



TELUS Mental Health Index.

United States of America | May 2024

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What you need to know for May 2024.



Nearly two-thirds of workers have a moderate to high mental health risk.

- At 70.3, the mental health of workers has declined for the second consecutive month
- 23 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk
- All mental health sub-scores, have declined, or are unchanged from April
- Anxiety and isolation have been the lowest mental health sub-scores for more than two years
- Mental health scores in all the American regions have declined compared to April
- The mental health scores of managers and non-managers have declined modestly from the previous month
- Laborers continue to have a lower mental health score than service industry and office workers

More than one in five of workers are unsure or don't believe that they have a future with their current employer.

- Workers who don't believe they have a future with their current employer have a mental health score nearly 18 points lower than workers who believe that they have a future with their employer and more than 14 points lower than the national average
- Workers with an annual household income less than \$100,000 are 80 percent more likely than workers with an annual household income greater than \$100,000 to believe that they don't have a future with their current employer
- Workers under 40 are two and a half times as likely as workers over 50 to believe that they will learn and develop with their current employer
- 29 percent of workers who don't believe that they have a future with their employer say it's because they won't be promoted or get more responsibilities
- 26 percent of workers report not being regularly provided with opportunities for meaningful training and development; this group has a mental health score 11 points lower than workers who are given regular training and development opportunities and seven points lower than the national average
- Non-managers are nearly twice as likely as managers to report not regularly being given meaningful training and development opportunities

Younger workers are more likely to have difficulty recovering from setbacks and are more likely to overreact when faced with challenges.

- More than one in five (22 percent) workers are unsure, or don't believe that they recover quickly from setbacks; the mental health scores of this group are at least 21 points lower than workers who recover quickly and at least 16 points lower than the national average
- Women are twice as likely as men to report that they don't recover quickly from setbacks
- Workers under 40 are more than three times as likely as workers over 50 to report that they don't recover quickly from setbacks
- Workers under 40 are two and a half times more likely than workers over 50 to report that people close to them would say that they often overreact when faced with difficult situations

Workers say the most important benefits of telemedicine are convenience and flexibility, quick access to care, and time savings.

- 14 percent of workers don't have access to telemedicine through their healthcare provider
- 14 percent of workers typically use a walk-in clinic for primary care; workers under 40 are nearly two and a half times more likely than workers over 50 to use a walk-in clinic
- Younger workers (under 40) are more than twice as likely as workers over 50 to have used telemedicine
- Parents are twice as likely as non-parents to have used an on-demand telemedicine service

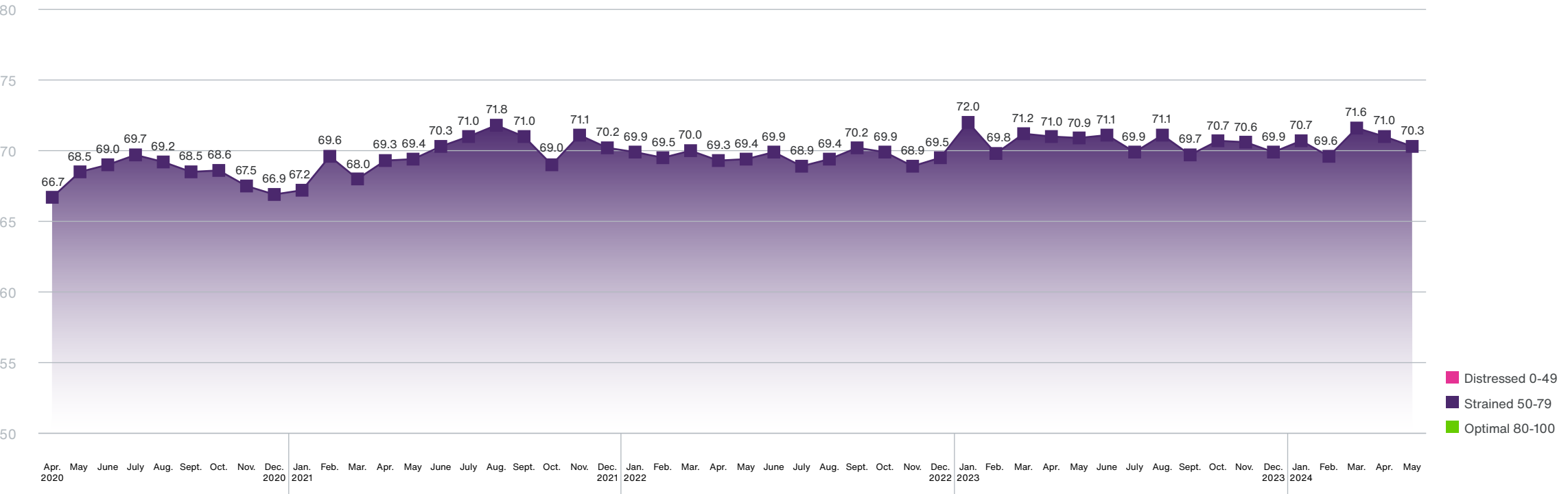
Lack of leadership support for engagement, health, and wellbeing is linked to employee doubt about their future with employers.

- 19 percent of workers report that senior leadership does nothing visible to support engagement, health, and wellbeing; this group has a mental health score nearly six points lower than the national average
- 58 percent of workers believe that employers offer wellbeing programs to improve employee productivity
- 42 percent believe that employers offer wellbeing programs because they care about employee wellbeing; this group has a mental health score nearly five points higher than the national average
- 41 percent believe that employers offer wellbeing programs to reduce health costs
- 30 percent believe that employers offer wellbeing programs because they care about how the company is perceived by employees

The Mental Health Index.

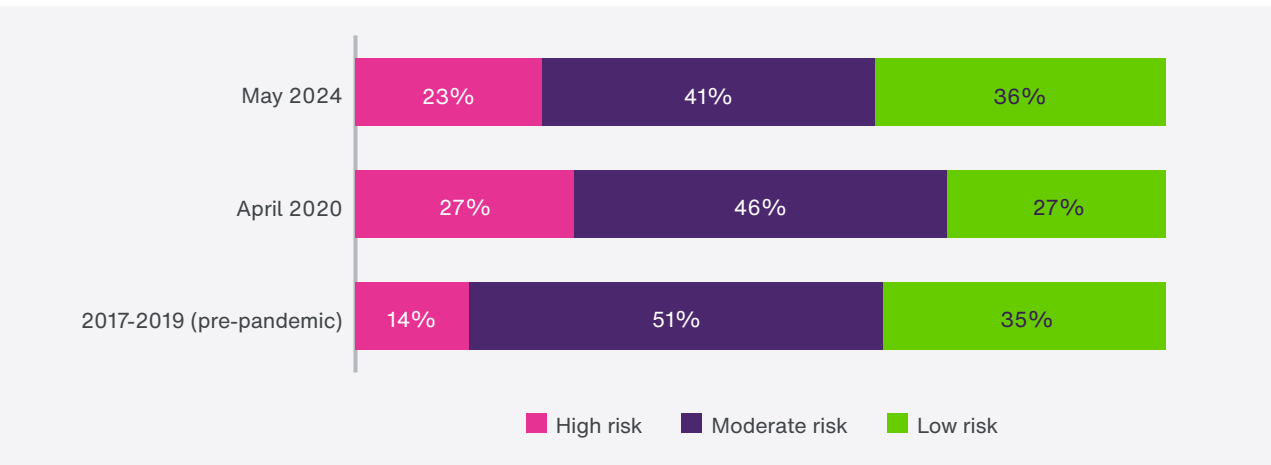
The overall Mental Health Index (MHI) for May 2024 is 70.3. After a significant increase in March, the mental health score of workers in the United States has declined for the second consecutive month.

MHI Current Month May 2024	April 2024
70.3	71.0



Mental health risk.

In May 2024, 23 percent of workers in the United States have a high mental health risk, 41 percent have a moderate mental health risk, and 36 percent have a low mental health risk. More than four years since the launch of the MHI in April 2020, there has been a four percent reduction in high-risk workers 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 (63.9). Isolation (66.7), depression (70.3), work productivity (70.5), optimism (71.3), and financial risk (73.9) follow. General Psychological health (76.9) continues to be the most favorable mental health measure in May 2024.

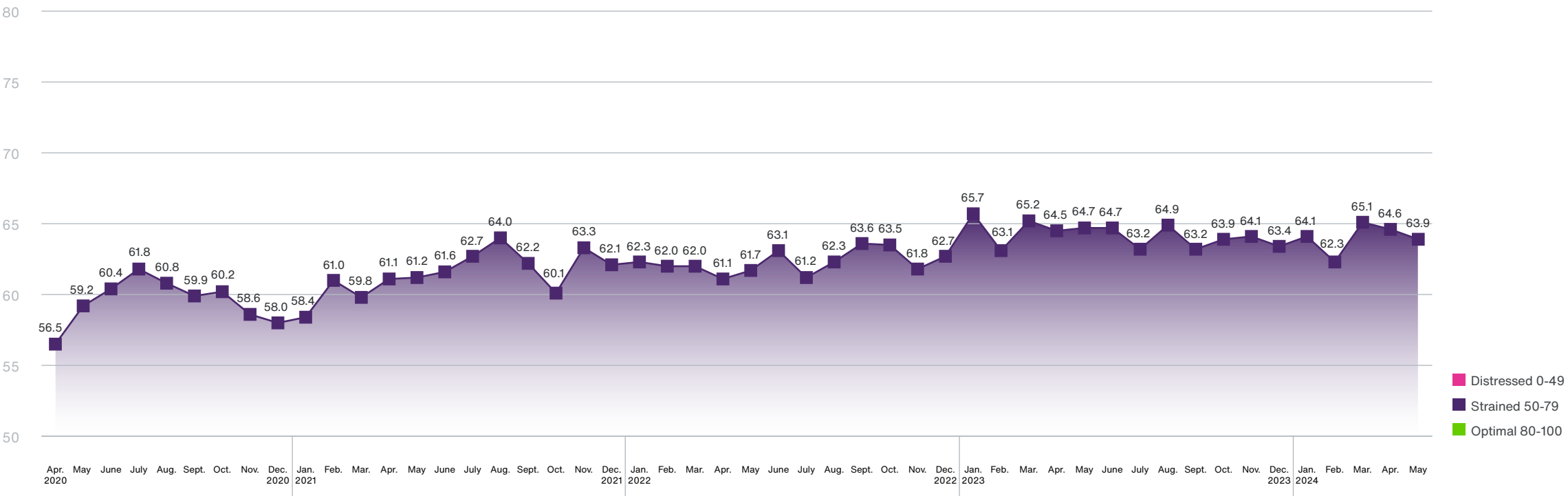
- Anxiety and isolation have been the lowest mental health sub-scores for 25 consecutive months
- All mental health sub-scores have declined, or are unchanged, from the prior month
- The depression sub-score score has declined most notably, down nearly one point from April 2024

Mental Health Index Sub-scores	May 2024	April 2024
Anxiety	63.9	64.6
Isolation	66.7	67.5
Depression	70.3	71.2
Work productivity	70.5	70.5
Optimism	71.3	71.8
Financial risk	73.9	73.9
Psychological health	76.9	77.6



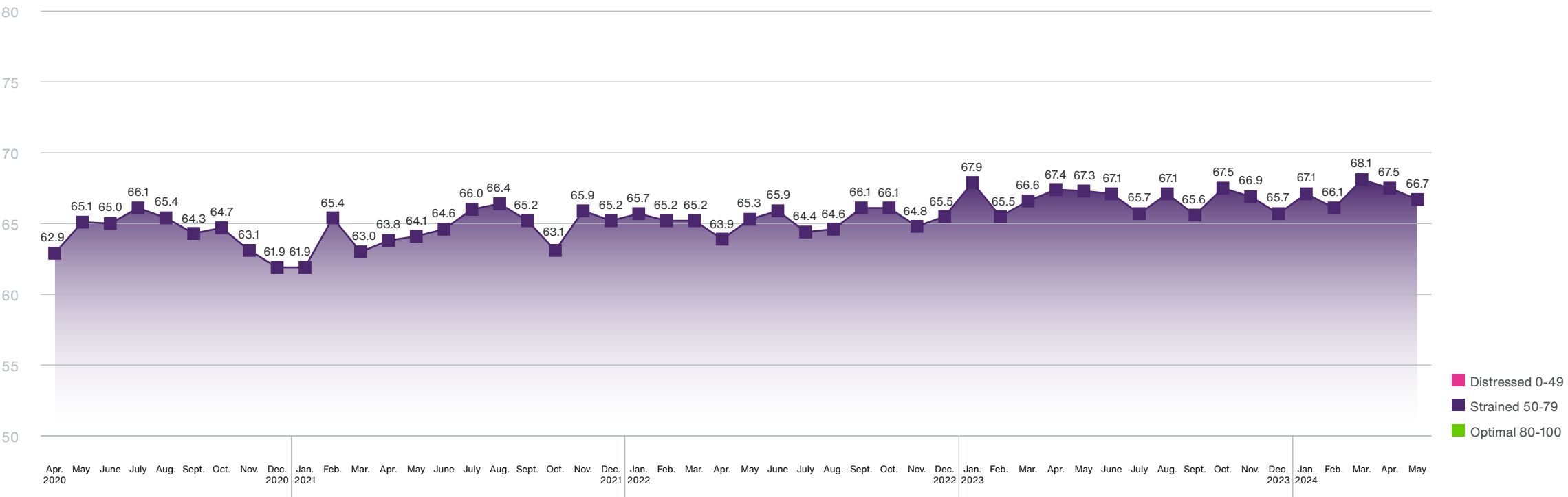
Anxiety

Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for two years. After a significant increase in March 2024, the anxiety sub-score continues to decline in May 2024.



Isolation

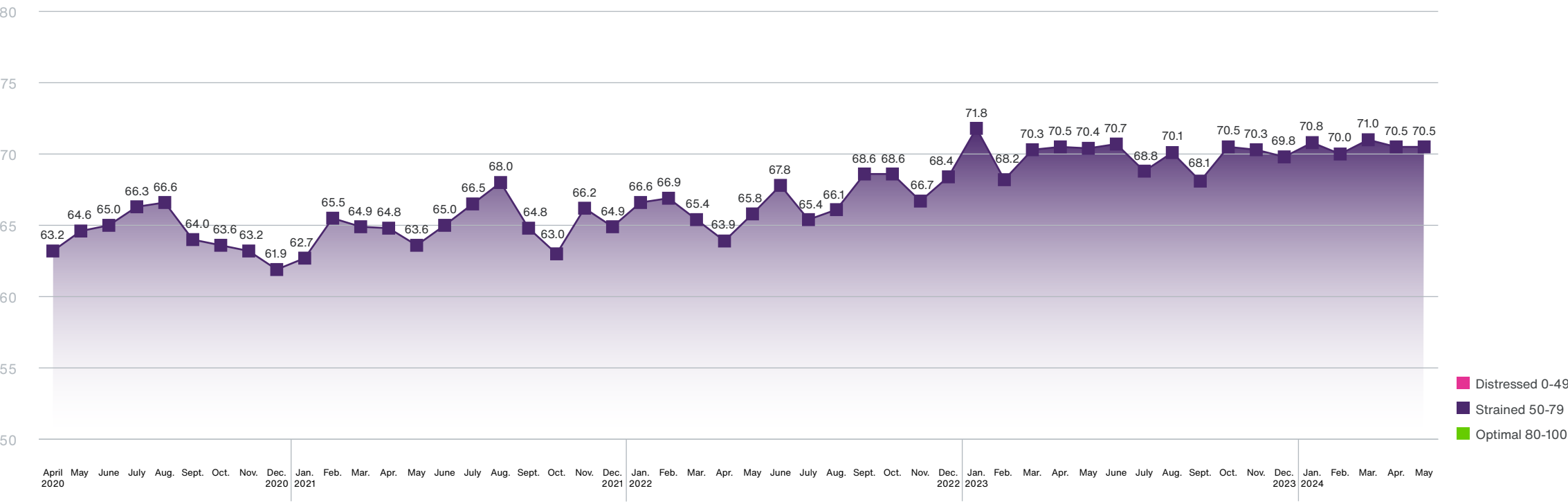
Isolation sub-scores have varied significantly since the launch of the MHI in April 2020; however, there is a general trend of improvement. After reaching its highest point in March 2024, the isolation sub-score has declined sharply through May and continues to be the second lowest mental health sub-score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



Work productivity

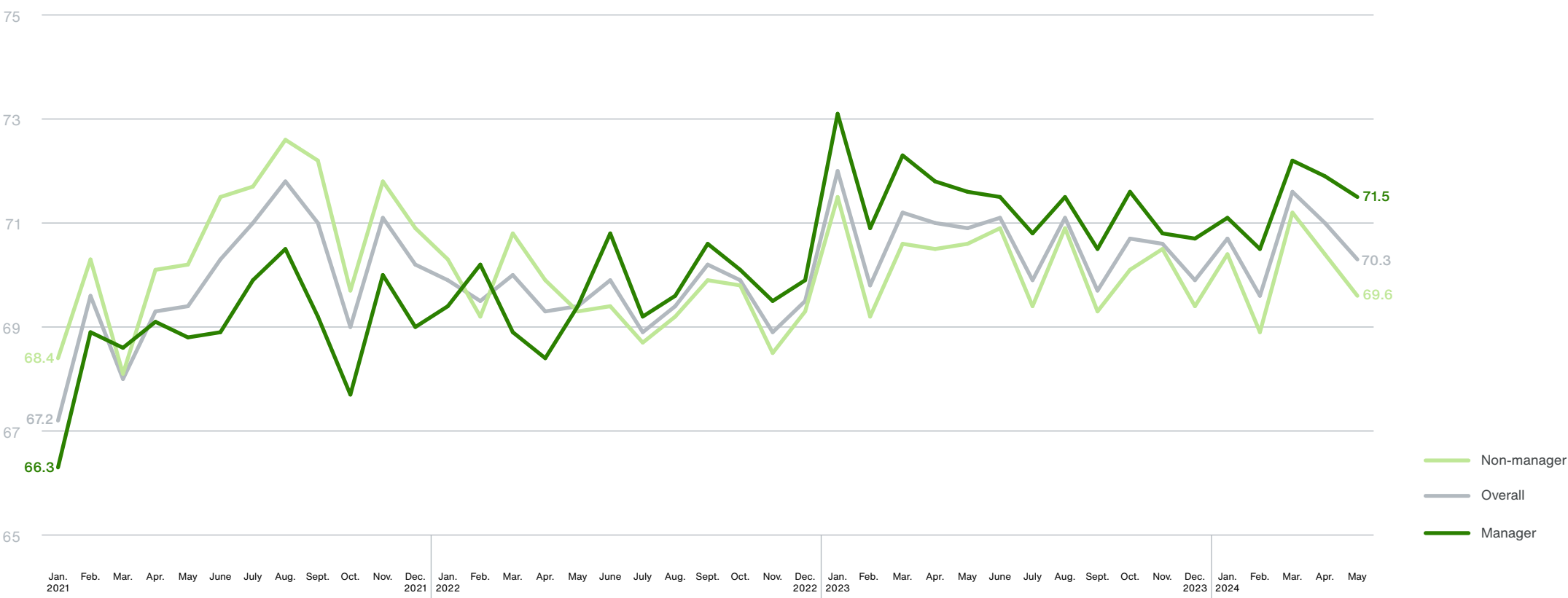
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite frequent fluctuations, the work productivity sub-score has generally followed an increasing trend since the launch of the MHI in April 2020. In May 2024, the work productivity sub-score is unchanged from the prior month.



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 May 2024, the mental health score of managers (71.5) has declined although it continues to be higher than the mental health score of non-managers (69.6) and the national average (70.3).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In May 2024, the mental health score of women is (67.8) compared to (73.0) 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 (66.7) than workers without children (71.7)

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 have the lowest mental health score (52.5), followed by workers reporting fewer hours (62.6), respondents not currently employed (67.3), and workers with no change to salary or hours 71.1
- Laborers continue to have a lower mental health score (65.1) than service industry (70.3) and office workers (71.7)
- Managers have a higher mental health score (71.5) than non-managers (69.6)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (72.0)
- 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 (52.4) than the overall group (70.3). Workers with emergency savings have a mental health score of 75.7

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

The Mental Health Index by region.

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

- Despite a 0.4-point decrease, the highest mental health score in May continues to be in the Northeast (71.4)
- With a 1.4-point decrease, the Southern United States continues to have the lowest mental health score (69.2)

Region	May 2024	April 2024	Change
Midwest	70.6	70.7	-0.1
West	70.8	71.0	-0.2
Northeast	71.4	71.8	-0.4
South	69.2	70.6	-1.4



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	May 2024	Apr. 2024
Employed (no change in hours/salary)	71.1	71.8
Employed (fewer hours compared to last month)	62.6	61.3
Employed (reduced salary compared to last month)	52.5	59.5
Not currently employed	67.3	66.1

Age group	May 2024	Apr. 2024
Age 20-29	57.5	57.5
Age 30-39	63.1	64.5
Age 40-49	67.4	67.4
Age 50-59	69.4	70.1
Age 60-69	76.1	77.1

Number of children	May 2024	Apr. 2024
No children in household	71.7	72.0
1 child	67.5	68.6
2 children	65.8	67.7
3 children or more	65.7	66.4

Gender	May 2024	Apr. 2024
Men	73.0	73.3
Women	67.8	68.7

Household income/annum	May 2024	Apr. 2024
<\$30K	59.5	58.9
\$30K to <\$60K	64.2	65.1
\$60K to <\$100K	69.9	71.1
\$100K to <\$150K	73.6	74.0
\$150K or more	79.0	79.2

Employer size	May 2024	Apr. 2024
Self-employed/sole proprietor	68.0	69.1
2-50 employees	71.4	71.9
51-100 employees	67.8	67.8
101-500 employees	69.1	70.5
501-1,000 employees	69.7	70.3
1,001-5,000 employees	71.8	72.9
5,001-10,000 employees	71.8	70.4
More than 10,000 employees	72.0	72.7

Manager	May 2024	Apr. 2024
Manager	71.5	71.9
Non-manager	69.6	70.4

Work environment	May 2024	Apr. 2024
Labour	65.1	64.5
Office/desk	71.7	72.5
Service	70.3	71.3

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 Information and Cultural Industries have the lowest mental health score (60.5), followed by workers in Administrative and Support services (64.5), and Accommodation (64.8).

Workers in the Management of Companies and Enterprises (77.5), Professional, Scientific and Technical Services (75.8), and Public Administration (74.9) have the highest mental health scores this month.



Industry	May 2024	April 2024	Change
Management of Companies and Enterprises	77.5	65.8	11.7
Agriculture, Forestry, Fishing and Hunting	65.9	61.6	4.3
Food Services	65.3	64.0	1.3
Real Estate, Rental and Leasing	73.3	72.7	0.6
Finance and Insurance	74.8	74.3	0.5
Professional, Scientific and Technical Services	75.8	75.4	0.4
Public Administration	74.9	74.8	0.1
Information and Cultural Industries	60.5	60.4	0.1
Manufacturing	71.6	71.5	0.1
Transportation and Warehousing	68.1	68.3	-0.2
Wholesale Trade	74.0	74.5	-0.5
Educational Services	72.8	73.4	-0.6
Other	68.4	69.4	-1.0
Retail Trade	66.9	68.1	-1.2
Health Care and Social Assistance	69.6	70.8	-1.2
Technology	72.1	73.7	-1.6
Other services (except Public Administration)	69.8	71.5	-1.7
Arts, Entertainment and Recreation	65.6	67.8	-2.2
Construction	68.6	71.2	-2.6
Media and Telecommunications	69.4	72.6	-3.2
Utilities	67.1	70.5	-3.4
Administrative and Support services	64.5	68.2	-3.7
Accommodation	64.8	69.4	-4.6

Spotlight

Retention

Nearly one-quarter (22 percent) of workers are unsure or don't believe that they have a future with their current employer.

- Nearly one in ten (eight percent) believe that they don't have a future with their current employer; this group has the lowest/worst mental health score (56.0), nearly 18 points lower than workers who believe that they have a future with their employer (73.9) and more than 14 points lower than the national average (70.3)
- Workers with an annual household income less than \$100,000 are 80 percent more likely than workers with an annual household income greater than \$100,000 to believe that they don't have a future with their current employer
- Nearly four in five (77 percent) believe that they have a future with their current employer; this group has the highest/best mental health score (73.9). nearly four points higher than the national average (70.3)



I believe that I have a future with my current employer



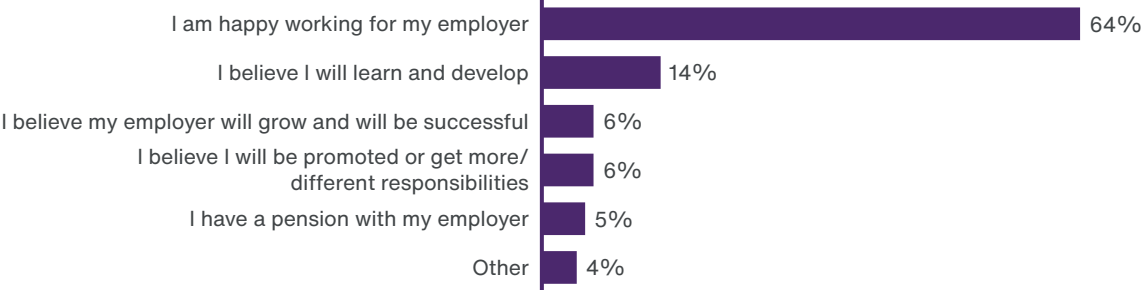
MHI score by "I believe that I have a future with my current employer"



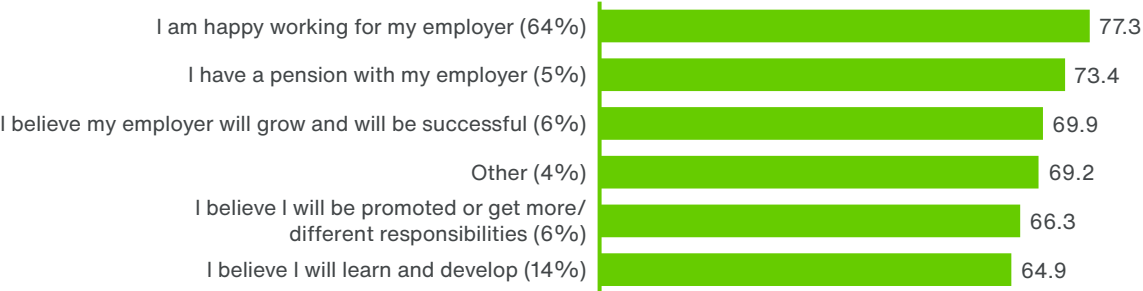
Among workers who believe that they have a future with their employer, nearly two-thirds (64 percent) are happy working for the company and one in seven (14 percent) believe they have opportunities for learning and development.

- Nearly two-thirds (64 percent) are happy working for their employer; this group has the highest/best mental health score (77.3), seven points higher than the national average (70.3)
- One in seven (14 percent) believe that they will learn and develop with their current employer, six percent believe their employer will grow and be successful, six percent believe that they will be promoted or get more/different responsibilities, and five percent report having a pension with their employer
- Workers under 40 are two and a half times as likely as workers over 50 to believe that they will learn and develop with their current employer

Primary reason employees believe they have a future with their current employer



MHI score by “Primary reason employees believe they have a future with their current employer”



Among workers who don't believe that they have a future with their employer, nearly one-third (29 percent) say it's because they won't be promoted or get more responsibilities.

- Nearly one-third (29 percent) don't believe they will be promoted or get more/different responsibilities, 24 percent are not happy working for their employer, 15 percent are concerned about layoffs, and 10 percent don't feel confident that their employer will be successful
- The lowest/worst mental health score (53.1) is among 24 percent of workers who report that are not happy working for their employer, more than 24 points lower than workers who report that they are happy working for their employer (77.3), and more than 17 points lower than the national average (70.3)



Primary reason employees don't believe they have a future with their current employer



MHI score by “Primary reason employees don't believe they have a future with their current employer”



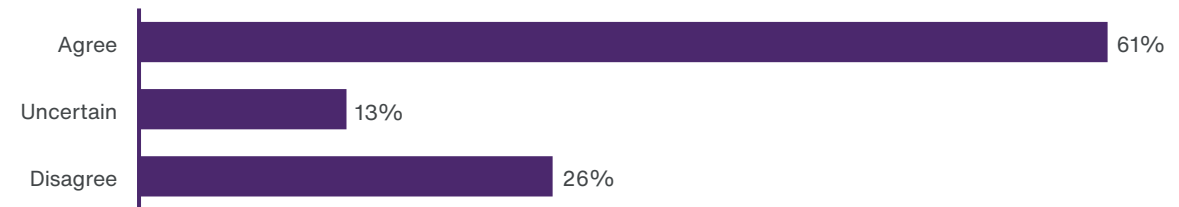
Training and development

More than three of five (61 percent) workers report being regularly provided with opportunities for meaningful training and development while more than one-quarter (26 percent) say they are not.

- More than one-quarter (26 percent) are not regularly given the chance to participate in meaningful training and development activities at work; this group has the lowest/worst mental health score (63.4), 11 points lower than workers who are given training and development opportunities and seven points lower than the national average (70.3)
- Non-managers are nearly twice as likely as managers to report not regularly being given the chance to participate in meaningful training and development activities
- Workers over 50 are 40 percent more likely than workers under 40 to report not regularly being given the chance to participate in meaningful training and development activities
- More than three in five (61 percent) are regularly given the chance to participate in meaningful training and development activities at work; this group has the highest/best mental health score (74.4), more than four points higher than the national average (70.3)



I am regularly given the chance to participate in meaningful training and development activities at work



MHI score by "I am regularly given the chance to participate in meaningful training and development activities at work"



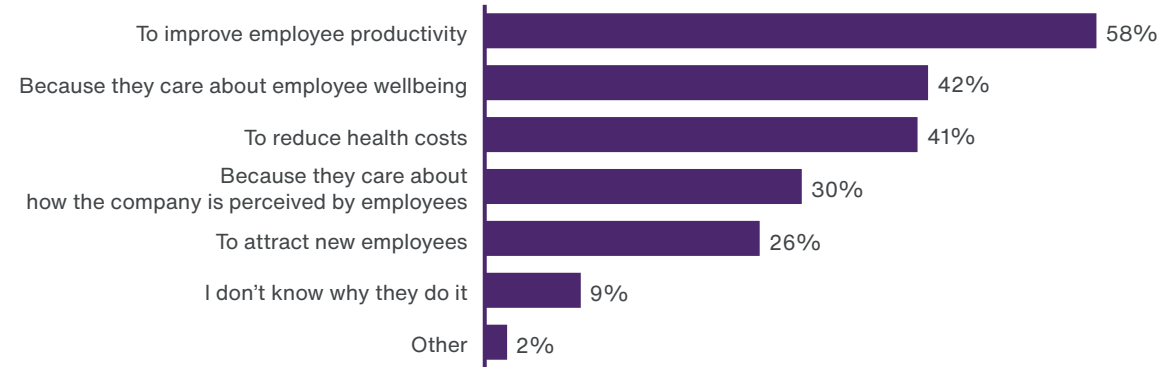
Workplace wellbeing

Nearly three in five (58 percent) workers think that employers offer wellbeing programs to improve employee productivity.

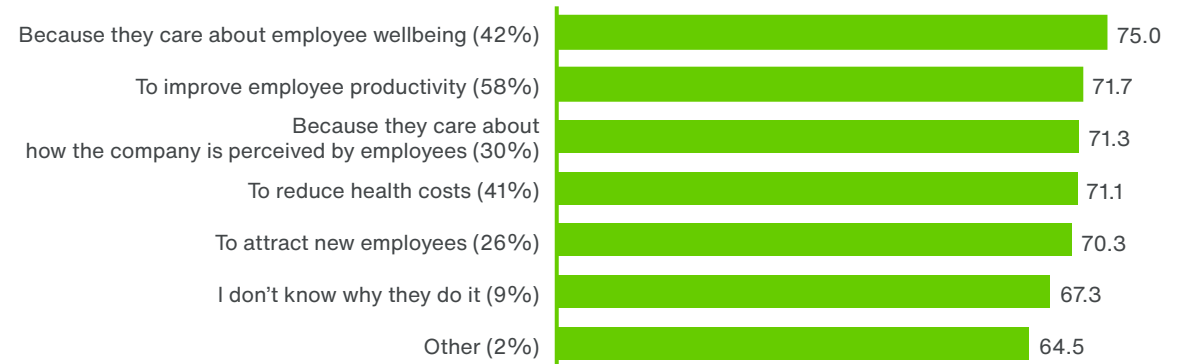
- 58 percent think that employers offer wellbeing programs to improve employee productivity; 42 percent think that employers care about employee wellbeing, 41 percent think that employers offer wellbeing programs to reduce health costs, and 30 percent think that employers offer wellbeing programs because they care about how the company is perceived by employees
- The highest/best mental health score (75.0) is among 42 percent of employees who think that employers offer wellbeing programs because they care about employee wellbeing; this score is nearly five points higher than the national average (70.3)



Why do you think employers offer wellbeing programs?



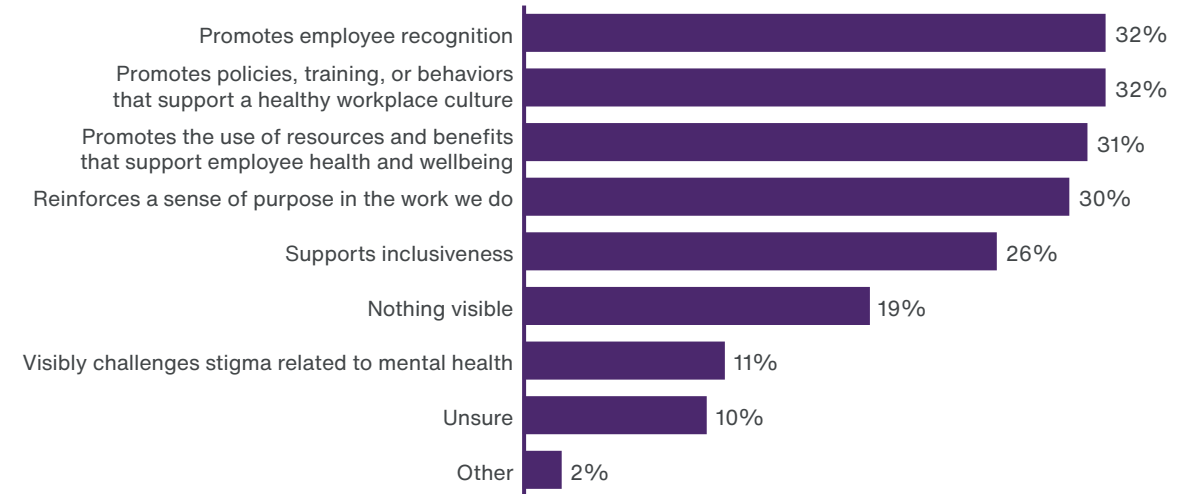
MHI score by “Why do you think employers offer wellbeing programs?”



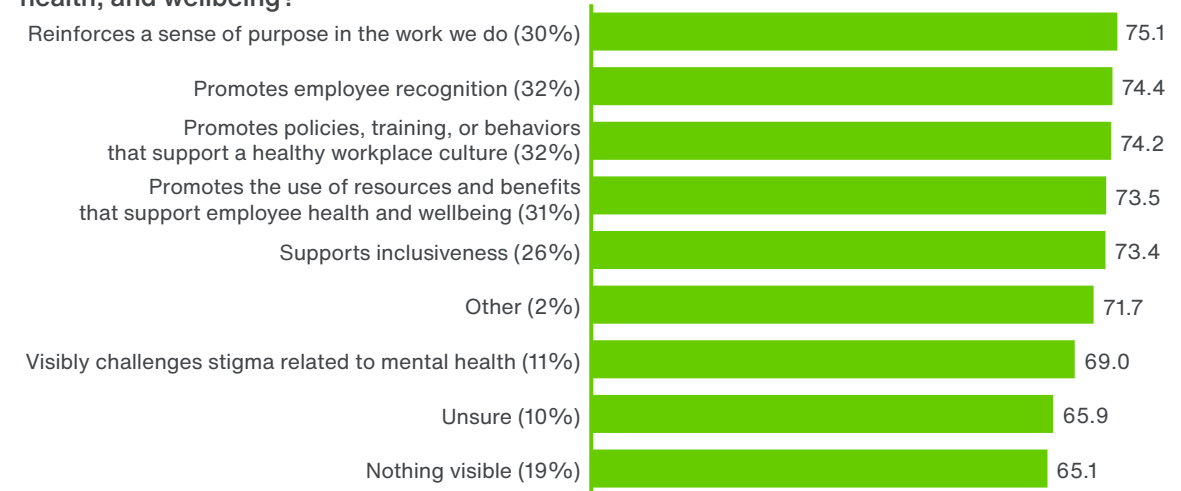
When senior leaders fail to visibly support engagement, health, and wellbeing, more than half (51 percent) of employees lose confidence in their future with the company.

- Nearly one-third (32 percent) report that senior leadership promotes employee recognition, 32 percent report that senior leadership promotes policies, training, or behaviors that support a healthy workplace culture, 31 percent report that senior leadership promotes the use of resources and benefits that support employee health and wellbeing, and 30 percent report that senior leadership reinforces a sense of purpose in the work employees do
- The lowest/worst mental health score (65.1) is among 19 percent of workers who report that senior leadership does nothing visible to support engagement, health, and wellbeing; this score is more than five points lower than the national average (70.3)

What does senior leadership in your organization do well to support engagement, health, and wellbeing?



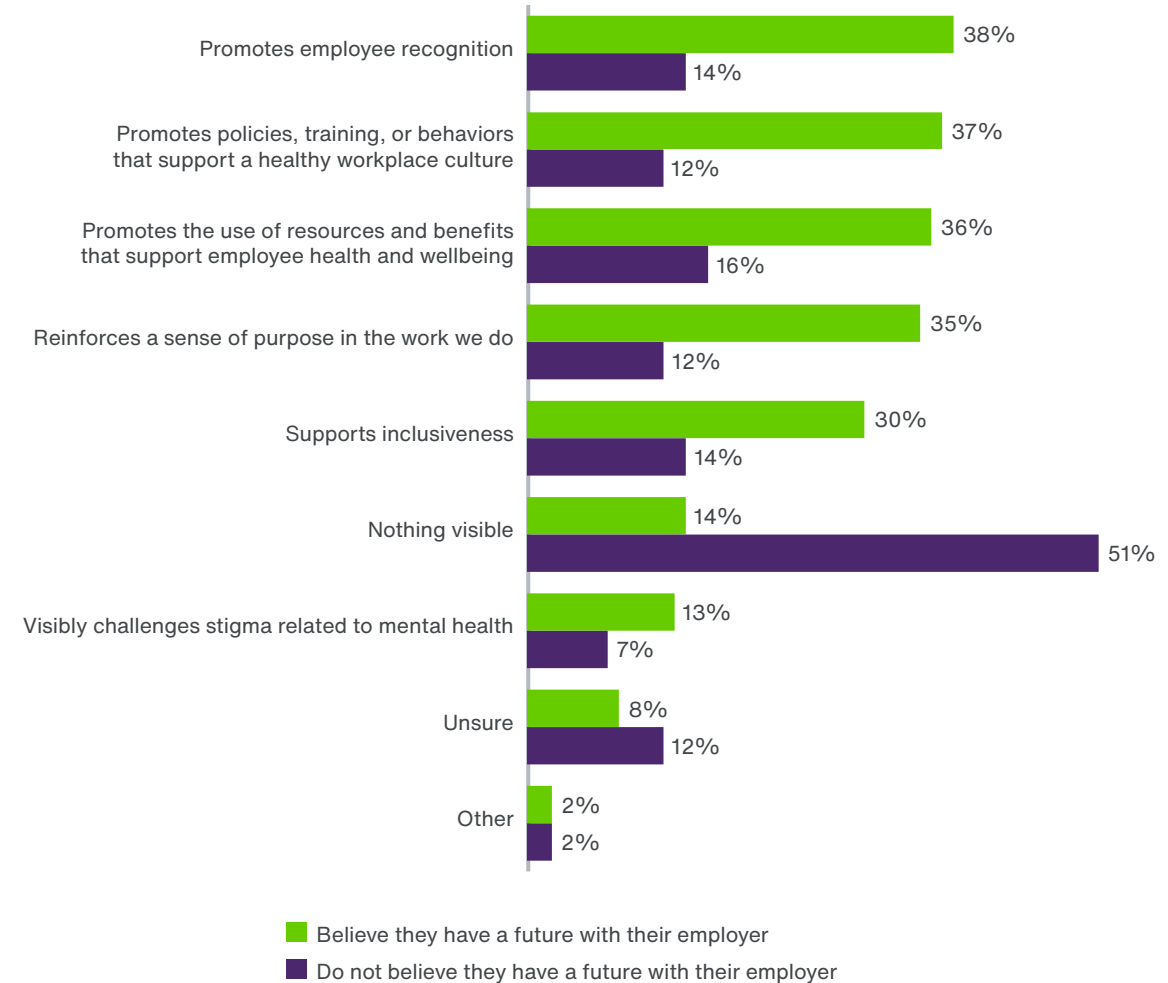
MHI score by “What does senior leadership in your organization do well to support engagement, health, and wellbeing?”



- Workers who report that senior leadership supports engagement, health, and wellbeing are more likely to believe that they have a future with their current employer. In contrast, workers who are uncertain, or report that senior leadership doesn't support engagement, health, and wellbeing are more likely to believe that they don't have a future with their employer



“What does senior leadership in your organization do well to support engagement, health, and wellbeing?” by belief in a future with their employer



Resilience

More than one in five (22 percent) workers are uncertain or disagree that they can recover quickly from setbacks.

- Nearly one in ten (eight percent) believe that they don't recover quickly from setbacks; this group has the lowest/worst mental health score (46.1), more than 29 points lower than workers who recover quickly from setbacks and more than 24 points lower than the national average (70.3)
- Women are twice as likely as men to report that they don't recover quickly from setbacks
- Workers under 40 are more than three times as likely as workers over 50 to report that they don't recover quickly from setbacks
- Nearly four in five (79 percent) believe they usually recover quickly from setbacks; this group has the highest/best mental health score (75.5), more than five points higher than the national average (70.3)



I usually recover quickly from setbacks



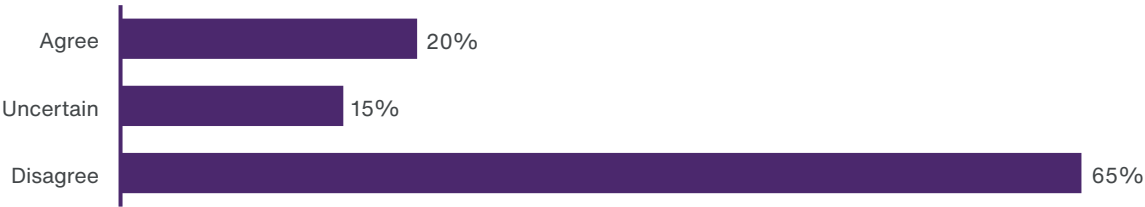
MHI score by “I usually recover quickly from setbacks”



Significantly lower mental health is observed in 20 percent of workers who report that those close to them would often describe them as overreacting to difficult situations, compared to workers who would not overreact.

- One in five (20 percent) believe that people close to them would say that they often overreact when faced with difficult situations; this group has the lowest/worst mental health score (55.1), 22 points lower than workers who disagree and at more than 15 points lower than the national average (70.3)
- Workers under 40 are two and a half times more likely than workers over 50 to report that people close to them would say that they often overreact when faced with difficult situations
- Parents are nearly two times more likely than non-parents to report that people close to them would say that they often overreact when faced with difficult situations
- Nearly two-thirds (65 percent) don't believe that people close to them would say that they often overreact when faced with difficult situations; this group has the highest/best mental health score (77.0), nearly seven points higher than the national average (70.3)

People close to me would say I often overreact when faced with difficult situations



MHI score by “People close to me would say I often overreact when faced with difficult situations”



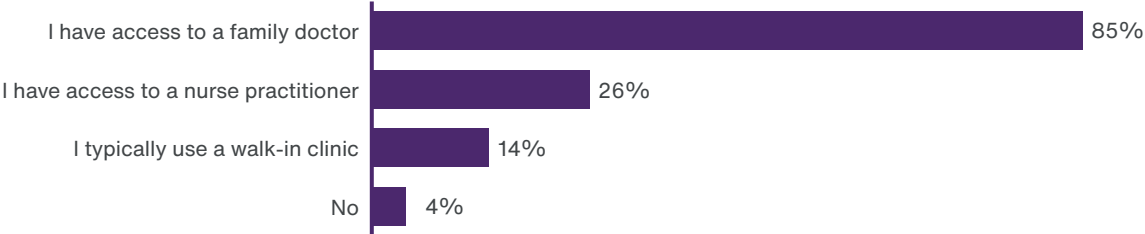
Access to healthcare and telemedicine.

Workers under 40 are nearly two and a half times more likely than workers over 50 to typically use a walk-in clinic.

- More than four in five (85 percent) workers have access to a family doctor, 26 percent have access to a nurse practitioner, 14 percent typically use a walk-in clinic, and four percent don't have access to primary healthcare
- The lowest/worst mental health score (53.6) is among four percent of workers without access to primary healthcare, nearly nineteen points lower than workers with access to a family doctor and nearly seventeen points lower than the national average (70.3)
- Workers under 40 are nearly two and a half times more likely than workers over 50 to use a walk-in clinic
- The highest/best mental health score (72.3), is among 85 percent of workers with access to a family doctor



Do you have access to primary healthcare?



MHI score by “Do you have access to primary healthcare?”

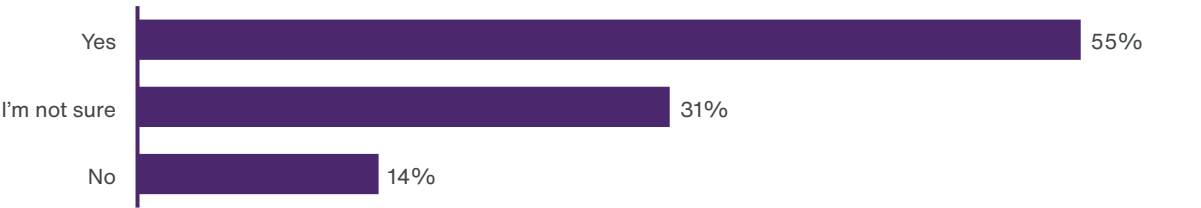


One in seven workers (14 percent) don't have access to telemedicine, and a further 31 percent are unsure.

- More than half (55 percent) have the option of telephone or video visits with their healthcare provider; this group has a mental health score (71.1) modestly higher than the national average (70.3)
- One in seven (14 percent) don't have the option of telephone or video visits; this group has the lowest/worst mental health score (70.2)



Does your doctor/nurse practitioner/clinic give you the option of having telephone or video visits?



MHI score by “Does your doctor/nurse practitioner/clinic give you the option of having telephone or video visits?”



Younger workers (under 40) are more than twice as likely as workers over 50 to have used telemedicine.

- Nearly three-quarters (73 percent) of workers have not used an on-demand telemedicine service
- Workers under 40 are more than twice as likely as workers over 50 to have used an on-demand telemedicine service
- Parents are twice as likely as non-parents to have used an on-demand telemedicine service



Have you used an on-demand telemedicine service?

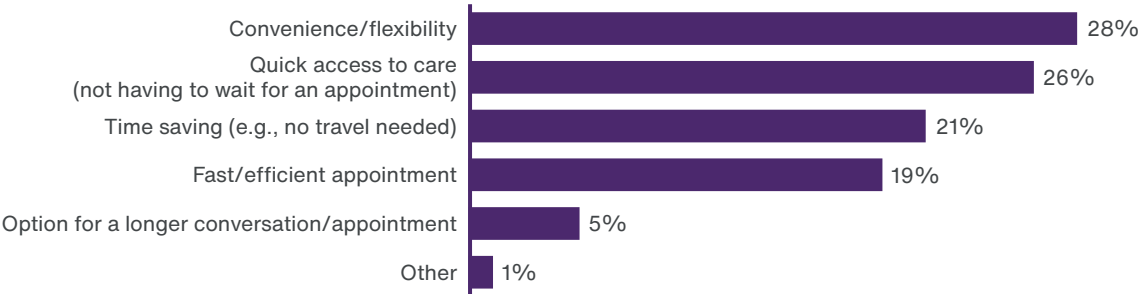


MHI score by “Have you used an on-demand telemedicine service?”

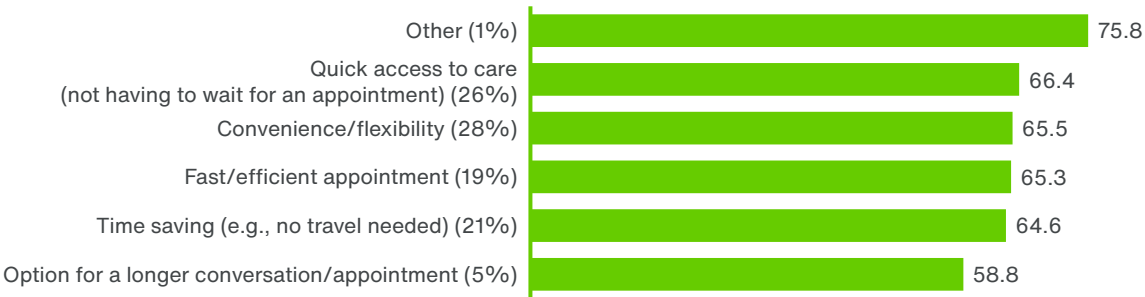


Convenience/flexibility, quick access to care, and time savings are the most important aspects of the telemedicine experience.

What is most important to you regarding the telemedicine experience?



MHI score by “What is most important to you regarding the telemedicine experience?”

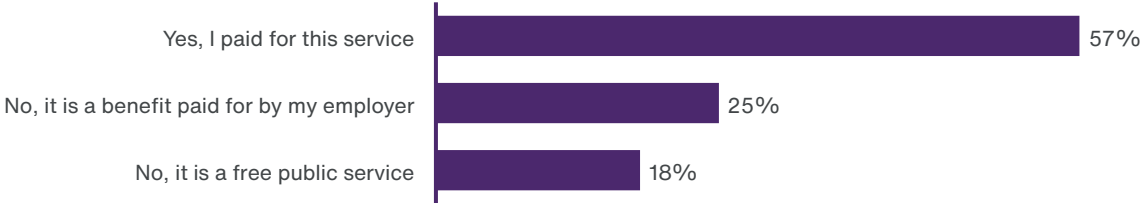


Workers under 40 and parents are more likely to have paid for telemedicine.

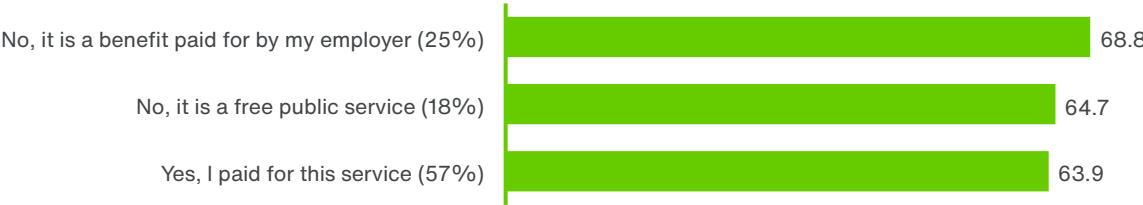
- Nearly three in five (57 percent) of workers have paid for telemedicine; 25 percent used the telemedicine benefit provided by their employer, and 18 percent used free public telemedicine
- The highest mental health score (68.8) is among 25 percent who used the telemedicine benefit provided by their employer; the lowest mental health score (63.9) is among 57 percent of workers who paid for telemedicine
- Workers under 40 and parents are more likely to have paid for telemedicine



Did you pay for telemedicine?



MHI score by “Did you pay for telemedicine?”



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 businesses and governments.

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 May 10 and May 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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