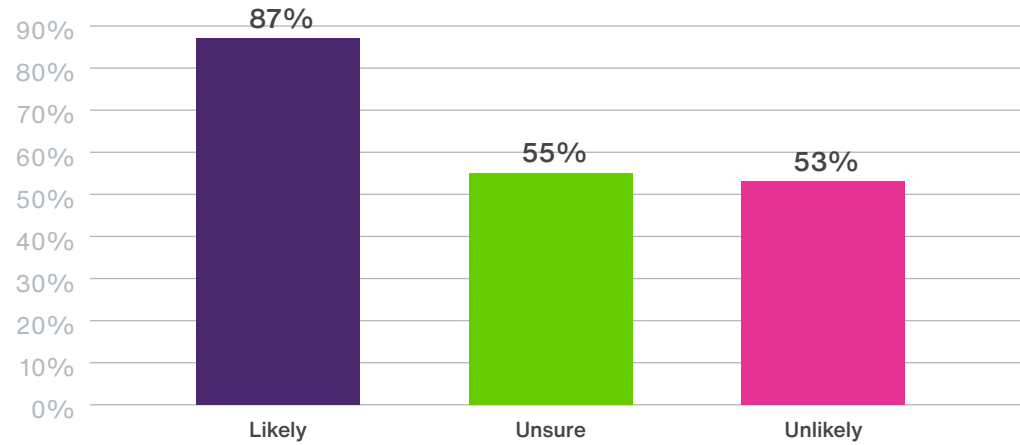
MHI score by “My work-life balance is supported by my manager”



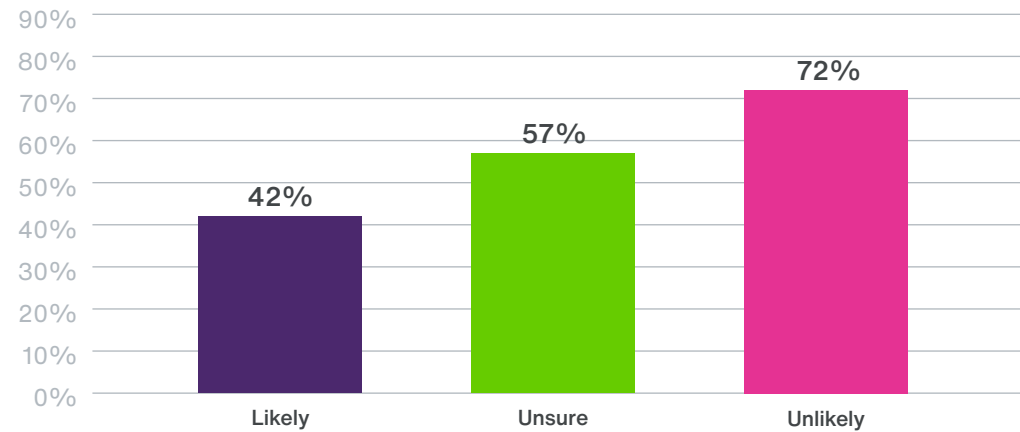
- Workers who report that their manager supports their work-life balance are more likely to believe they have a future with their employer
- Workers who report that their manager does not support their work-life balance are more than four times as likely to feel extremely burnt compared to workers who feel supported



Percentage of workers who believe they have a future with their current employer by “My work-life balance is supported by my employer”



“My work-life balance is supported by my employer”



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. 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 July 10 and July 19, 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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