



TELUS Mental Health Index.

United States of America | March 2024

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What you need to know for March 2024.

With a notable improvement in March, the mental health of workers in the United States approaches its peak from January 2023.

- At 71.6, the mental health of workers has improved two points following a sharp decline in February 2024
- 21 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 37 percent have a low mental health risk
- All mental health sub-scores have improved from February to March; anxiety and isolation have been the lowest mental health sub-scores for 23 consecutive months
- Mental health scores have improved in all the regions of the United States compared to February 2024
- The mental health scores of managers and non-managers have improved from the previous month; managers continue to have a higher mental health score than non-managers
- Laborers continue to have a lower mental health score than service industry and office workers



Leaders struggle to address their team's emotional needs and navigate change and uncertainty.

- Nearly one-third (32 percent) of managers are finding it challenging to manage the emotional needs of one or more members of their team; the mental health score of these managers is 17 points lower than managers not finding it challenging and nine points lower than the national average
- Nearly one-third (31 percent) of managers feel the strain of leading their team through change or uncertainty; the mental health score of these managers is nearly 20 points lower than managers not feeling the strain and nearly 11 points lower than the national average
- Younger managers are twice as likely to report finding it challenging to manage the emotional needs of their team and to report feeling the strain of leading their team through change or uncertainty
- More than one-third (36 percent) of managers do not have or are unsure whether they have access to one-to-one resources that can help them work through challenges; the mental health scores of these managers are at least two points lower than managers with access to resources



More than two in five workers worry that a lack of timely access to their healthcare provider may be negatively impacting their health, with younger workers expressing the greatest concern.

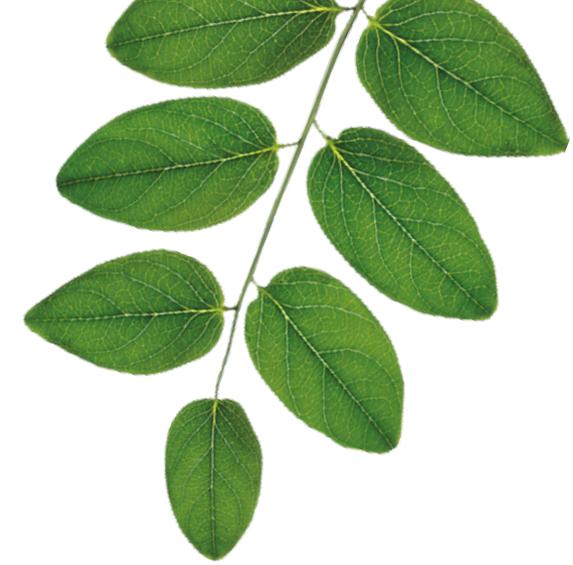
- The mental health score of 21 percent of workers concerned that the timeliness of access to their healthcare provider may be negatively impacting their health is nearly 19 points lower than workers who are not concerned and 12 points lower than the national average
- Workers under 40 are more than twice as likely as workers over 50 to be concerned that the timeliness of access to their healthcare provider may be negatively impacting their health
- More than two in five (43 percent) workers report not being up to date on the preventative screenings that are available to them
- Workers under 40 are four times more likely than workers over 50 to report being unaware of the preventive screenings available to them and are twice as likely to report not knowing whether they are up to date on preventative screenings
- Men are 80 percent more likely than women to report not knowing whether they are up to date on preventative screenings

More than one-third of workers say their employer-funded healthcare benefits do not fully meet their needs.

- 34 percent of workers report that their employer-funded healthcare benefits do not fully meet their needs; 19 percent report that only the types of services covered meet their needs, nine percent report that the benefits do not meet their needs at all, and six percent report that only the amount covered meet their needs
- The mental health score of nine percent of workers reporting that their healthcare benefits do not meet their needs is 16 points lower than workers reporting that their healthcare benefits meet their needs and 11 points lower than the national average
- Six percent of workers are unclear on the healthcare coverage available to them through their employer, a further 10 percent are uncertain; the mental health scores of these workers are at least 12 points lower than workers who are clear on their coverage and 10 points lower than the national average
- Workers under 40 are nearly twice as likely as workers over 50 to lack clarity about the healthcare coverage that is available to them through their employer

Younger workers are more likely to report not managing their health, finances, and personal relationships well.

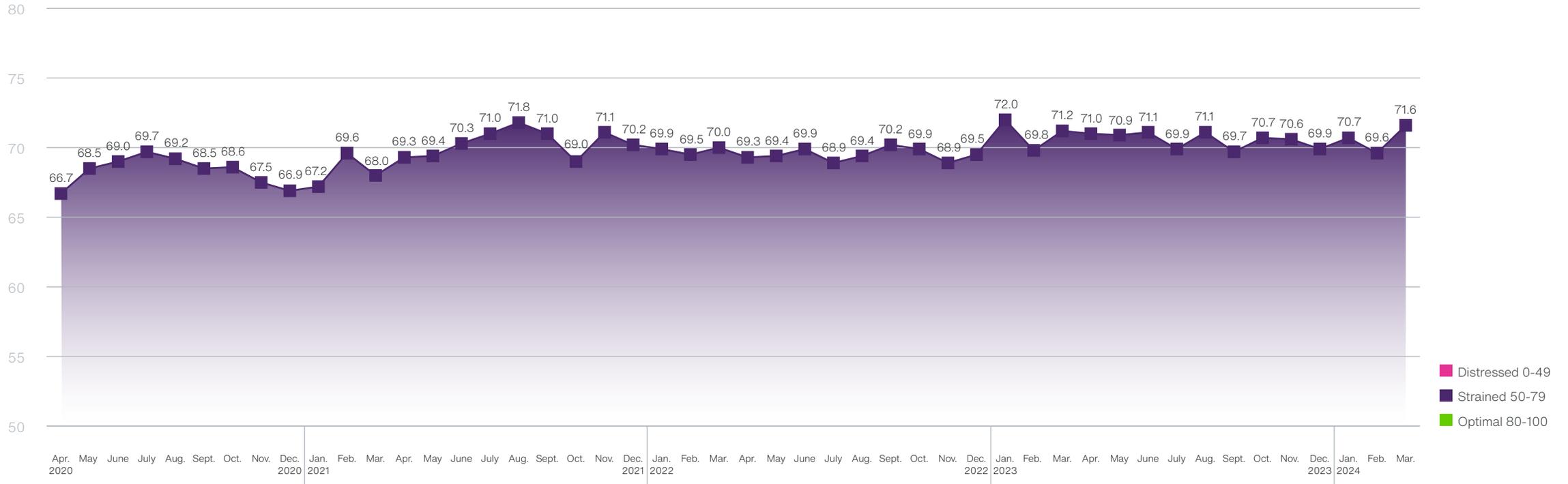
- Two in five (20 percent) workers are uncertain or are not managing their health well
- The mental health score of seven percent of workers not managing their health well is more than 35 points lower than workers managing their health well and 30 points lower than the national average
- Workers under 40 are twice as likely as workers over 50 to report not managing their health well
- Nearly one in five (18 percent) workers are uncertain or are not managing their financial responsibilities well
- The mental health score of eight percent reporting that they are not managing their financial responsibilities well is more than 29 points lower than workers managing their financial responsibilities well and more than 24 points lower than the national average
- Nearly one in five (18 percent) are uncertain or are not managing their personal relationships/friendships well; the mental health scores of these workers are at least 22 points lower than workers managing their personal responsibilities well and at least 17 points lower than the national average
- Workers under 40 are nearly twice as likely as workers over 50 to report not managing their personal relationships/friendships well
- More than one in ten (11 percent) are uncertain or are not managing their family relationships well; the mental health scores of these workers are at least 25 points lower than workers managing their family relationships well and at least 22 points lower than the national average
- Workers under 40 are twice as likely as workers over 50 to report not managing their family responsibilities well
- Nearly one in ten (nine percent) workers are uncertain or are not managing their work responsibilities well; the mental health scores of these workers are at least 22 points lower than workers managing their work responsibilities well and at least 20 points lower than the national average



The Mental Health Index.

The overall Mental Health Index (MHI) for March 2024 is 71.6. After a notable decline in February, the mental health score of workers in the United States has improved two points in March, bringing the score in line with its high from January 2023.

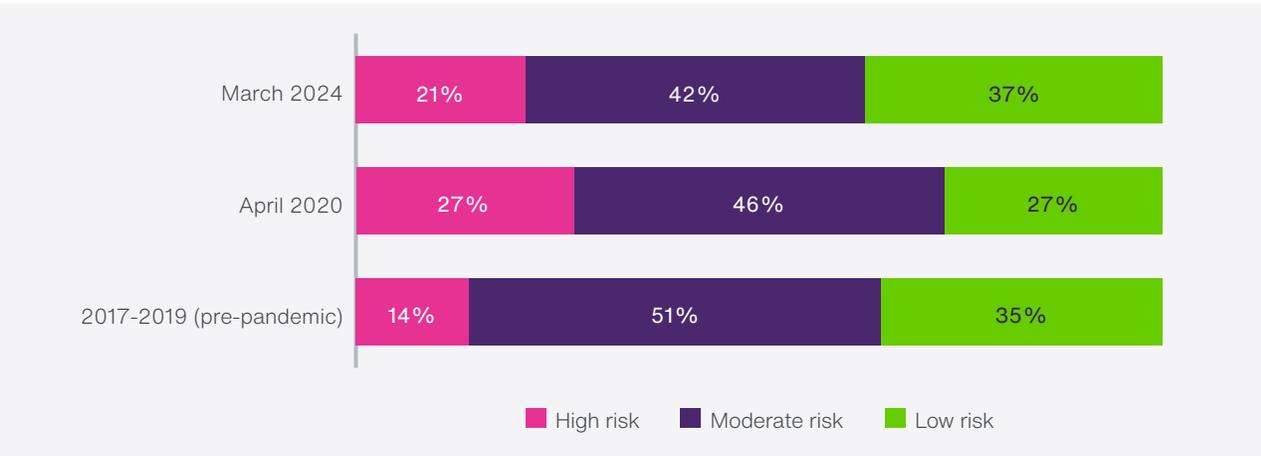
MHI Current Month March 2024	February 2024
71.6	69.6





Mental health risk.

In March 2024, 21 percent of workers have a high mental health risk, 42 percent have a moderate mental health risk, and 37 percent have a low mental health risk. Nearly four years since the launch of the MHI in April 2020, there has been a six percent decrease in workers with a high mental health risk and a 10 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 nearly two years (23 months), the lowest Mental Health Index sub-score continues to be anxiety (65.1). Isolation (68.1), work productivity (71), depression (71.6), optimism (72.3), and financial risk (75.8) follow. General psychological health (77.6) continues to be the most favorable mental health measure in March 2024.

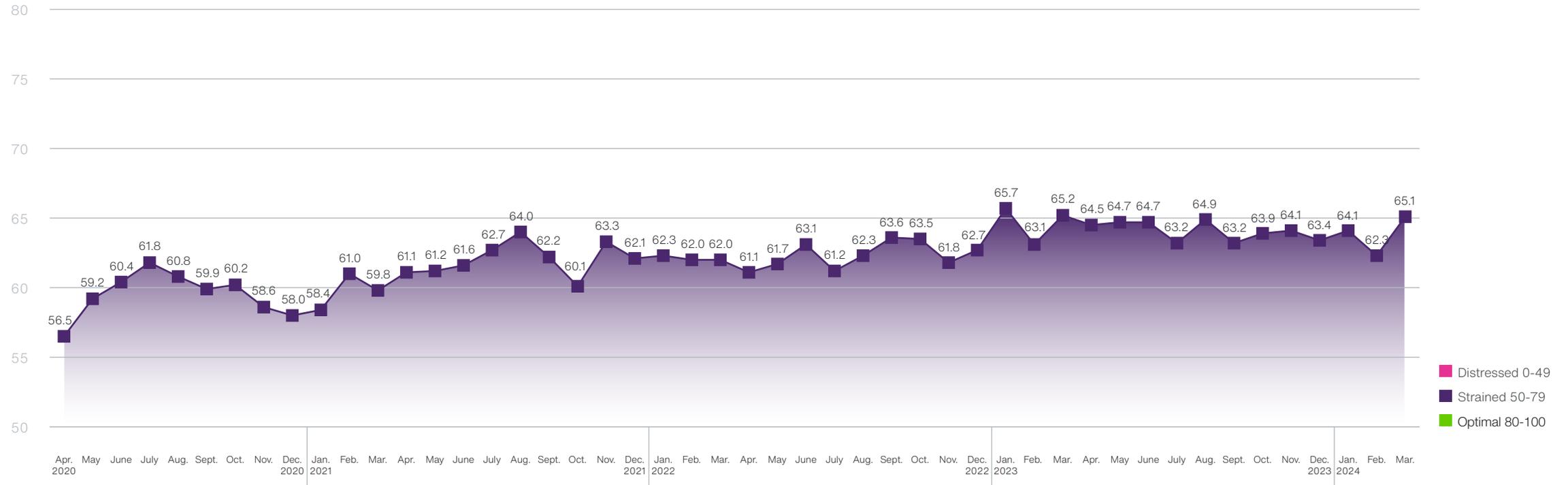
- Anxiety and isolation have been the lowest mental health sub-scores for 23 consecutive months
- All mental health sub-scores have improved from the prior month
- The financial risk score has improved nearly four points from February 2024

Mental Health Index Sub-scores	March 2024	February 2024
Anxiety	65.1	62.3
Isolation	68.1	66.1
Work productivity	71.0	70.0
Depression	71.6	69.5
Optimism	72.3	71.4
Financial risk	75.8	72.2
Psychological health	77.6	76.4



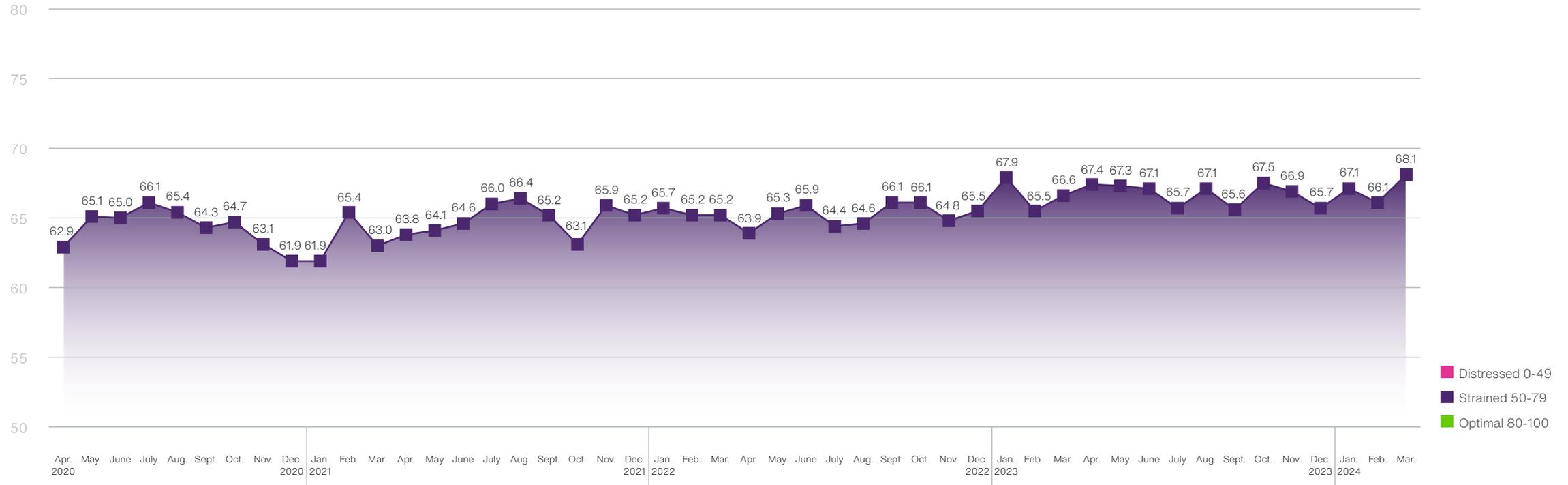
Anxiety

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for 23 consecutive months. After a significant decline in February 2024, the anxiety sub-score rebounded, improving 2.8 points in March.



Isolation

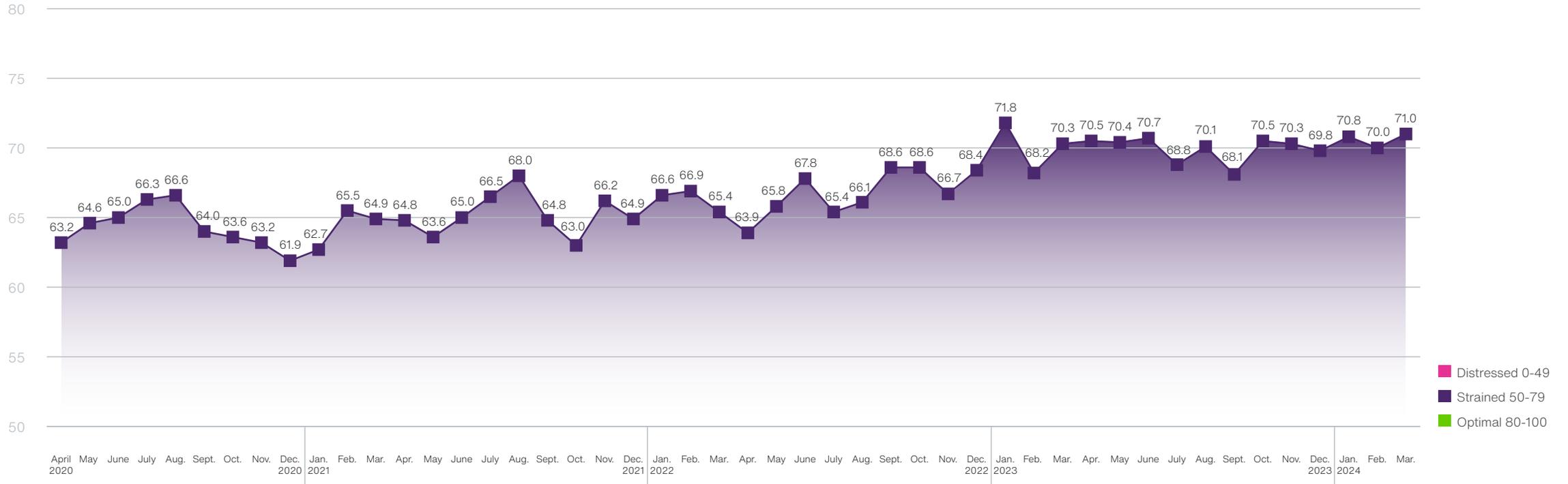
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020. After reaching its peak in January 2023, the isolation sub-score fluctuated through December 2023. With a two-point increase in March 2024, the isolation score has reached its highest level. Despite this reaching this milestone, isolation continues to be the second lowest mental health sub-score for the 23rd consecutive month.



Work productivity

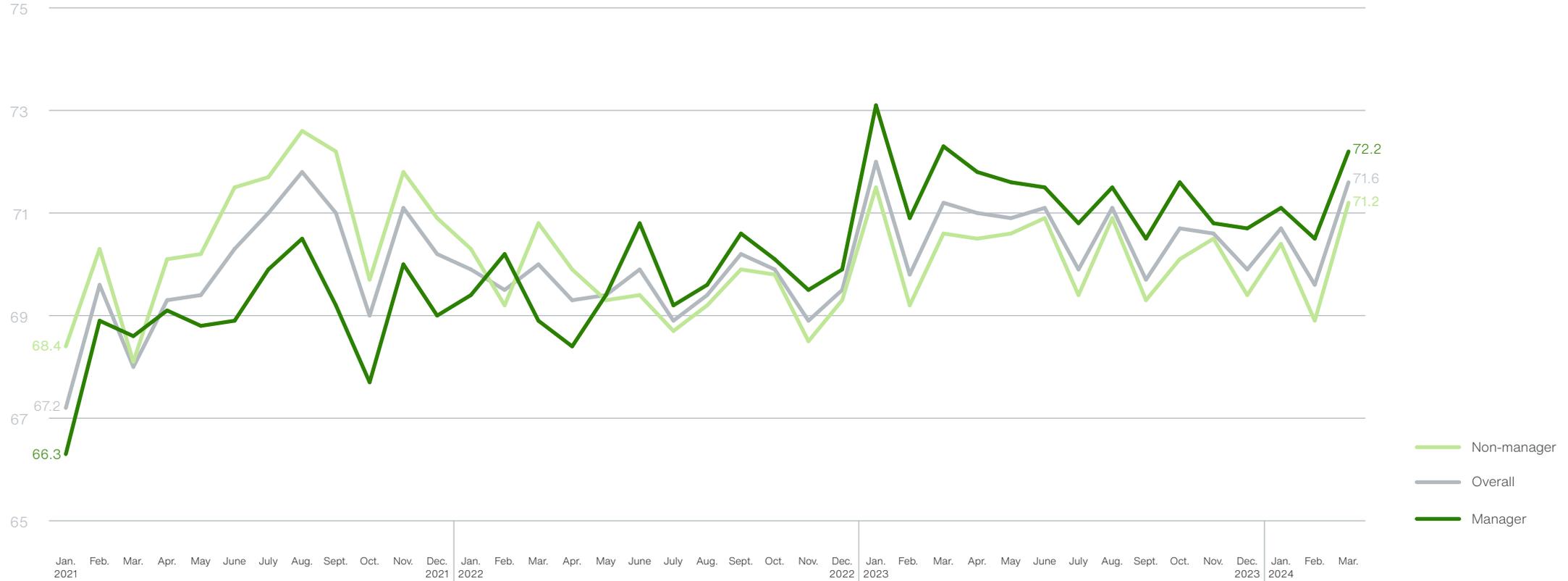
The work productivity sub-score measures the impact of mental health on work productivity and goals.

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



Managers compared to non-managers.

From January 2021 to May 2022, the mental health scores of managers had typically been lower than the mental health scores of non-managers and lower than American averages. Since June 2022, managers have had better mental health scores than non-managers. In March 2024, the mental health score of managers (72.2) has improved and continues to be higher than the mental health score of non-managers (71.2) and the national average (71.6).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In March 2024, the mental health score of women is 69.0 compared to 74.4 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 (67.6) than workers without children (73.0)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and six percent report reduced hours or reduced salary
- Workers reporting reduced salary when compared to the prior month (61.2) have the lowest mental health score, followed by workers reporting fewer hours than the prior month (64.0), respondents not currently employed (70.7), and workers with no change to salary or hours 72.1
- Labourers continue to have a lower mental health score (66.0) than service industry (71.5) and office workers (72.8)
- Managers have a higher mental health score (72.2) than non-managers (71.2)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (73.0)
- Respondents working for companies with 51-100 employees have the lowest mental health score (68.3)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.6) than the overall group (71.6). Workers with emergency savings have a mental health score of 76.5

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

The Mental Health Index by region.

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

- Despite a 1.7-point increase, the lowest mental health score in March continues to be in the Southern United States (70.7)
- With a 2.4-point increase, the Northeast continues to have the highest mental health score (73.3)

Province	March 2024	February 2024	Change
Northeast	73.3	70.9	2.4
Midwest	71.5	69.3	2.2
West	71.2	69.3	1.9
South	70.7	69.0	1.7



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	Mar. 2024	Feb. 2024
Employed (no change in hours/salary)	72.1	70.4
Employed (fewer hours compared to last month)	64.0	61.0
Employed (reduced salary compared to last month)	61.2	59.5
Not currently employed	70.7	64.3

Age group	Mar. 2024	Feb. 2024
Age 20-29	57.9	56.7
Age 30-39	64.6	63.8
Age 40-49	68.0	65.9
Age 50-59	71.3	69.1
Age 60-69	77.4	76.5

Number of children	Mar. 2024	Feb. 2024
No children in household	73.0	70.8
1 child	67.4	67.5
2 children	67.9	66.0
3 children or more	67.2	62.0

Gender	Mar. 2024	Feb. 2024
Men	74.4	71.8
Women	69.0	67.4

Household income /annum	Mar. 2024	Feb. 2024
<\$30K	58.2	57.7
\$30K to <\$60K	66.0	64.7
\$60K to <\$100K	71.6	69.1
\$100K to <\$150K	75.2	72.8
\$150K or more	78.8	77.7

Employer size	Mar. 2024	Feb. 2024
Self-employed/sole proprietor	69.5	68.3
2-50 employees	72.2	69.7
51-100 employees	68.3	67.1
101-500 employees	71.9	69.8
501-1,000 employees	72.4	69.3
1,001-5,000 employees	71.9	71.4
5,001-10,000 employees	71.0	68.1
More than 10,000 employees	73.0	71.1

Manager	Mar. 2024	Feb. 2024
Manager	72.2	70.5
Non-manager	71.2	68.9

Work environment	Mar. 2024	Feb. 2024
Labour	66.0	63.9
Office/desk	72.8	70.9
Service	71.5	69.9

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

The Mental Health Index by industry.

Workers in Information and Cultural Industries have the lowest mental health score (63.6), followed by workers in Food Services (64.4), and Agriculture, Forestry, Fishing and Hunting (65.3).

Workers in Professional, Scientific and Technical Services (76.8), Real Estate, Rental and Leasing (76.6), and Public Administration (76.0) have the highest mental health scores this month.



Industry	March 2024	February 2024	Change
Utilities	73.4	66.8	6.6
Other services (except Public Administration)	72.0	66.5	5.5
Manufacturing	73.1	68.8	4.3
Retail Trade	69.8	65.9	3.9
Real Estate, Rental and Leasing	76.6	73.7	2.9
Transportation and Warehousing	69.9	67.1	2.8
Other	70.3	67.9	2.4
Health Care and Social Assistance	71.1	68.9	2.2
Accommodation	69.8	67.7	2.1
Educational Services	73.3	71.7	1.6
Construction	70.5	68.9	1.6
Finance and Insurance	74.9	73.4	1.5
Professional, Scientific and Technical Services	76.8	75.6	1.2
Arts, Entertainment and Recreation	67.4	66.2	1.2
Food Services	64.4	63.9	0.5
Media and Telecommunications	70.4	69.9	0.5
Public Administration	76.0	75.6	0.4
Technology	71.0	70.8	0.2
Wholesale Trade	70.8	70.8	0.0
Administrative and Support services	66.3	67.1	-0.8
Agriculture, Forestry, Fishing and Hunting	65.3	69.0	-3.7
Management of Companies and Enterprises	66.5	71.5	-5.0

Spotlight

What people leaders are saying.

People leaders were asked whether they are finding it challenging to manage the emotional needs of one or more members of their team.

- Nearly one-third (32 percent) of managers are finding it challenging to manage the emotional needs of one or more members of their team; this group has the lowest/worst mental health score, more than 17 points lower than managers not finding it challenging and nine points lower than the national average (71.6)
- Managers under 40 are twice as likely as managers over 50 to report finding it challenging to manage the emotional needs of one or more members of their team
- More than half (56 percent) are not finding it challenging to manage the emotional needs of one or more members of their team; this group has the highest/best mental health score (79.9), more than eight points higher than the national average (71.6)



I am finding it challenging to manage the emotional needs of one or more members of my team



MHI score by “I am finding it challenging to manage the emotional needs of one or more members of my team”

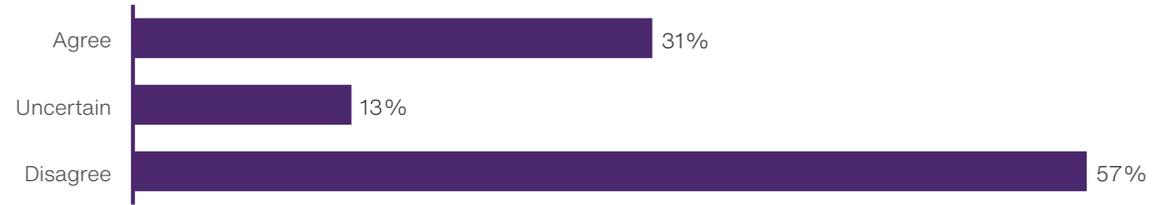


People leaders were asked whether they are feeling the strain of leading their team through change or uncertainty.

- Nearly one-third (31 percent) feel the strain of leading their team through change or uncertainty; this group has the lowest/worst mental health score (60.8), nearly 20 points lower than managers not feeling the strain, and nearly 11 points lower than the national average (71.6)
- Managers under 40 are more than twice as likely as managers over 50 to feel the strain of leading their team through change or uncertainty
- Fifty-seven percent are not feeling the strain of leading their team through change or uncertainty; this group has the highest/best mental health score (80.4), nearly nine points higher than the national average (71.6)



I am feeling the strain of leading my team through change or uncertainty



MHI score by “I am feeling the strain of leading my team through change or uncertainty”



People leaders were asked whether they have access to one-to-one resources that can help them work through challenges.

- Nearly two in five (36 percent) are uncertain or do not have access to one-to-one resources that can help them work through challenges
- Seventeen percent of managers who do not have access to one-to-one resources have the lowest/worst mental health score (64.3), 10 points lower than managers with access to one-to-one resources, and more than seven points lower than the national average (71.6)
- Sixty-four percent have access to one-to-one resources that can help them work through challenges; this group has the highest/best mental health score (74.3), nearly three points higher than the national average (71.6)



I have access to one-to-one resources that can help me work through challenges



MHI score by “I have access to one-to-one resources that can help me work through challenges”



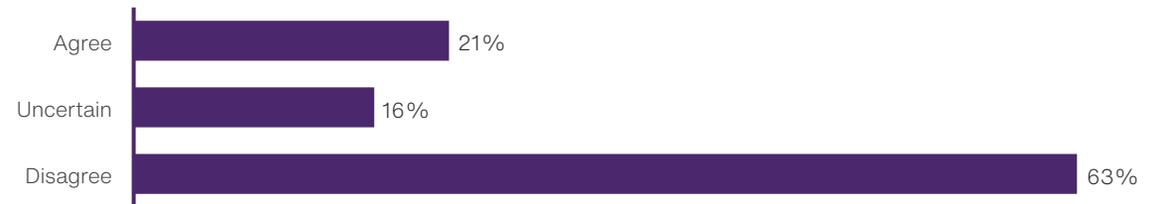
Impact of access to healthcare.

Workers were asked whether they are concerned that the timeliness of access to their healthcare provider may be negatively impacting their health.

- More than one in five (21 percent) are concerned that the timeliness of access to their healthcare provider may be negatively impacting their health; this group has the lowest/worst mental health score (59.7), nearly 19 points lower than workers who are not concerned (78.3) and 12 points lower than the national average (71.6)
- Workers under 40 are more than twice as likely as workers over 50 to be concerned that the timeliness of access to their healthcare provider may be negatively impacting their health
- About two-thirds (63 percent) are not concerned about the timeliness of access to their healthcare provider impacting their health; this group has the highest/best mental health score (78.3), nearly seven points higher than the national average (71.6)



I am concerned that the timeliness of access to my healthcare provider may be negatively impacting my health



MHI score by “I am concerned that the timeliness of access to my healthcare provider may be negatively impacting my health”



Preventative screenings

Workers were asked whether they are aware of the preventative screenings that are available for their age.

- One in ten (10 percent) workers are unsure or unaware of the preventative screenings that are available to them
- The mental health score among four percent of workers who are unaware of the preventative screenings available for their age (63.4) is nine points lower than workers who are aware of preventative screenings (72.5) and more than eight points lower than the national average (71.6)
- Workers under 40 are four times more likely than workers over 50 to report being unaware of the preventative screenings available for their age
- Ninety percent are aware of the preventative screenings that are available for their age; this group has the highest/best mental health score (72.5), modestly higher than the national average (71.6)

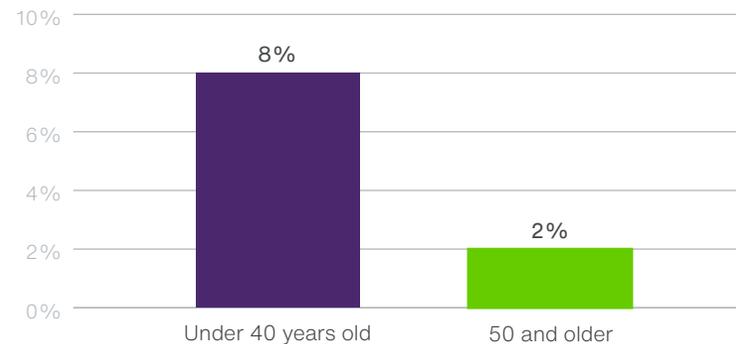
Awareness of preventative screenings



MHI score by “Awareness of preventative screenings”



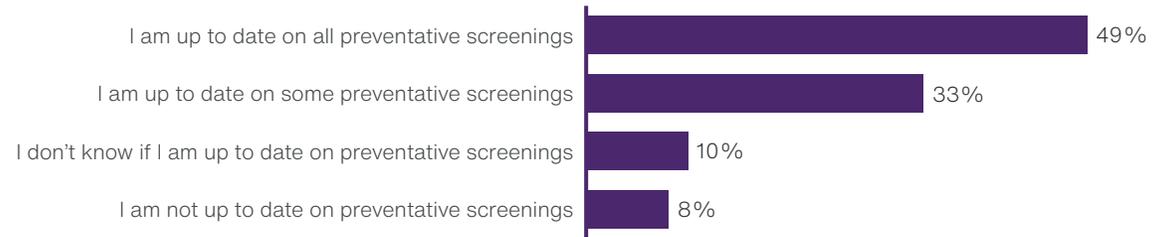
Percentage of workers who are unaware of preventative screenings by age



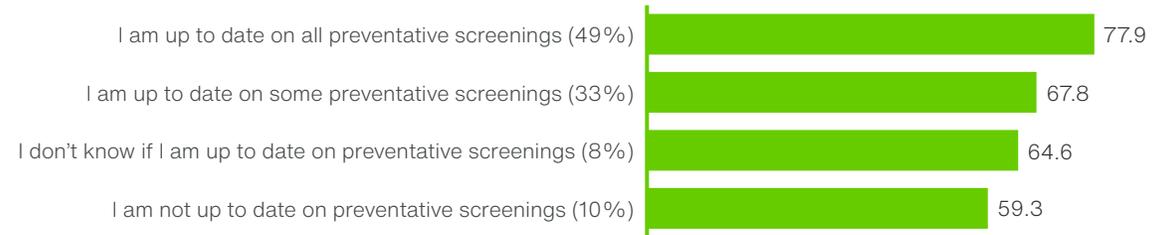
Workers were asked whether they are up to date on the preventative screenings available for their age and gender.

- More than two in five (43 percent) workers report not being up to date on the preventative screenings that are available to them and a further eight percent are unsure
- One in ten (10 percent) report not being up to date on preventative screenings; this group has the lowest/worst mental health score (59.3), more than 18 points lower than workers reporting being up to date on all preventative screenings (77.9) and more than 12 points lower than the national average (71.6)
- Workers under 40 are twice as likely as workers over 50 to report not being up to date or not knowing whether they are up to date on preventative screenings
- Men are 80 percent more likely than women to report not knowing whether they are up to date on preventative screenings
- Nearly half (49 percent) report being up to date on all preventative screenings; this group has the highest/best mental health score (77.9), more than six points higher than the national average (71.6)
- Workers over 50 are 50 percent more likely than workers under 40 to report being up to date on all preventative screenings

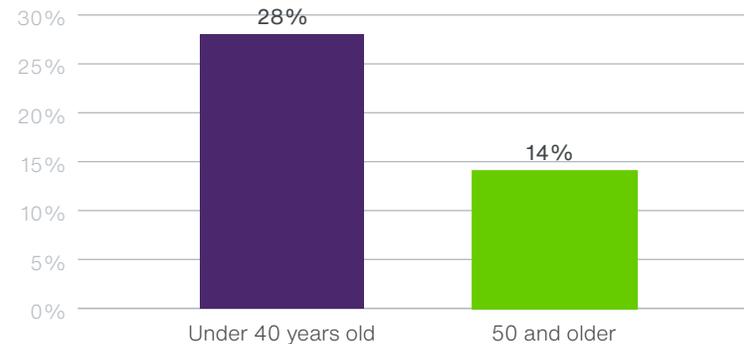
Are you up to date on the preventative screenings available for your age and gender?



MHI score by “Are you up to date on the preventative screenings available for your age and gender?”



Percentage of workers by age who are not up to date or don't know whether they are up to date on their preventative screening



Employer-funded healthcare benefits.

Workers were asked whether they are clear on the coverage that is available to them through their employer-offered healthcare benefits.

- One in six (16 percent) workers are either unsure or unclear on the healthcare coverage available to them through their employer
- The mental health score of six percent of workers who are unclear on the healthcare coverage available to them through their employer (58.9) is nearly 15 points lower than workers who are clear on their coverage (73.8) and nearly 13 points lower than the national average (71.6)
- Workers under 40 are nearly twice as likely as workers over 50 to be unclear about the healthcare coverage that is available to them through their employer
- Eighty-four percent are clear on the coverage that is available to them through their employer-offered healthcare benefits; this group has the highest/best mental health score (73.8), more than two points above the national average (71.6)



How clear are you on the coverage that is available to you through your employer-offered healthcare benefits?



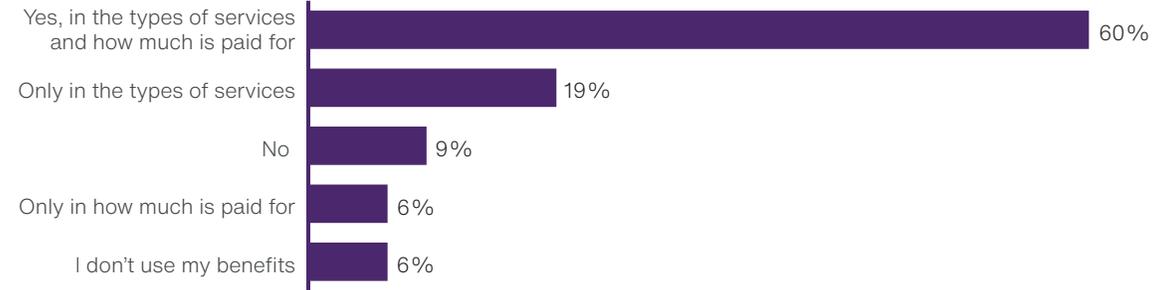
MHI score by “How clear are you on the coverage that is available to you through your employer-offered healthcare benefits?”



Workers with employer-funded healthcare benefits were asked whether those benefits meet their needs.

- More than one-third (34 percent) of workers report that their employer-funded healthcare benefits do not fully meet their needs; 19 percent report that only the types of services covered meet their needs, nine percent report that the benefits do not meet their needs at all, and six percent report that only the amount covered meets their needs
- The lowest/worst mental health score (60.2) is among six percent of workers reporting that only the amount covered meets their needs, more than 16 points lower than workers reporting that their healthcare benefits meet their needs and more than 11 points lower than the national average (71.6)
- Sixty percent report that their employer-funded healthcare benefits fully meet their needs; this group has the highest/best mental health score (76.7), five points higher than the national average (71.6)
- Workers with an annual household income greater than \$100,000 are 50 percent more likely than workers with an annual household income less than \$100,000 to report that their healthcare benefits fully meet their needs

The healthcare benefits that I have through my employer meet my needs



MHI score by “The healthcare benefits that I have through my employer meet my needs”



Managing health, personal and work responsibilities.

Workers were asked whether they are managing their health well.

- One in five (20 percent) workers are uncertain or are not managing their health well
- The lowest/worst mental health score is among seven percent of workers not managing their health well (41.7), 35 points lower than workers managing their health well (76.8) and 30 points lower than the national average (71.6)
- Workers under 40 are twice as likely as workers over 50 to report not managing their health well
- Eighty percent are managing their health well; this group has the highest/best mental health score (76.8), over five points higher than the national average (71.6)



In general, I am managing my health well



MHI score by "In general, I am managing my health well"





Workers were asked whether they are managing their financial responsibilities well.

- Nearly one in five (18 percent) workers are uncertain or are not managing their financial responsibilities well
- The lowest/worst mental health score (47.1) is among eight percent reporting that they are not managing their financial responsibilities well, more than 29 points lower than workers managing their financial responsibilities well (76.3) and more than 24 points lower than the national average (71.6)
- Eighty-one percent report managing their financial responsibilities well; this group has the highest/best mental health score (76.3), nearly five points higher than the national average (71.6)

In general, I am managing my financial responsibilities well



MHI score by “In general, I am managing my financial responsibilities well”



Workers were asked whether they are managing their work responsibilities well.

- Nearly one in ten (nine percent) workers are uncertain or are not managing their work responsibilities well; this group has mental health scores at least 22 points lower than workers reporting managing their work responsibilities well (73.8) and at least 20 points lower than the national average (71.6)
- Ninety-two percent are managing their work responsibilities well; this group has the highest/best mental health score (73.8), more than two points higher than the national average (71.6)



In general, I am managing my work responsibilities well



MHI score by “In general, I am managing my work responsibilities well”



Workers were asked whether they are managing their family responsibilities well.

- More than one in ten (11 percent) are uncertain or are not managing their family responsibilities well; this group has mental health scores at least 25 points lower than workers managing their family responsibilities well (74.8) and at least 22 points lower than the national average (71.6)
- Workers under 40 are twice as likely as workers over 50 to report not managing their family responsibilities well
- Eighty-nine percent are managing their family responsibilities well; this group has the highest/best mental health score (74.8), more than three points higher than the national average (71.6)



In general, I am managing my family responsibilities well



MHI score by “In general, I am managing my family responsibilities well”



Workers were asked whether they are managing their personal relationships/friendships well.

- Nearly one in five (18 percent) are uncertain or are not managing their personal relationships/friendships well; this group has mental health scores at least 22 points lower than workers managing their personal relationships well (76.4) and at least 17 points lower than the national average (71.6)
- Workers under 40 are nearly twice as likely as workers over 50 to report not managing their personal relationships/friendships well
- Eighty-two percent are managing their personal relationships/friendships well; this group has the highest/best mental health score (76.4), nearly five points higher than the national average (71.6)



In general, I am managing my personal relationships/friendships well



MHI score by “In general, I am managing my personal relationships/friendships well”



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 March 7 and March 20, 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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