



TELUS Mental Health Index.

United States of America | June 2024

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What you need to know for June 2024.



Two-thirds (65 percent) of workers in the United States have a moderate to high mental health risk.

- At 71.0, the mental health of workers has improved modestly from the prior month
- 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, or are unchanged, from May
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- Mental health scores have improved in the Southern and Western United States, whereas scores in other regions are unchanged compared to May
- The mental health score of managers is nearly unchanged from May and continues to be higher than the mental health score of non-managers
- Laborers continue to have a lower mental health score than service industry and office workers

58 percent say that work hours is the most important aspect of flexible work; 40 percent say that the work location is most important.

- 73 percent of workers say that flexibility is very important in determining their job satisfaction
- Respondents working full-time at the workplace are nearly three times more likely to say that flexible hours are more important than flexible location
- Workers under 40 are more than twice as likely as workers over 50 to be dissatisfied with their current hybrid work arrangement
- 73 percent of workers are satisfied with their hybrid work arrangement; this group has a mental health score 15 points higher than six percent of dissatisfied workers
- 29 percent of hybrid workers say that flexible scheduling would most improve their work situation
- 25 percent of hybrid workers say that the ability to work remotely when needed would most improve their work situation
- Better technology and more collaboration were cited by 14 percent and 12 percent, respectively
- 57 percent of workers don't want to go to the workplace because of the commute (time and cost), 43 percent prefer their own space, 42 percent want to minimize their morning routine, 35 percent prefer a quiet/focused environment, and 31 percent report that distractions/interruptions keep them from wanting to go to the workplace



Younger workers are more likely to cite a lack of work-life balance as the top contributor to poor wellbeing at work.

- 38 percent say that work-life balance best supports their wellbeing at work, 19 percent report that having a sense of purpose is the best support, 16 percent report that access to health benefits is the best support, and 11 percent report that positive workplace relationships best support their wellbeing at work
- 25 percent say that volume of work contributes the most to poor wellbeing at work, 16 percent report that a lack of flexibility/limited work-life balance contributes most to poor wellbeing at work, 14 percent report that conflict or challenging workplace relationships contribute most to poor wellbeing at work, and 14 percent report that poor workplace culture contributes the most to poor wellbeing at work
- When asked what would be most helpful for workers to end their day with energy for other things in life, 28 percent say that setting boundaries between work and life would be most helpful, 19 percent report that prioritizing self-care would be most helpful, 15 percent report that sharing responsibilities/delegating tasks would be most helpful, and 14 percent report that open communication with colleagues and leaders would be most helpful

More than two in five workers worried about their weight have significantly lower mental health scores.

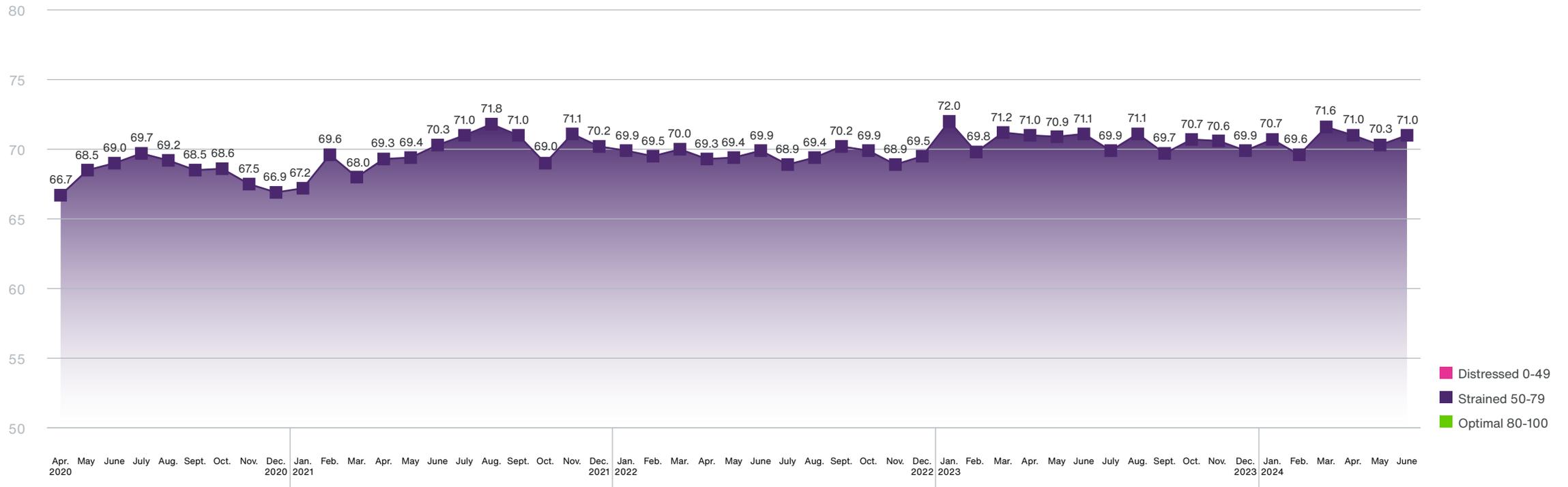
- 44 percent of workers concerned about their weight have a mental health score 10 points lower than workers who are not concerned about their weight
- 57 percent of workers concerned about their weight are interested in a weight management program
- Among workers who are interested in a weight management program, 63 percent are interested in physical activity plans and tracking, 57 percent are interested in meal plans and recipes, 54 percent are interested in nutrition education, 32 percent are interested in medication, and 28 percent are interested in psychological support/coaching/counseling

The Mental Health Index.

MHI Current Month June 2024	May 2024
71.0	70.3

The overall Mental Health Index for June 2024 is 71.0.

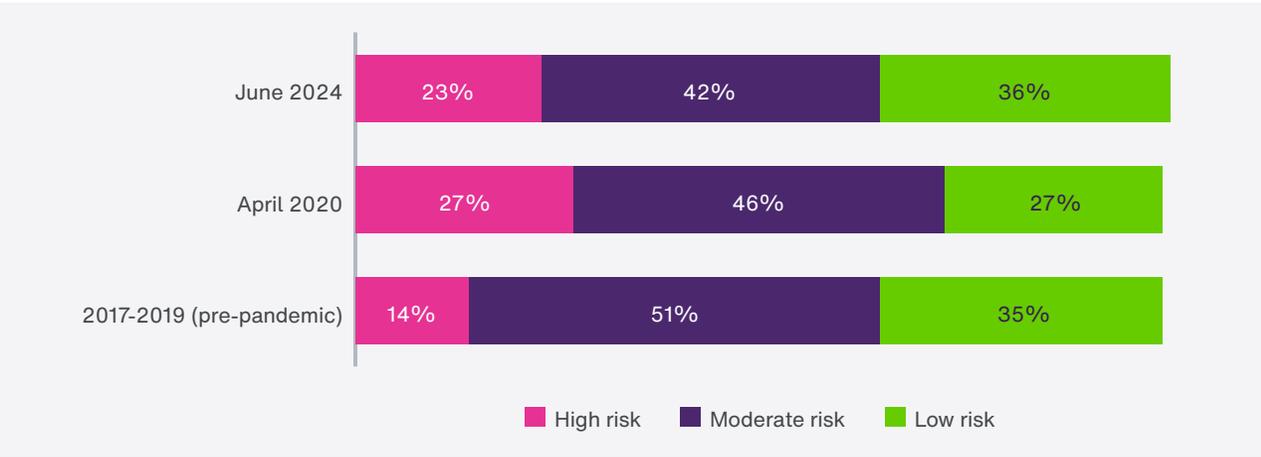
Following two months of decline, the mental health score of workers in the United States has improved modestly.





Mental health risk.

In June 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. More than four years after the launch of the MHI in April 2020, there has been a four percent reduction in workers with a high mental health risk and a nine percent increase in workers with a low mental health risk.



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

Mental Health Index sub-scores.

For more than two years, the lowest Mental Health Index sub-score continues to be anxiety (64.9). Isolation (67.3), depression (71.0), work productivity (71.8), optimism (72.3), and financial risk (73.9) follow. General Psychological health (77.4) continues to be the most favorable mental health measure in June 2024.

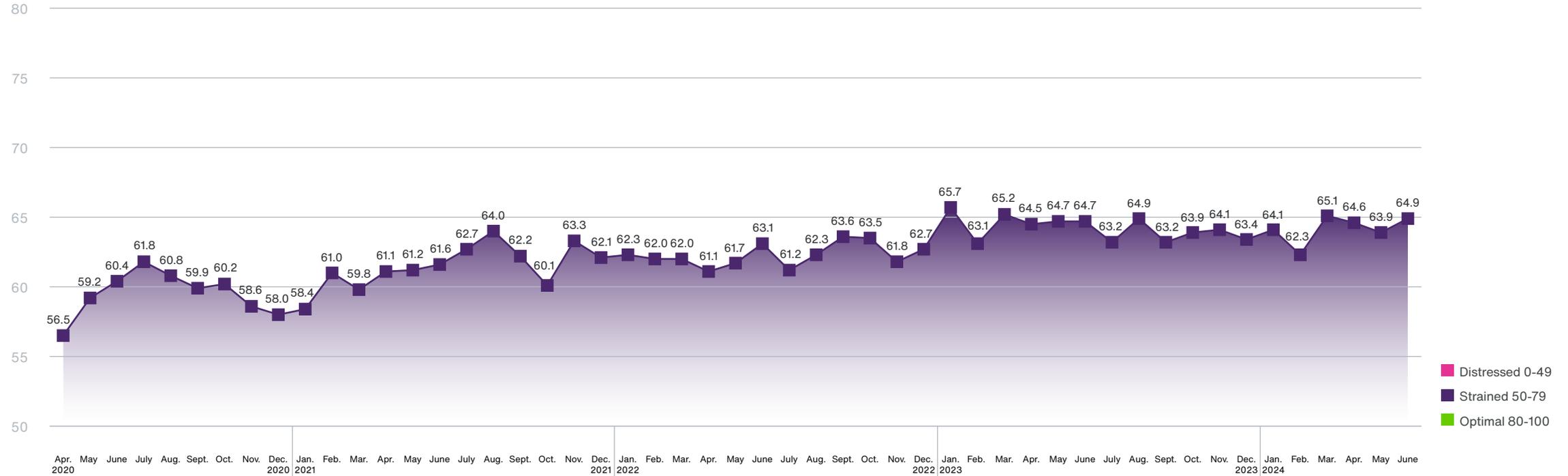
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- All mental health sub-scores have improved, or are unchanged, from the prior month
- The work productivity sub-score score has improved most notably, up 1.3 points from May 2024

Mental Health Index Sub-scores	June 2024	May 2024
Anxiety	64.9	63.9
Isolation	67.3	66.7
Depression	71.0	70.3
Work productivity	71.8	70.5
Optimism	72.3	71.3
Financial risk	73.9	73.9
Psychological health	77.4	76.9



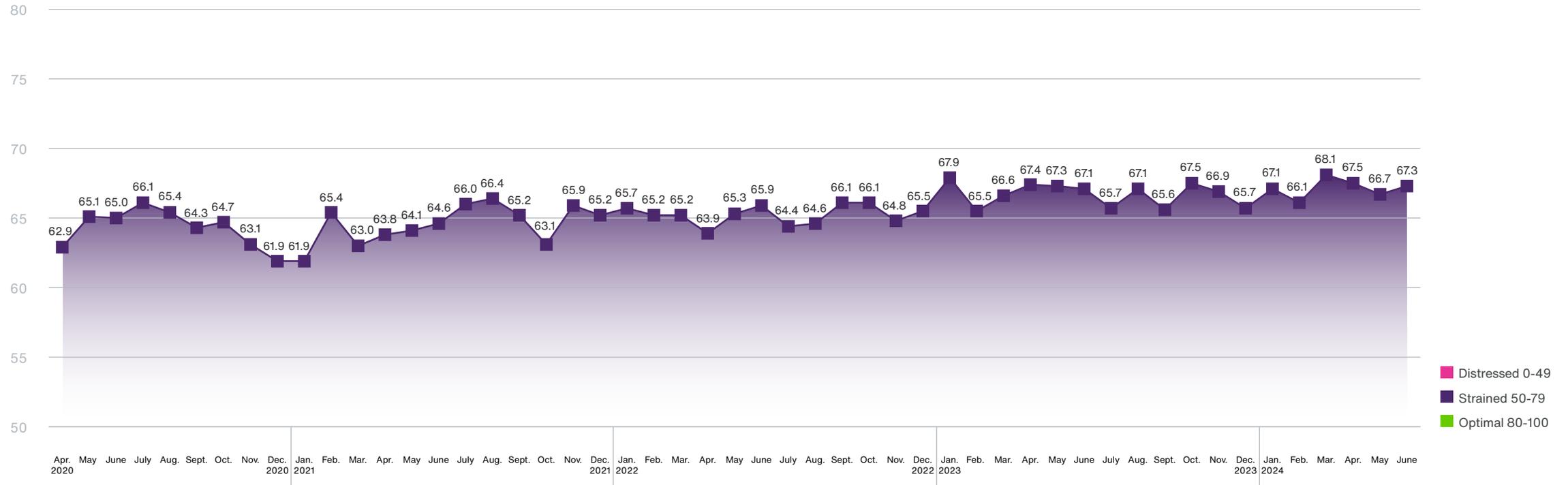
Anxiety

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 two months of decline, the anxiety sub-score has improved one point in June 2024.



Isolation

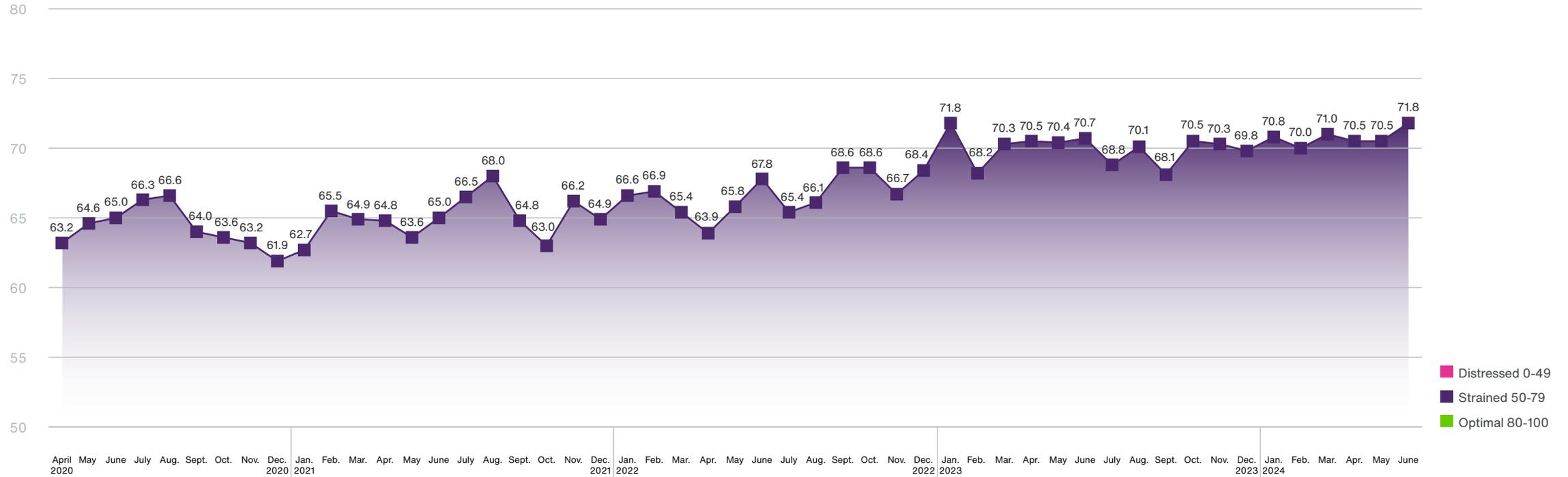
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020; however, there is a general trend of improvement. After reaching its highest point in March 2024, the isolation sub-score declined sharply through May. In June 2024, the isolation score improved modestly, yet it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



Work productivity

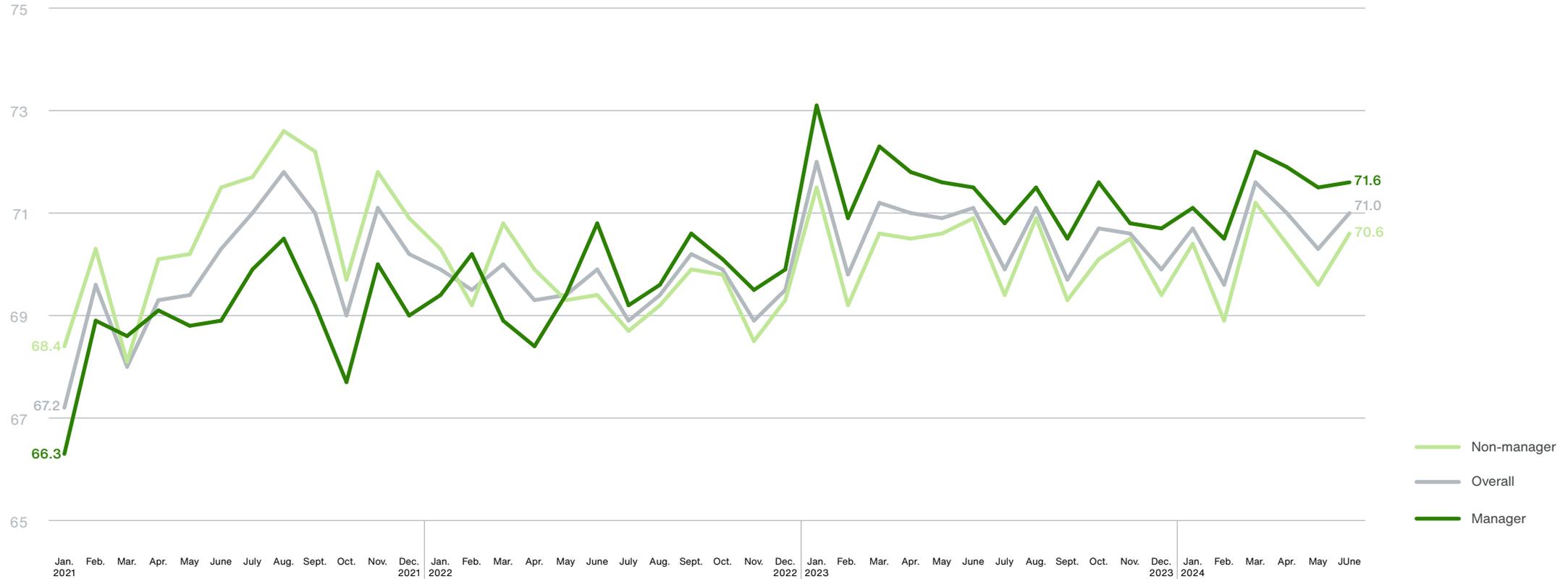
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally followed an increasing trend since the launch of the MHI in April 2020. In June 2024, the work productivity sub-score has improved more than one point from May.



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 June 2024, the mental health score of managers (71.6) remains nearly unchanged and it continues to be higher than the mental health score of non-managers (70.6) and the national average (71.0).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In June 2024, the mental health score of women is 68.5 compared to 73.7 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2020. More than four years later, this pattern continues with a lower score for workers with at least one child (67.4) 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 when compared to the prior month have the lowest mental health score (57.6), followed by workers reporting fewer hours than the prior month (61.4), respondents not currently employed (69.0), and workers with no change to salary or hours (71.9)
- Laborers continue have a lower mental health score (65.3) than service industry (71.2) and office workers (72.2)
- Managers have a higher mental health score (71.6) than non-managers (70.6)
- Respondents working companies with more than 10,000 employees have the highest mental health score (73.3)
- Respondents working for companies with 51-100 employees have the lowest mental health score (69.2)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.6) than the overall group (71.0). Workers with emergency savings have a mental health score of 76.3

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

The Mental Health Index by region.

In June 2024, the mental health scores for all regions of the United States have improved, or are unchanged, from the prior month.

- With a 1.2-point increase, the Western United States (72.0) has the highest mental health score in June
- Despite a 1.2-point improvement, the Southern United States continues to have the lowest mental health score (70.4)

Region	June 2024	May 2024	Change
West	72.0	70.8	1.2
South	70.4	69.2	1.2
Northeast	71.4	71.4	0.0
Midwest	70.6	70.6	0.0

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



Employment status	June 2024	May 2024
Employed (no change in hours/salary)	71.9	71.1
Employed (fewer hours compared to last month)	61.4	62.6
Employed (reduced salary compared to last month)	57.6	52.5
Not currently employed	69	67.3

Age group	June 2024	May 2024
Age 20-29	56.8	57.5
Age 30-39	64.3	63.1
Age 40-49	67.8	67.4
Age 50-59	70.7	69.4
Age 60-69	76.8	76.1

Number of children	June 2024	May 2024
No children in household	72.2	71.7
1 child	67.8	67.5
2 children	66.4	65.8
3 children or more	68.8	65.7

Gender	June 2024	May 2024
Men	73.7	73.0
Women	68.5	67.8

Household income/annum	June 2024	May 2024
<\$30K	59.5	59.5
\$30K to <\$60K	65.0	64.2
\$60K to <\$100K	70.5	69.9
\$100K to <\$150K	74.2	73.6
\$150K or more	79.6	79.0

Employer size	June 2024	May 2024
Self-employed/sole proprietor	69.2	68.0
2-50 employees	71.8	71.4
51-100 employees	69.2	67.8
101-500 employees	70.8	69.1
501-1,000 employees	70.1	69.7
1,001-5,000 employees	70.9	71.8
5,001-10,000 employees	70.4	71.8
More than 10,000 employees	73.3	72.0

Manager	June 2024	May 2024
Manager	71.6	71.5
Non-manager	70.6	69.6

Work environment	June 2024	May 2024
Labour	65.3	65.1
Office/desk	72.2	71.7
Service	71.2	70.3

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

The Mental Health Index by industry.

Workers in Agriculture, Forestry, Fishing and Hunting have the lowest mental health score (62.6), followed by workers in Arts, Entertainment and Recreation (64.7), and Food Services (65.7).

Workers in Professional, Scientific and Technical Services (77.7), Public Administration (75.5), and Finance and Insurance (74.0) have the highest mental health scores this month.



Industry	June 2024	May 2024	Change
Information and Cultural Industries	68.1	60.5	7.6
Utilities	71.5	67.1	4.4
Media and Telecommunications	73.0	69.4	3.6
Accommodation	68.3	64.8	3.5
Administrative and Support services	67.5	64.5	3.0
Other services (except Public Administration)	72.0	69.8	2.2
Professional, Scientific and Technical Services	77.7	75.8	1.9
Retail Trade	68.1	66.9	1.2
Other	69.5	68.4	1.1
Public Administration	75.5	74.9	0.6
Health Care and Social Assistance	70.1	69.6	0.5
Educational Services	73.2	72.8	0.4
Manufacturing	72.0	71.6	0.4
Food Services	65.7	65.3	0.4
Construction	68.8	68.6	0.2
Transportation and Warehousing	67.8	68.1	-0.3
Wholesale Trade	73.6	74.0	-0.4
Finance and Insurance	74.0	74.8	-0.8
Real Estate, Rental and Leasing	72.4	73.3	-0.9
Arts, Entertainment and Recreation	64.7	65.6	-0.9
Technology	70.9	72.1	-1.2
Agriculture, Forestry, Fishing and Hunting	62.6	65.9	-3.3
Management of Companies and Enterprises	72.8	77.5	-4.7

Spotlight

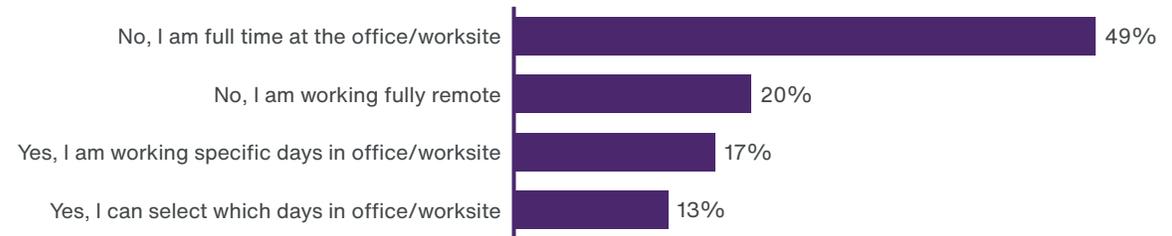
Flexible work

Nearly one-third (30 percent) of workers are working a hybrid job.

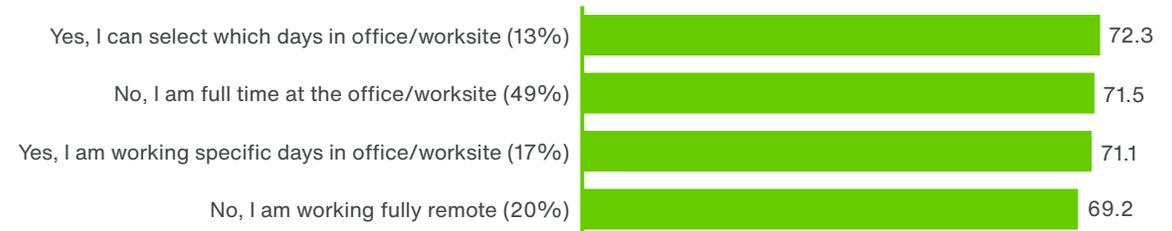
- Nearly half (49 percent) are working full-time at the office/worksites and 20 percent are working fully remote
- Among workers in a hybrid job, 17 percent work specific days in the office/worksites, and 13 percent select the days they work in the office/worksites
- The highest mental health score (72.3) is among 13 percent of workers who select the days they work in the office/worksites, modestly higher than the national average (71.0)
- Managers are 60 percent more likely than non-managers to report they can select the days they work in the office/worksites



Are you working a hybrid job?



MHI score by “Are you working a hybrid job?”



Workers dissatisfied with their current hybrid work arrangement have a mental health score 15 points lower than workers who are satisfied and 11 points lower than the national average.

- Nearly three-quarters (73 percent) of hybrid workers are satisfied with their current work arrangement; this group has the highest/best mental health score (75.0), four points higher than the national average (71.0)
- Six percent are dissatisfied with their current hybrid work arrangement; this group has the lowest/worst mental health score (59.9), 15 points lower than workers who are satisfied and nearly 11 points lower than the national average (71.0)
- Workers under 40 are more than twice as likely as workers over 50 to be dissatisfied with their current hybrid work arrangement



How satisfied are you with your current hybrid work arrangement?



MHI score by “How satisfied are you with your current hybrid work arrangement?”

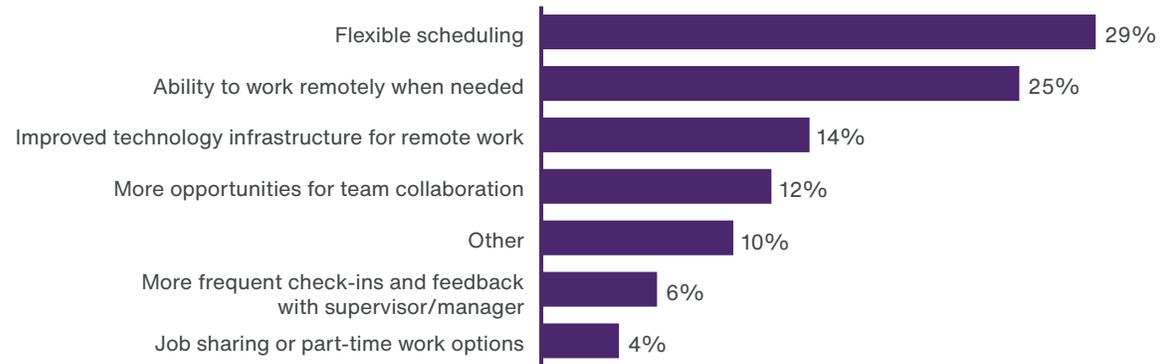


Flexible scheduling and the ability to work remotely when needed are factors that would most improve the hybrid work situation.

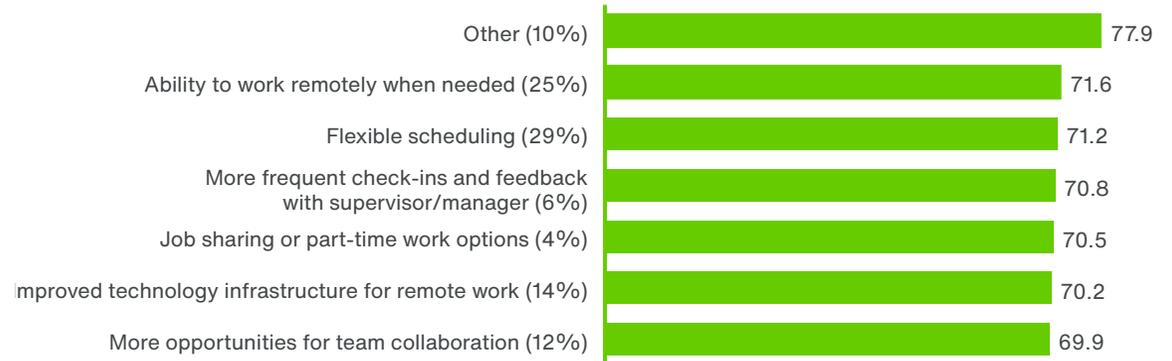
- 29 percent of hybrid workers report that flexible scheduling would most improve their work situation and 25 percent want the ability to work remotely when needed
- The mental health score of 25 percent of workers who want the ability to work remotely when needed (71.6) is modestly higher than the national average (71.0)
- Managers are 70 percent more likely than non-managers to want more opportunities for team collaboration



What would most improve your hybrid work situation?



MHI score by “What would most improve your hybrid work situation?”

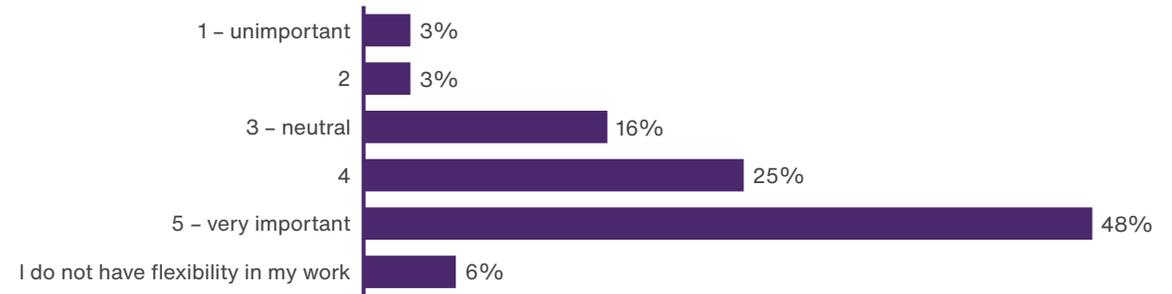


Nearly half (48 percent) of workers say that flexibility is very important in determining their job satisfaction.

- Nearly three-quarters (73 percent) report that flexibility is important (4) to very important (5) in determining their job satisfaction; the mental health score of this group is modestly higher than the national average (71.0)



MHI score by “How important is flexibility in determining your job satisfaction?”



MHI score by “How important is flexibility in determining your job satisfaction?”

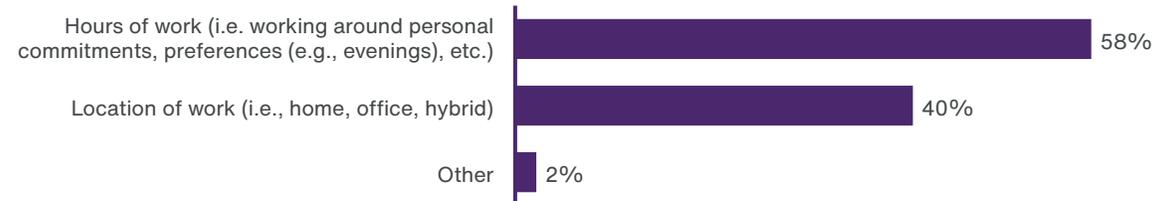


Hours of work is the most important aspect of flexible work.

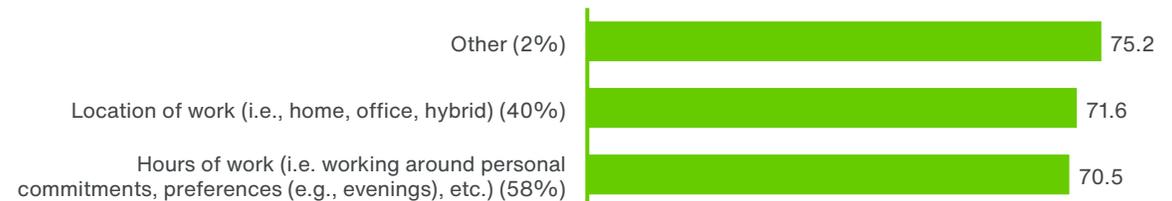
- 58 percent report that hours of work is the most important aspect of flexible work, and 40 percent report that the location of work is most important
- Respondents working full-time at the office/worksites are nearly three times more likely to report that flexible hours are more important than flexible location



Which aspect of flexible work is most important to you?



MHI score by “Which aspect of flexible work is most important to you?”

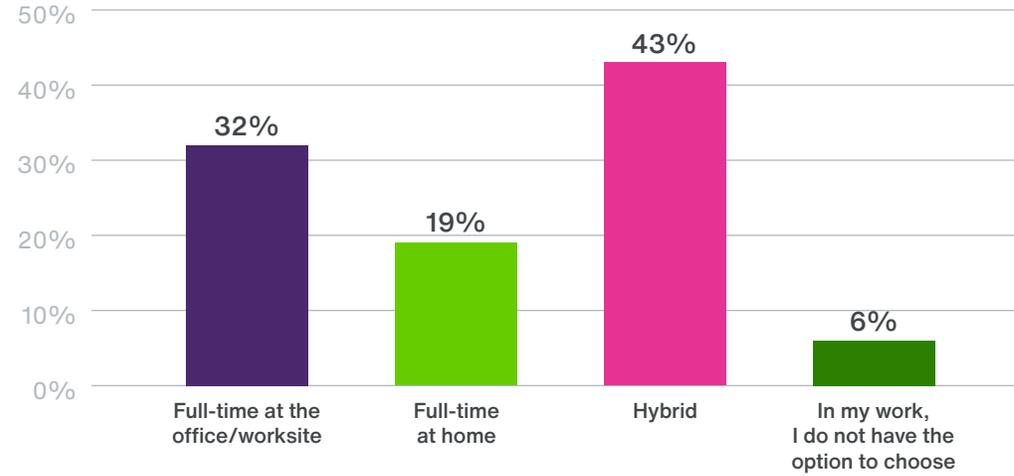


Workers who have flexibility at work were asked where they want to work.

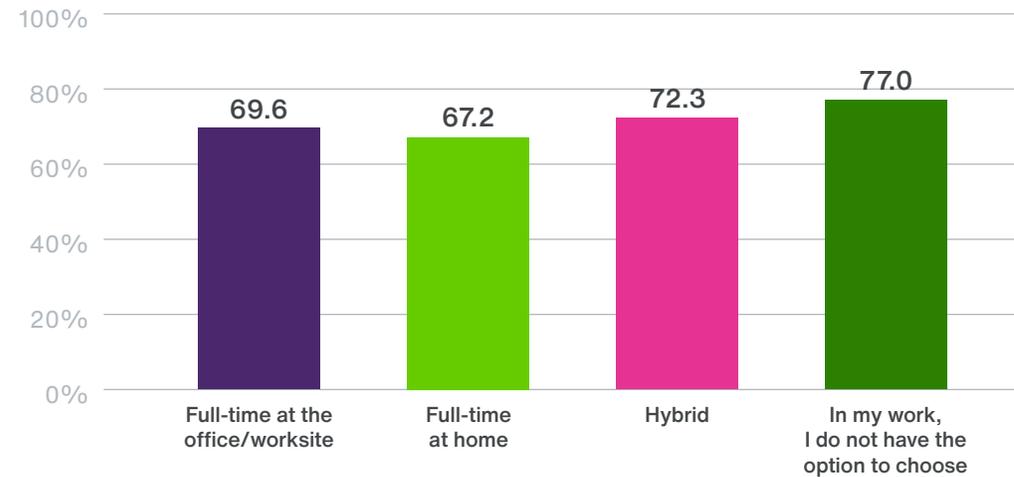
- Among respondents working specific days at the office/worksites, 43 percent want to work a hybrid model (combination of home and worksite), 32 percent want to work full-time at the office/worksites, 19 percent want to work full-time at home, and six percent do not have the option to choose
- Non-managers, non-parents, and workers over 50 are more likely than their counterparts to not have the option to choose their work location



Preferences among respondents working specific days at the office/worksites



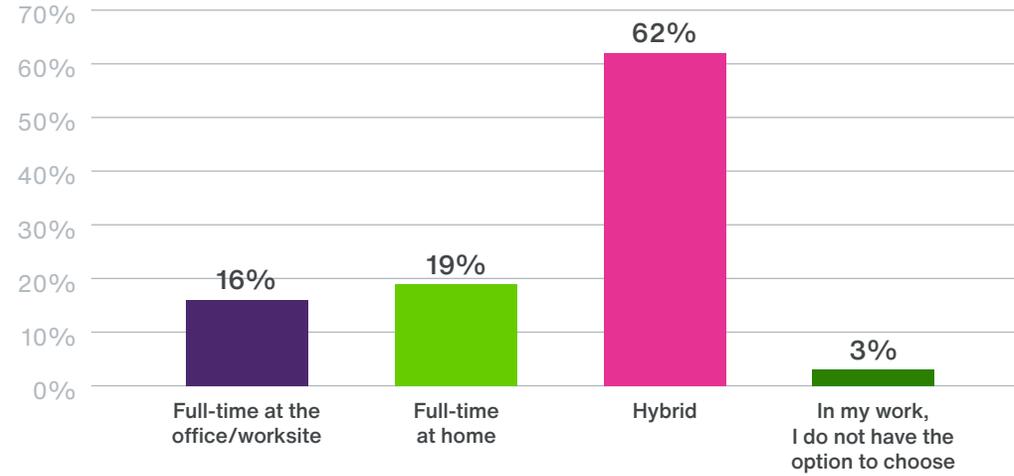
MHI score by “Preferences among respondents working specific days at the office/worksites”



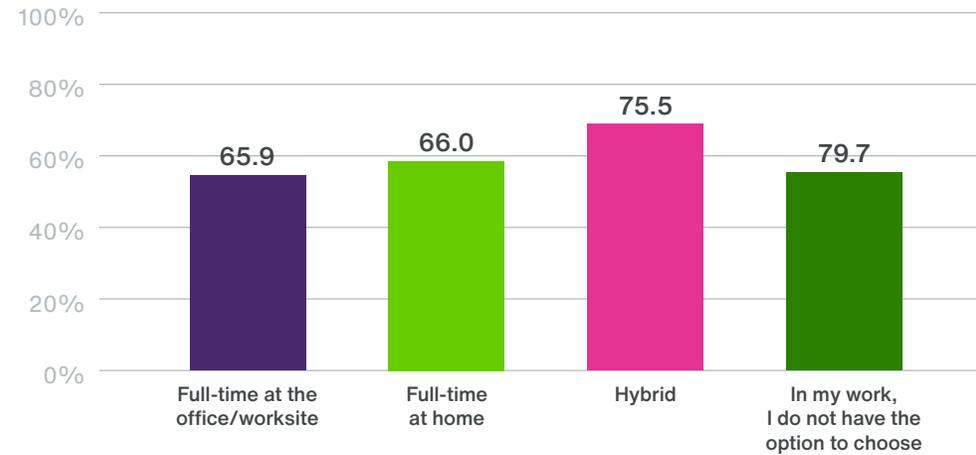
- Among workers who can select the days they work at the office/worksites, 62 percent want to work a hybrid model, 19 percent want to work full-time at home, and 16 percent want to work full-time at the office/worksites



Preferences among respondents who can select the days they work at the office/worksites



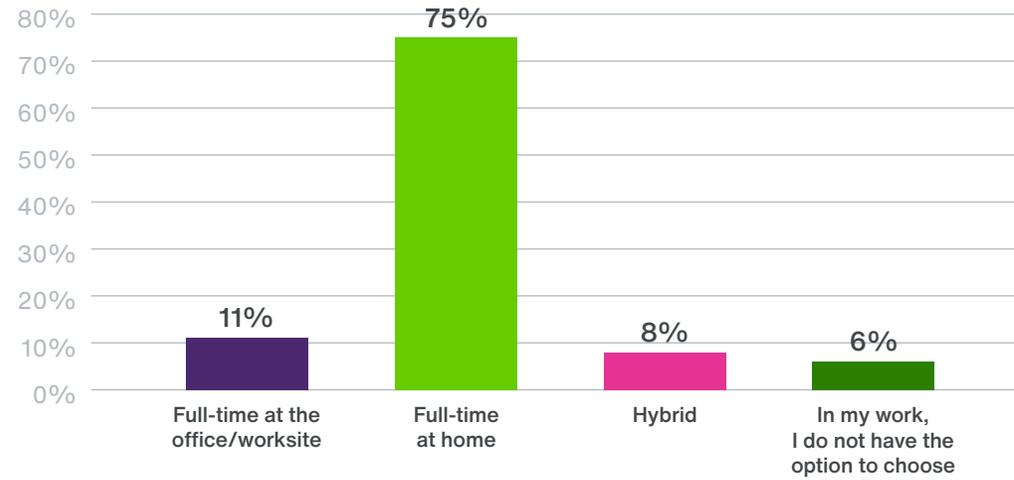
MHI score by “Preferences among respondents who can select the days they work at the office/worksites”



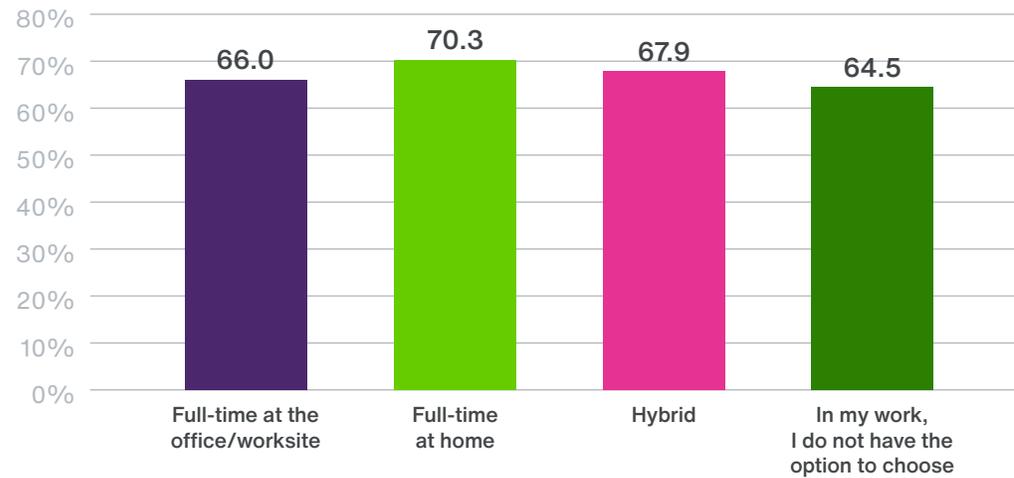
- Among respondents working remotely, 75 percent want to continue this arrangement (working full-time at home), and 11 percent want to work full-time at the office/worksite



Preferences among respondents who work remotely

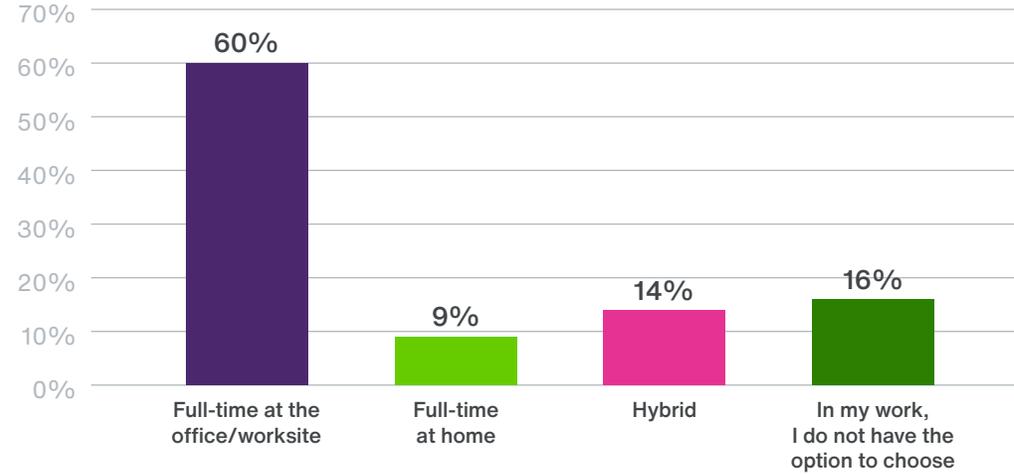


MHI score by “Preferences among respondents who work remotely”

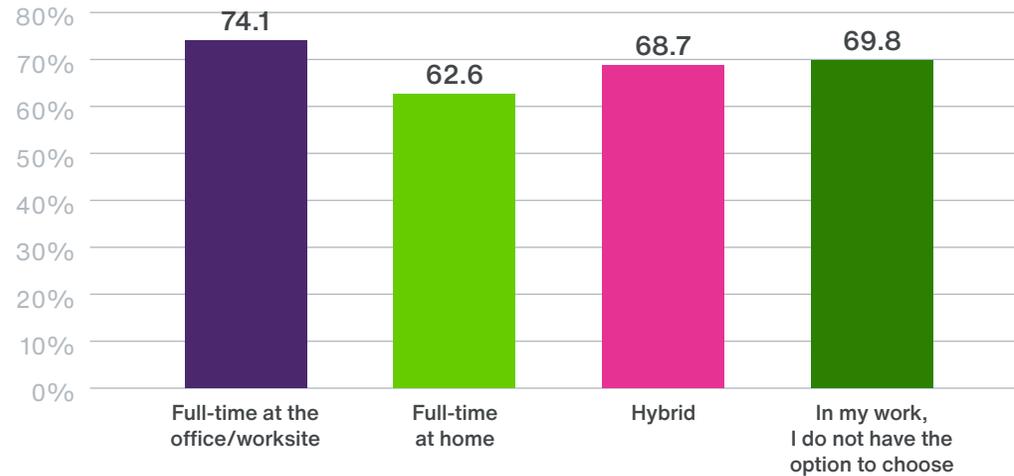


- Three in five (60 percent) of workers who work full-time at the office/worksites want to continue this arrangement, and 14 percent want to work a hybrid model

Preferences among respondents working full-time at the office/worksites



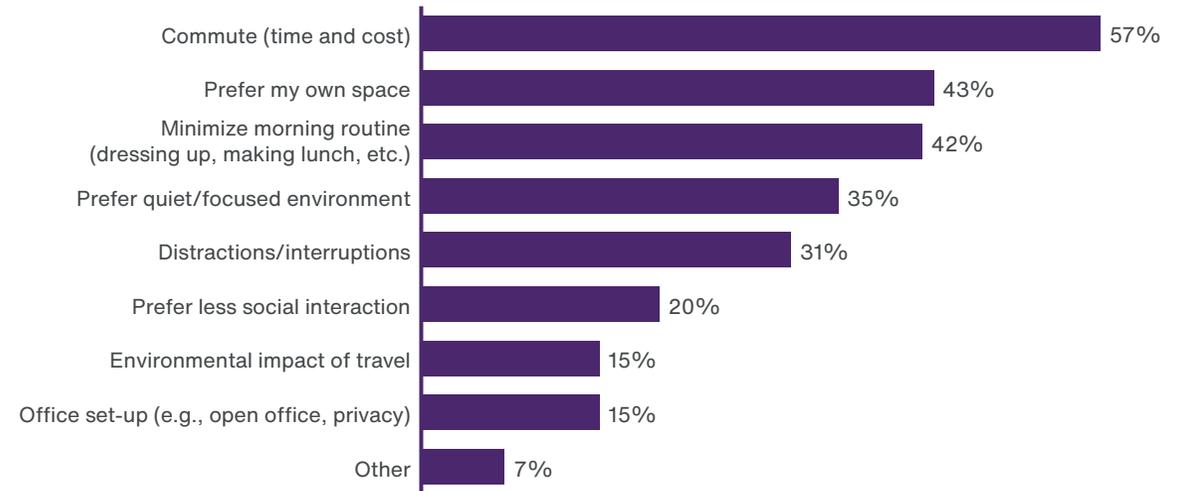
MHI score by “Preferences among respondents working full-time at the office/worksites”



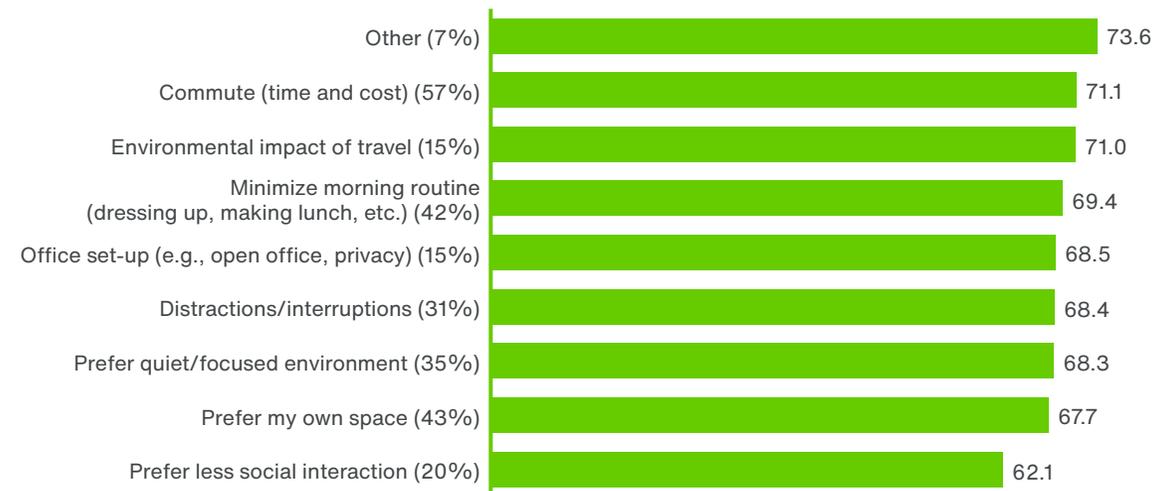
Commute is the most significant factor keeping workers from wanting to go to the office/worksites.

- 57 percent of workers don't want to go to the office/worksites because of the commute (time and cost), 43 percent prefer their own space, 42 percent want to minimize their morning routine, 35 percent prefer a quiet/focused environment, and 31 percent report that distractions/interruptions keep them from wanting to go to the office/worksites
- One in five (20 percent) prefer less social interaction; this group has the lowest/worst mental health score (62.1), nine points lower than the national average (71.0)

What keeps you from wanting to go to the office/worksites?



MHI score by “What keeps you from wanting to go to the office/worksites?”

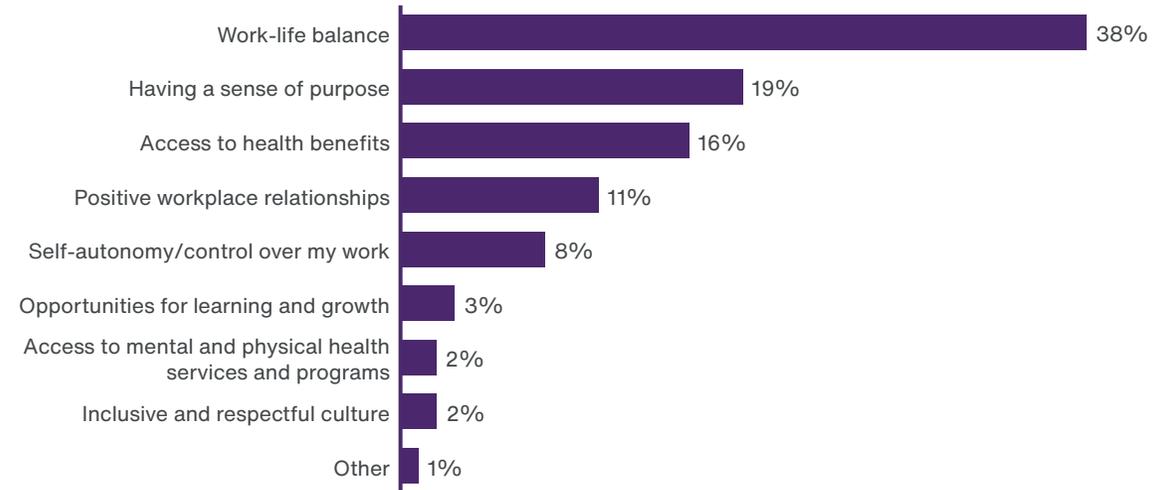


Support for wellbeing at work.

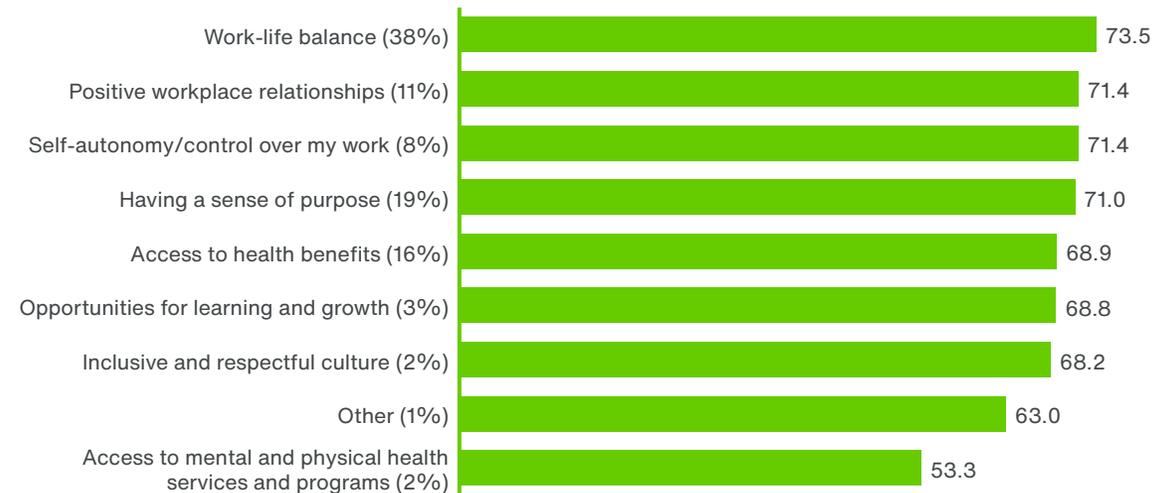
Work-life balance is perceived as the best support of wellbeing.

- 38 percent report that work-life balance best supports their wellbeing at work, 19 percent report that having a sense of purpose best supports their wellbeing, 16 percent report that access to health benefits best supports their wellbeing, and 11 percent report that positive workplace relationships best support their wellbeing at work
- The highest/best mental health score (73.5) is among 38 percent of workers reporting that work-life balance best supports their wellbeing at work, more than two points higher than the national average (71.0)
- The lowest/worst mental health score (53.3) is among two percent of workers reporting that access to mental and physical health services and programs best supports their wellbeing at work, nearly 18 points lower than the national average (71.0)

Which best supports your wellbeing at work?



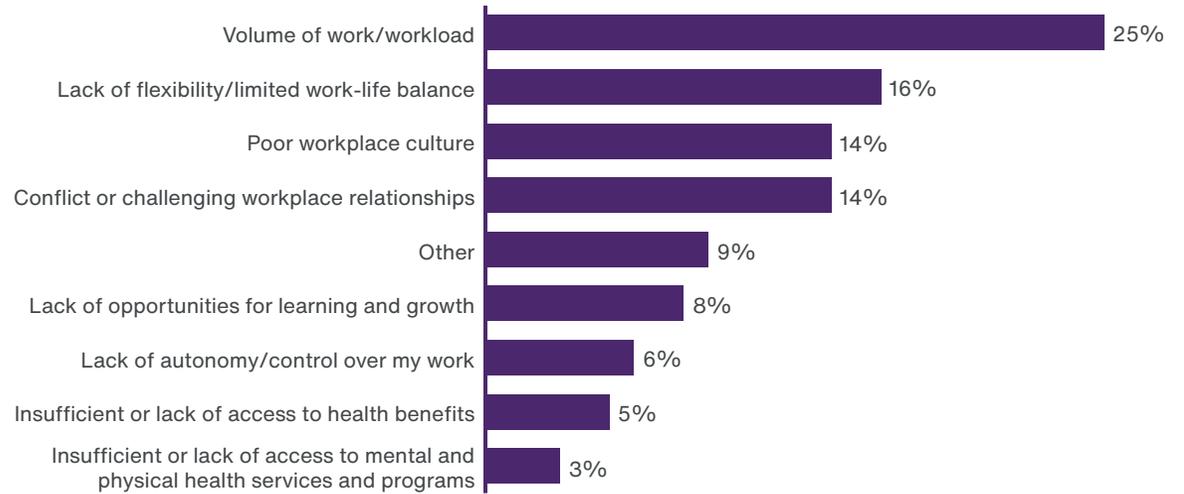
MHI score by “Which best supports your wellbeing at work?”



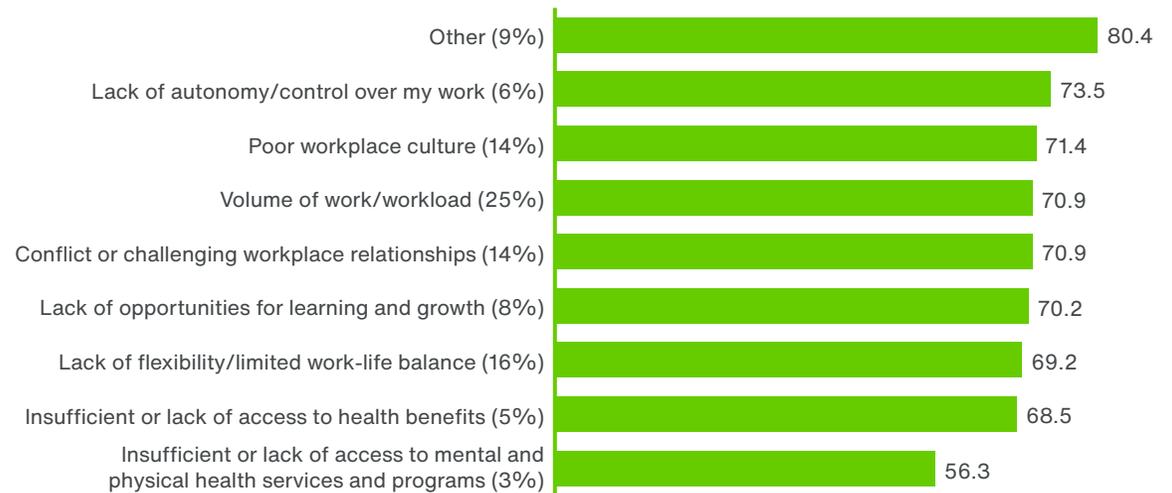
Volume of work is perceived as the most significant contributor to poor wellbeing.

- 25 percent report that volume of work contributes the most to poor wellbeing at work, 16 percent report that a lack of flexibility/limited work-life balance contributes most to poor wellbeing at work, 14 percent report that conflict or challenging workplace relationships contributes most to poor wellbeing at work, and 14 percent report that poor workplace culture contributes the most to poor wellbeing at work
- The lowest/worst mental health score (56.3) is among three percent of workers reporting that insufficient or a lack of access to mental and physical health services and programs contributes the most to poor wellbeing at work, nearly 15 points lower than the national average (71.0)
- Workers under 40 are 70 percent more likely than workers over 50 to report that lack of flexibility/limited work-life balance contributes the most to poor wellbeing at work

Which most contributes to poor wellbeing at work?



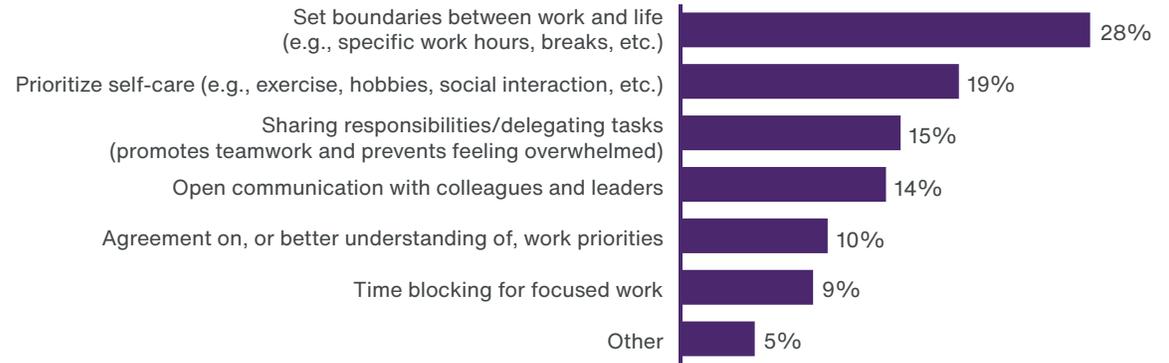
MHI score by “Which most contributes to poor wellbeing at work?”



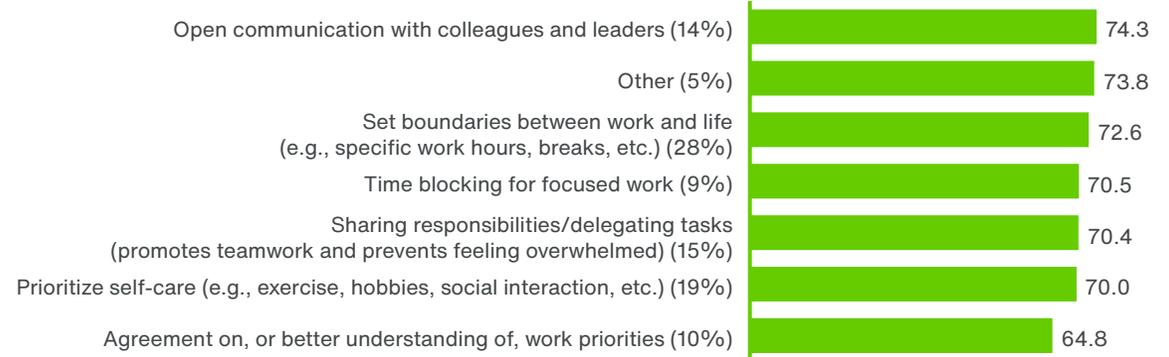
Setting boundaries between work and life would be most helpful for workers to feel that they can go home at the end of the day with some energy for other things in their life.

- 28 percent report that setting boundaries between work and life would be most helpful, 19 percent report that prioritizing self-care would be most helpful, 15 percent report that sharing responsibilities/delegating tasks would be most helpful, and 14 percent report that open communication with colleagues and leaders would be most helpful
- The lowest/worst mental health score (64.8) is among 10 percent reporting that agreement on, or better understanding of work priorities would be most helpful, more than six points lower than the national average (71.0)

Which would be most helpful for you at work so that you can go home at the end of the day with some energy for other things in your life?



MHI score by “Which would be most helpful for you at work so that you can go home at the end of the day with some energy for other things in your life?”



Weight management

More than two in five (44 percent) workers are concerned about their weight.

- 56 percent of workers not concerned about their weight have a mental health score (75.5) more than four points higher than the national average (71.0)
- 44 percent of workers concerned about their weight have a mental health score (65.4) 10 points lower than workers who are not concerned about their weight and more than five points lower than the national average (71.0)
- Women are 50 percent more likely than men to be concerned about their weight



Are you concerned about your weight?



MHI score by “Are you concerned about your weight?”



Among workers who are concerned about their weight, more than half (57 percent) are interested in a weight management program.

Are you interested in a weight management program?



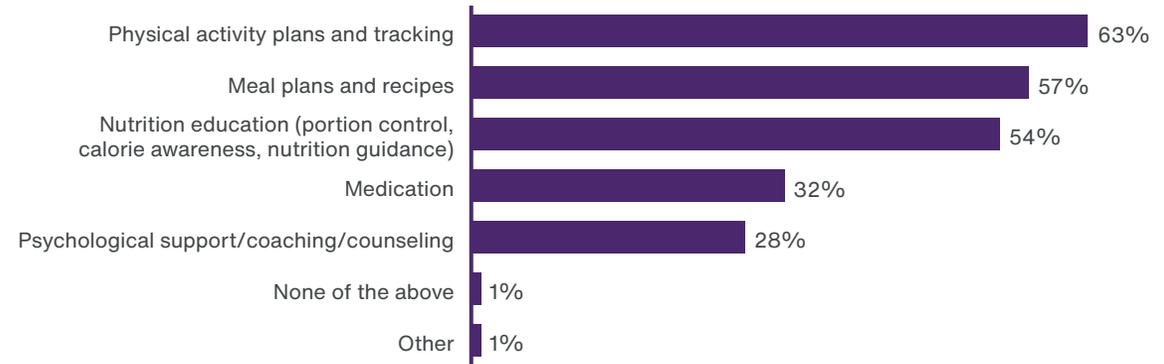
MHI score by “Are you interested in a weight management program?”



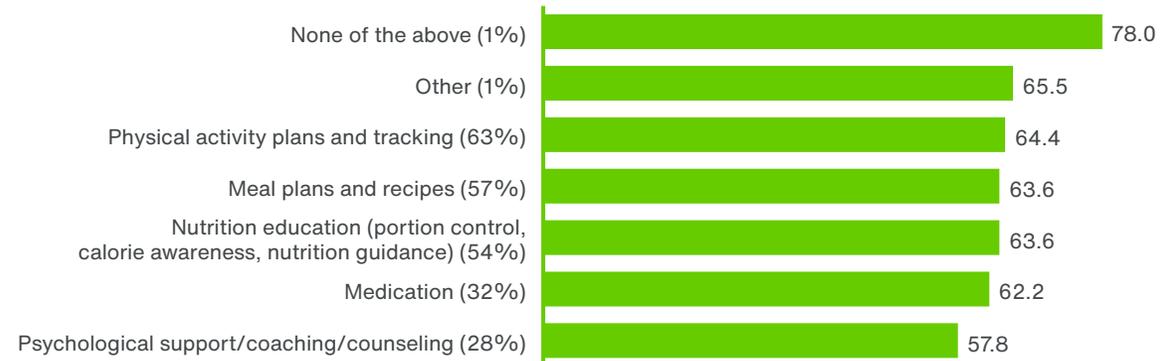
Among workers who are interested in a weight management program, 63 percent are interested in physical activity plans and tracking, 57 percent are interested in meal plans and recipes, 54 percent are interested in nutrition education, 32 percent are interested in medication, and 28 percent are interested in psychological support/coaching/counseling.



Which aspects of a weight management program would you be interested in?



MHI score by “Which aspects of a weight management program would you be interested in?”



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 June 7 to June 17, 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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