



TELUS Mental Health Index.

United States of America | January 2025

Table of contents

1. What you need to know for January 2025	3
2. The Mental Health Index	5
Mental health risk	6
Mental Health Index sub-scores.....	7
Anxiety	8
Isolation.....	9
Work productivity	10
Managers compared to non-managers	11
Mental health by gender and age	12
Mental health by employment status.....	12
Emergency savings.....	12
3. The Mental Health Index by region	13
4. The Mental Health Index by industry	15
5. Spotlight	16
Stress, skepticism, and optimism.....	16
Perceptions of organizational fairness, strengths, and opportunities.....	22
Employer-funded health benefits.....	26
Use of and barriers to healthcare.....	29
6. Overview of the TELUS Mental Health Index	32
Methodology.....	32
Calculations	32
Additional data and analyses.....	32

What you need to know for January 2025.

At least one in four workers are **feeling anxious and isolated** and do not have emergency savings to cover basic needs; one in four say their mental health is negatively impacting work productivity.

- At 69.2, the mental health of workers has declined for the third consecutive month
- 26 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 33 percent have a low mental health risk
- All mental health sub-scores, except isolation, have declined from December
- Anxiety and isolation remain the lowest mental health sub-scores for nearly three years
- Mental health scores have declined in the Midwest and Southern United States, while scores in other regions have either improved or are unchanged from December
- The mental health score of managers remains higher than the score of non-managers
- Laborers continue to have a lower mental health score than service industry and office workers

More than one-third of workers **feel under constant stress**, with the concern disproportionately among younger workers and parents

- 34 percent of workers feel under constant stress; the mental health score of this group is more than 31 points lower than workers not feeling constant stress and more than 18 points lower than the national average
- 29 percent of workers are skeptical of others' motives
- 22 percent of workers are feeling angrier and more distrustful of others
- 18 percent of workers get easily frustrated in daily situations
- Workers under 40 are more likely to feel under constant stress, to feel angrier and more distrustful of others, to be skeptical about others' motives, and to be easily frustrated



Workers identify health benefits as the most significant opportunity for improvement; the value placed on better support for wellbeing has increased since 2022.

- 48 percent of workers say their organization excels in flexible work, while 25 percent say their organization needs to improve flexible work
- 36 percent of workers say their organization excels at workload management, while 25 percent say their organization needs to improve workload management
- 32 percent of workers say their organization excels in health benefits, while 34 percent say their organization needs to improve health benefits
- 25 percent of workers say their organization excels in diversity and inclusion
- 67 percent of workers trust their organization to be fair and honest in how they deal with employees
- 33 percent of employees would prefer better support for their wellbeing over a 10 percent increase in salary, an increase of 27 percent from August 2022



Younger workers, managers, and parents are more likely to want enhanced mental health coverage.

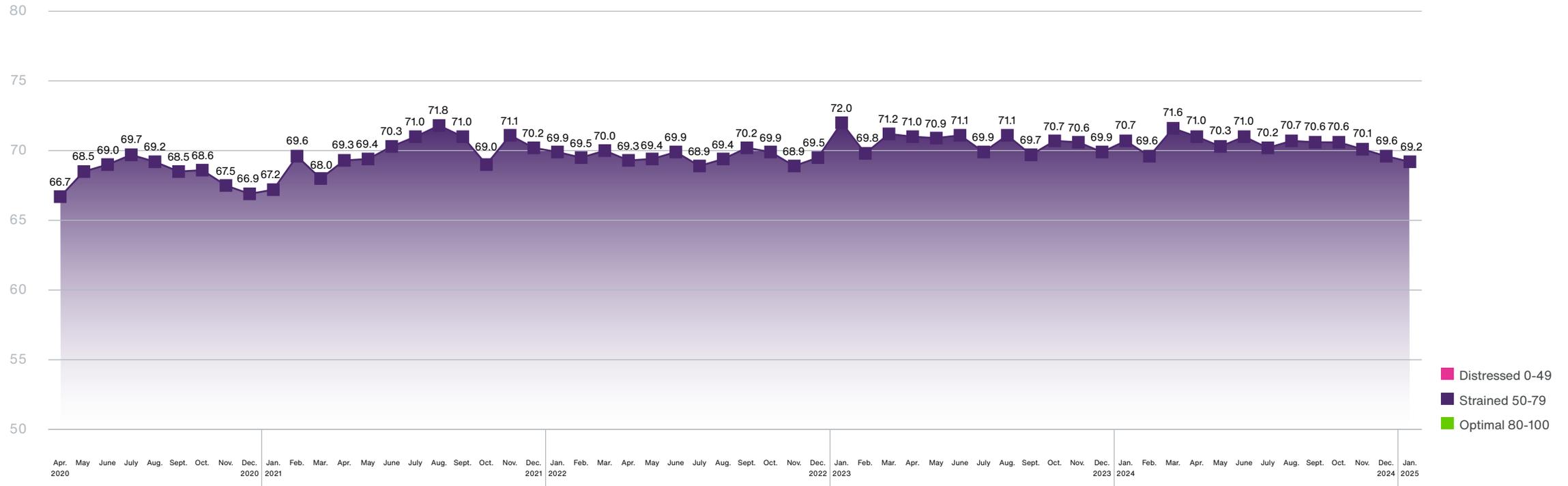
- 22 percent of workers delayed or avoided seeking dental care in 2024, 16 percent of workers delayed or avoided seeking medical care in 2024, and 15 percent of workers delayed or avoided seeking vision care in 2024.
- 12 percent of workers delayed or avoided seeking mental health support in 2024
- 51 percent of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024
- 31 percent of workers cite long wait time as the reason for delaying or avoiding seeking mental health support in 2024
- 28 percent cite lack of insurance coverage as the reason for delaying or avoiding seeking mental health support in 2024
- 20 percent say access was the reason for delaying or avoiding seeking mental health support in 2024
- 20 percent say they didn't know where to get help/how to access support as the reason for delaying or avoiding seeking mental health support in 2024

The Mental Health Index.

MHI Current Month January 2025	December 2024
69.2	69.6

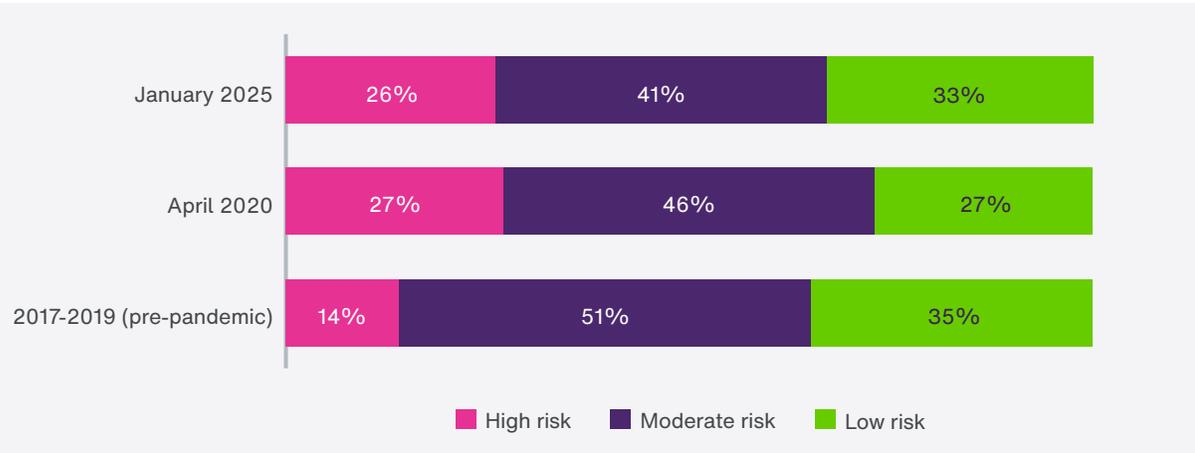
The overall Mental Health Index (MHI) for January 2025 is 69.2.

The mental health of workers in the United States declines for the third consecutive month.



Mental health risk.

In January 2025, 26 percent of workers have a high mental health risk, 41 percent have a moderate mental health risk, and 33 percent have a low mental health risk. Nearly five years after the launch of the Mental Health Index in April 2020, the proportion of workers in the high-risk group has declined by one percent.



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.

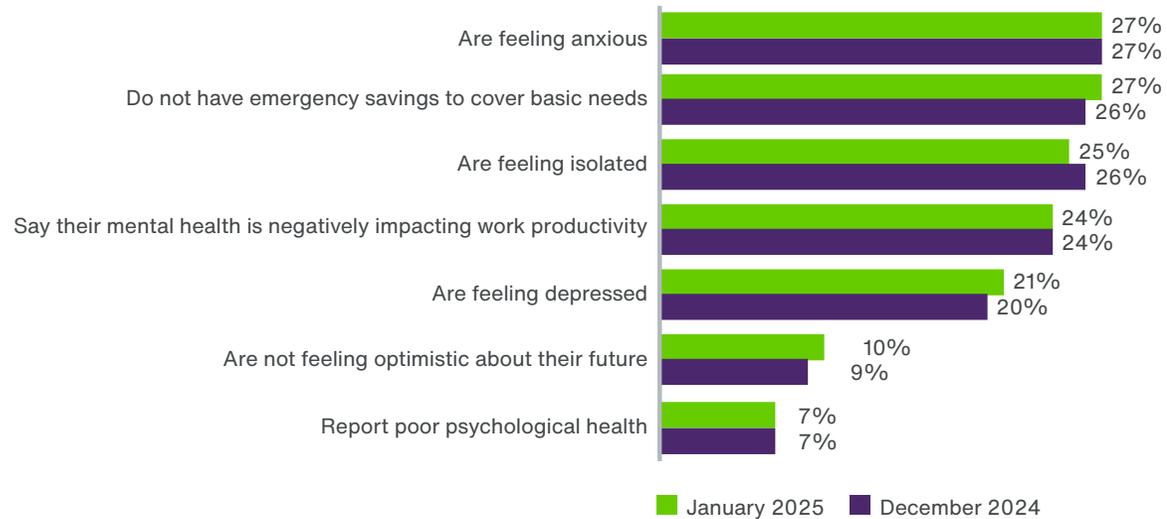
For nearly three years, anxiety (62.1) has been the lowest Mental Health Index sub-score. Isolation (65.6), depression (68.1), work productivity (68.2), financial risk (71.3), and optimism (71.9) follow. General psychological health (76.5) continues to be the most favorable mental health measure in January 2025.

- Anxiety and isolation have been the lowest mental health sub-scores for nearly three years
- All mental health sub-scores, except for isolation, have declined from the previous month
- The depression sub-score score has declined most notably, down 1.1 points from December 2024

More than one-quarter (27 percent) of workers feel anxious, 27 percent do not have emergency savings for basic needs, 25 percent feel isolated, 24 percent say their mental health is negatively impacting work productivity, 21 percent feel depressed, 10 percent do not feel optimistic about their future, and seven percent of workers generally cite poor psychological health.

Mental Health Index Sub-scores	January 2025	December 2024
Anxiety	62.1	63.1
Isolation	65.6	65.2
Depression	68.1	69.2
Work productivity	68.2	69.2
Optimism	71.9	72.0
Financial risk	71.3	72.0
Psychological health	76.5	76.8

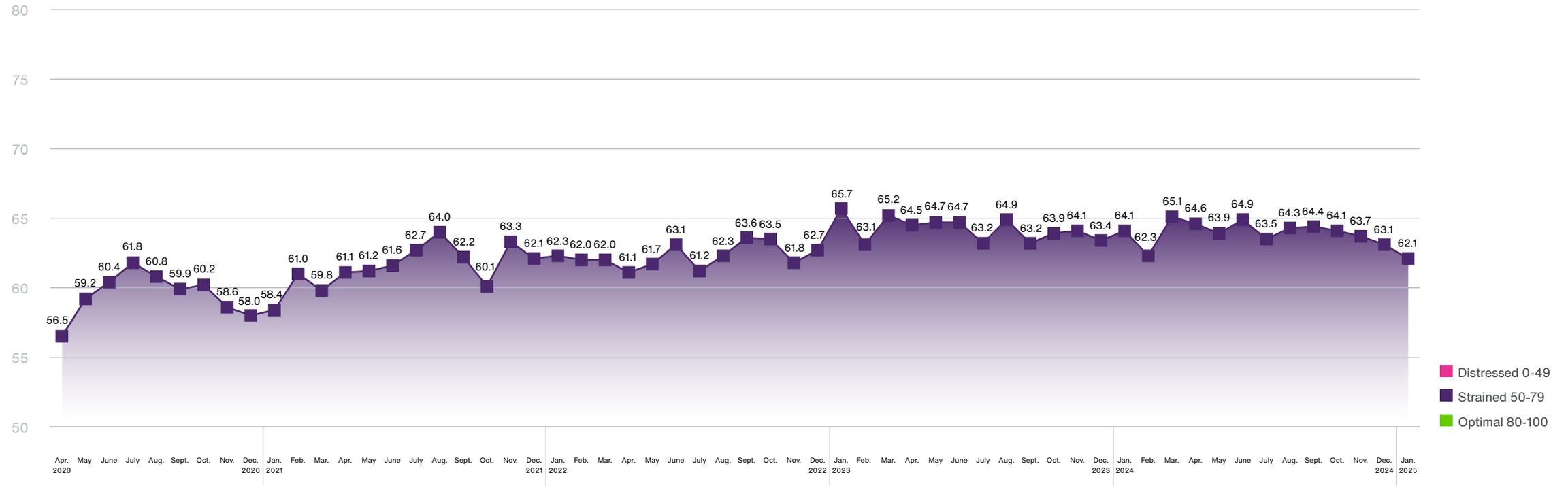
Percentage at risk by MHI sub-score



Anxiety

In January 2025, 27 percent of workers say they often feel unsettled and nervous.

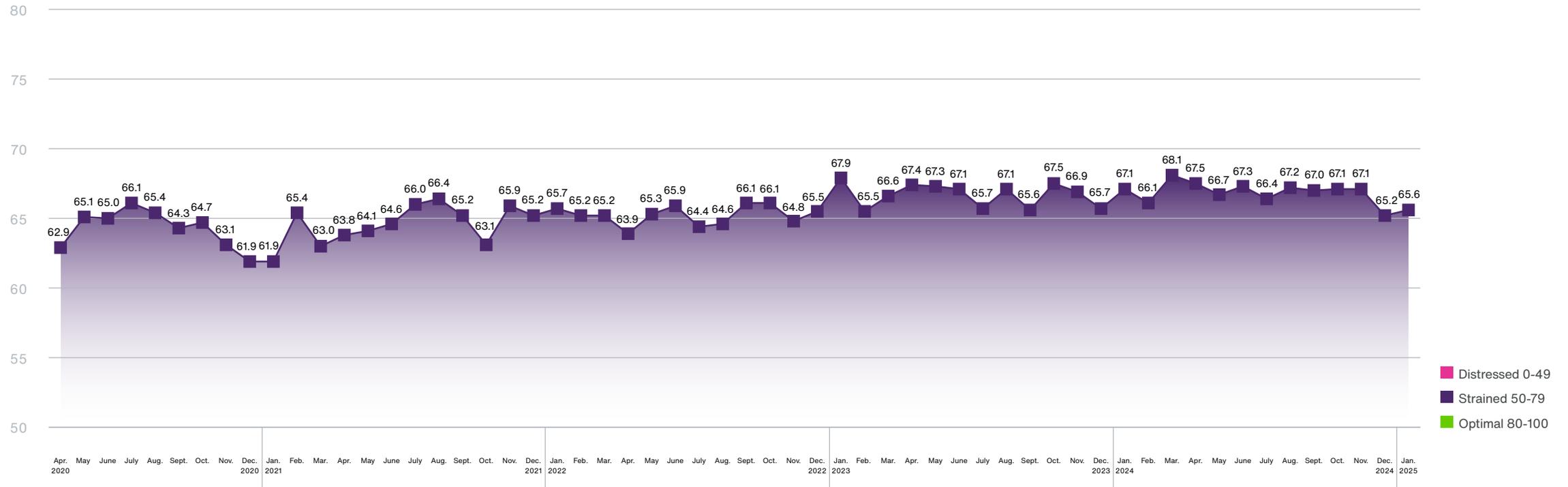
Despite incremental improvements since the launch of the MHI in April 2020, anxiety has been the lowest mental health sub-score for nearly three years. Following a sharp improvement in March 2024, the anxiety score has generally declined through January 2025 and remains the lowest mental health sub-score for nearly three years.



Isolation

In January 2025, 25 percent of workers say they often feel alone.

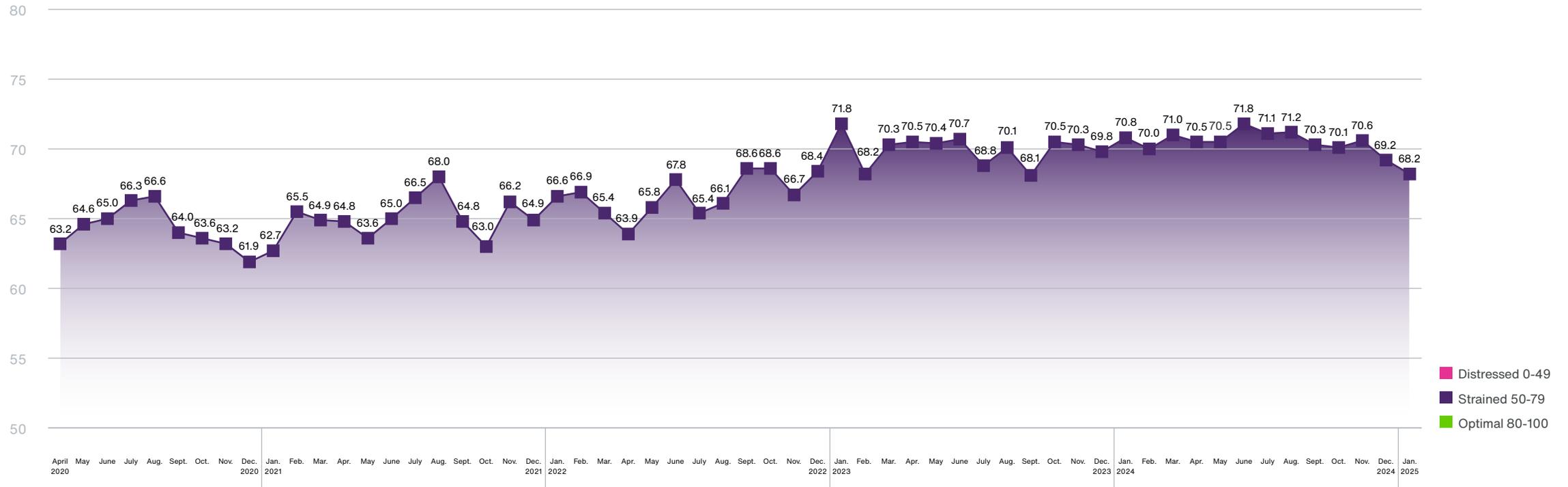
Despite frequent periods of volatility, isolation sub-scores have generally improved since the launch of the MHI in April 2020. After peaking in March 2024, the isolation sub-score generally declined through December. Despite a slight improvement in January 2025, the isolation sub-score remains the second-lowest mental health sub-score for nearly three years.



Work productivity

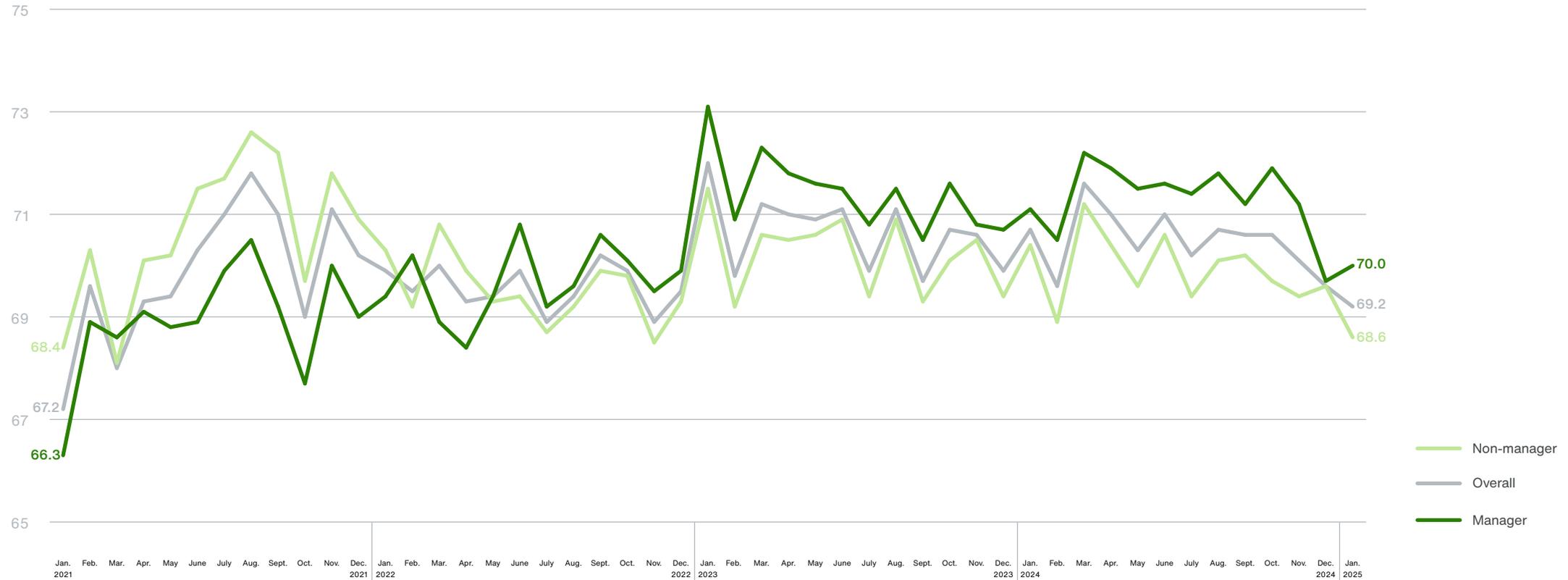
In January 2025, 24 percent of workers say their mental health is negatively impacting their work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the adverse effects of mental health on work productivity have slowly decreased. The work productivity sub-score has shown a downward trend since reaching its peak in June 2024. In January 2025, the score by 1.0 point from the previous month.



Managers compared to non-managers.

Before June 2022, managers consistently reported lower mental health scores compared to both non-managers and the national average. A significant shift occurred in June 2022, when managers' mental health scores began to exceed those of non-managers. In January 2025, the trend continues with the mental health score of managers (70.0) higher than the mental health score of non-managers (68.6) and the national average (69.2).



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In January 2025, the mental health score of women is 67.1 compared to 71.3 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 five years later, this pattern continues with a lower score for workers with at least one child (65.6) than workers without children (70.8)

Mental health by employment status.

- Overall, three percent of respondents are unemployed¹ and eight percent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (54.4), followed by workers reporting fewer hours than the last month (60.6), respondents not currently employed (64.9), and workers with no change to salary or hours 70.1
- Laborers continue to have a lower mental health score (63.7) than service industry (69.2) and office workers (70.8)
- Managers have a higher mental health score (70.0) than non-managers (68.6)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (71.7)
- Respondents working for companies with 51-100 employees have the lowest mental health score (65.3)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (53.4) than the overall group (69.2). Workers with emergency savings have a mental health score of 74.9

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

The Mental Health Index by region.

In January 2025, the mental health scores have declined in the Midwest and Southern United States, while the score in the West has improved, and there is no change in the Northeast compared to December 2024.

- The Northeast continues to have the highest mental health score (70.9) in January
- With a 1.3-point decline, the Midwest has the lowest mental health score (68.1)

Region	January 2025	December 2024	Change
West	70.2	69.0	1.2
Northeast	70.9	70.9	0.0
South	68.2	69.3	-1.1
Midwest	68.1	69.4	-1.3



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

Employment status	Jan. 2025	Dec. 2024
Employed (no change in hours/salary)	70.1	70.8
Employed (fewer hours compared to last month)	60.6	58.0
Employed (reduced salary compared to last month)	54.4	60.8
Not currently employed	64.9	63.7

Age group	Jan. 2025	Dec. 2024
Age 20-29	56.9	56.1
Age 30-39	61.5	62.0
Age 40-49	66.6	64.2
Age 50-59	69.1	70.1
Age 60-69	75.8	76.7

Number of children	Jan. 2025	Dec. 2024
No children in household	70.8	71.4
1 child	65.6	65.4
2 children	65.3	64.8
3 children or more	66.2	63.9

Gender	Jan. 2025	Dec. 2024
Men	71.3	71.8
Women	67.1	67.4

Household income/annum	Jan. 2025	Dec. 2024
<\$30K	58.9	56.4
\$30K to <\$60K	62.1	64.3
\$60K to <\$100K	69.4	69.1
\$100K to <\$150K	72.4	73.7
\$150K or more	76.7	78.1

Employer size	Jan. 2025	Dec. 2024
Self-employed/sole proprietor	68.9	67.9
2-50 employees	69.1	70.1
51-100 employees	65.3	66.5
101-500 employees	69.6	70.7
501-1,000 employees	67.2	68.9
1,001-5,000 employees	71.5	71.1
5,001-10,000 employees	69.0	69.0
More than 10,000 employees	71.7	71.4

Manager	Jan. 2025	Dec. 2024
Manager	70.0	69.7
Non-manager	68.6	69.6

Work environment	Jan. 2025	Dec. 2024
Labor	63.7	63.7
Office/desk	70.8	71.9
Service	69.2	69.0

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

The Mental Health Index by industry.

Workers in Food Services have the lowest mental health score (55.3), followed by workers in Information and Cultural Industries (62.3), and Utilities (62.9).

Workers in Professional, Scientific and Technical Services (75.4), Finance and Insurance (73.8), and Educational Services (72.0) have the highest mental health scores this month.



Industry	January 2025	December 2024	Change
Accommodation	70.7	65.0	5.7
Wholesale Trade	71.1	69.1	2.0
Other	69.1	67.9	1.2
Information and Cultural Industries	62.3	61.2	1.1
Finance and Insurance	73.8	73.0	0.8
Professional, Scientific and Technical Services	75.4	74.7	0.7
Health Care and Social Assistance	68.5	67.9	0.6
Other services (except Public Administration)	69.5	69.4	0.1
Technology	70.3	70.4	-0.1
Real Estate, Rental and Leasing	71.9	72.2	-0.3
Construction	67.4	67.7	-0.3
Manufacturing	71.1	71.5	-0.4
Media and Telecommunications	65.4	65.9	-0.5
Educational Services	72.0	72.6	-0.6
Administrative and Support services	67.1	68.3	-1.2
Retail Trade	65.9	67.4	-1.5
Management of Companies and Enterprises	67.1	69.0	-1.9
Agriculture, Forestry, Fishing and Hunting	63.0	65.0	-2.0
Public Administration	71.7	74.1	-2.4
Arts, Entertainment and Recreation	65.0	67.6	-2.6
Transportation and Warehousing	67.2	70.5	-3.3
Utilities	62.9	68.4	-5.5
Food Services	55.3	61.7	-6.4

Spotlight

Stress, skepticism, and optimism.

More than one-third of workers feel under constant stress, with the concern disproportionately among younger workers and parents.

- More than one-third (34 percent) of workers are feeling under constant stress; this group has the lowest mental health score (50.7), more than 31 points lower than workers not feeling constant stress (81.9) and more than 18 points lower than the national average (69.2)
- Workers under 40 are twice as likely as workers over 50 to feel under constant stress
- Parents are 60 percent more likely than non-parents to feel under constant stress
- More than half (53 percent) are not under constant stress; this group has the highest mental health score (81.9), nearly 13 points higher than the national average (69.2)



I feel under constant stress



MHI score by “I feel under constant stress”

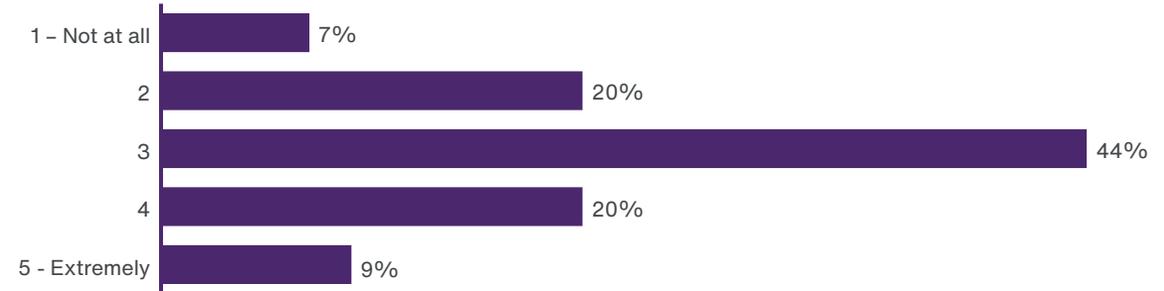


Three in ten workers are highly skeptical about others' motives.

- Nearly three in ten (29 percent) workers are highly skeptical (rating of 4 or 5) about others' motives; this group has the lowest mental health scores (61.0 and 51.2 respectively), at least eight points lower than the national average (69.2)
- Workers under 40 are 60 percent more likely than workers over 50 to be skeptical about others' motives
- More than one-quarter (27 percent) are unlikely to be skeptical (rating of 1 or 2) about others' motives; this group has the highest mental health scores (82.3 and 77.5, respectively), at least eight points higher than the national average (69.2)



On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?



MHI score by "On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?"

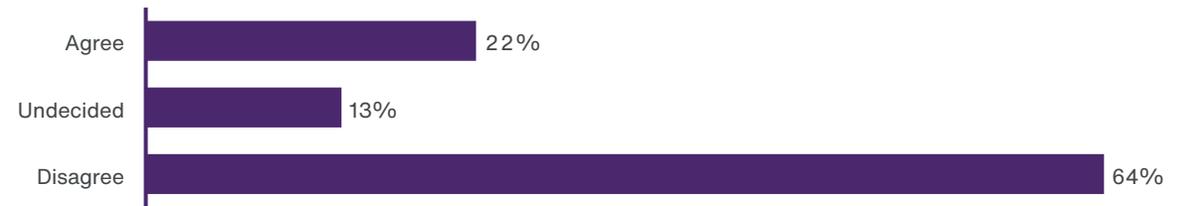




More than one in five workers feel angrier and more distrustful of others.

- More than one in five (22 percent) workers are feeling angrier and more distrustful of others; this group has the lowest mental health score (47.5), more than 31 points lower than workers not feeling angrier and more distrustful of others (78.7) and nearly 22 points lower than the national average (69.2)
- Workers under 40 are more than twice as likely as workers over 50 to be feeling angrier and more distrustful of others
- Parents are 60 percent more likely than non-parents to be feeling angrier and more distrustful of others
- Nearly two-thirds (64 percent) of workers are not feeling angrier and more distrustful of others; this group has the highest mental health score (78.7), more than nine points higher than the national average (69.2)

I am feeling angrier and more distrustful of others



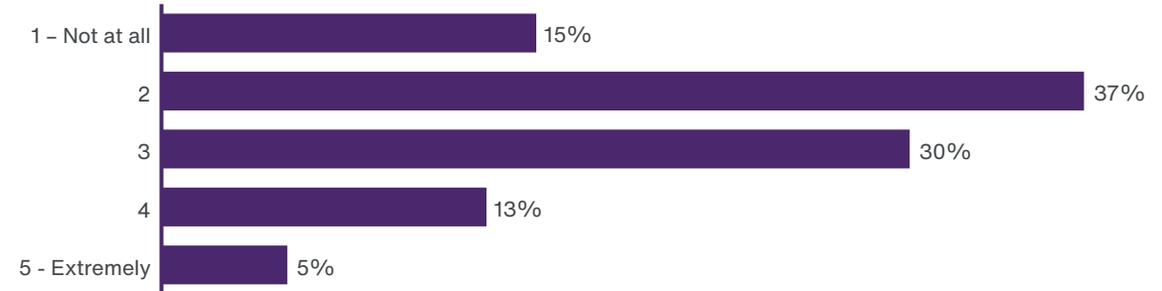
MHI score by “I am feeling angrier and more distrustful of others”



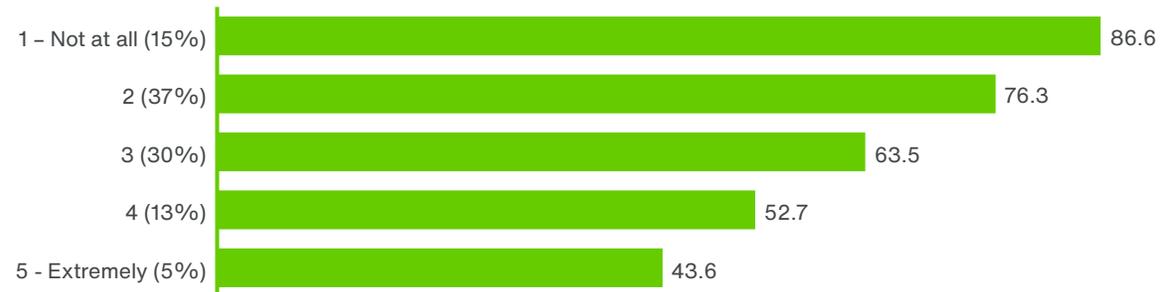
Nearly one in five workers report getting easily frustrated in daily situations.

- Nearly one in five (18 percent) workers report being easily frustrated in daily situations (rating of 4 or 5); this group has the lowest mental health scores (52.7 and 43.6 respectively), at least 16 points lower than the national average (69.2)
- Workers under 40 are more than twice as likely as workers over 50 to report being easily frustrated in daily situations
- Parents are 70 percent more likely than non-parents to report being easily frustrated in daily situations
- More than half (52 percent) report not being easily frustrated in daily situations (rating of 1 or 2); this group has the highest mental health scores (86.6 and 76.3 respectively), at least seven points higher than the national average (69.2)

On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?



MHI score by “On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?”

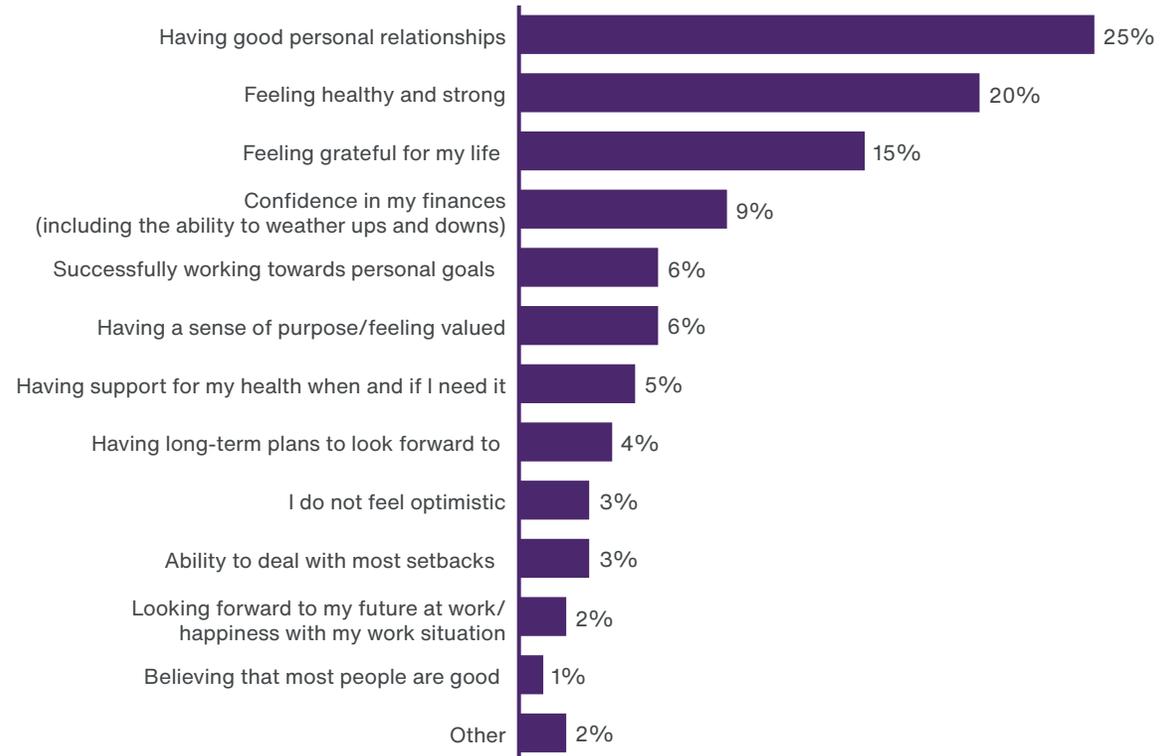


Good personal relationships, feeling healthy and strong, gratitude, and confidence in financial stability drive personal optimism.

- Having good personal relationships is the leading factor most driving personal optimism (25 percent), followed by feeling healthy and strong (20 percent), feeling grateful for their life (15 percent), and confidence in their finances (nine percent)

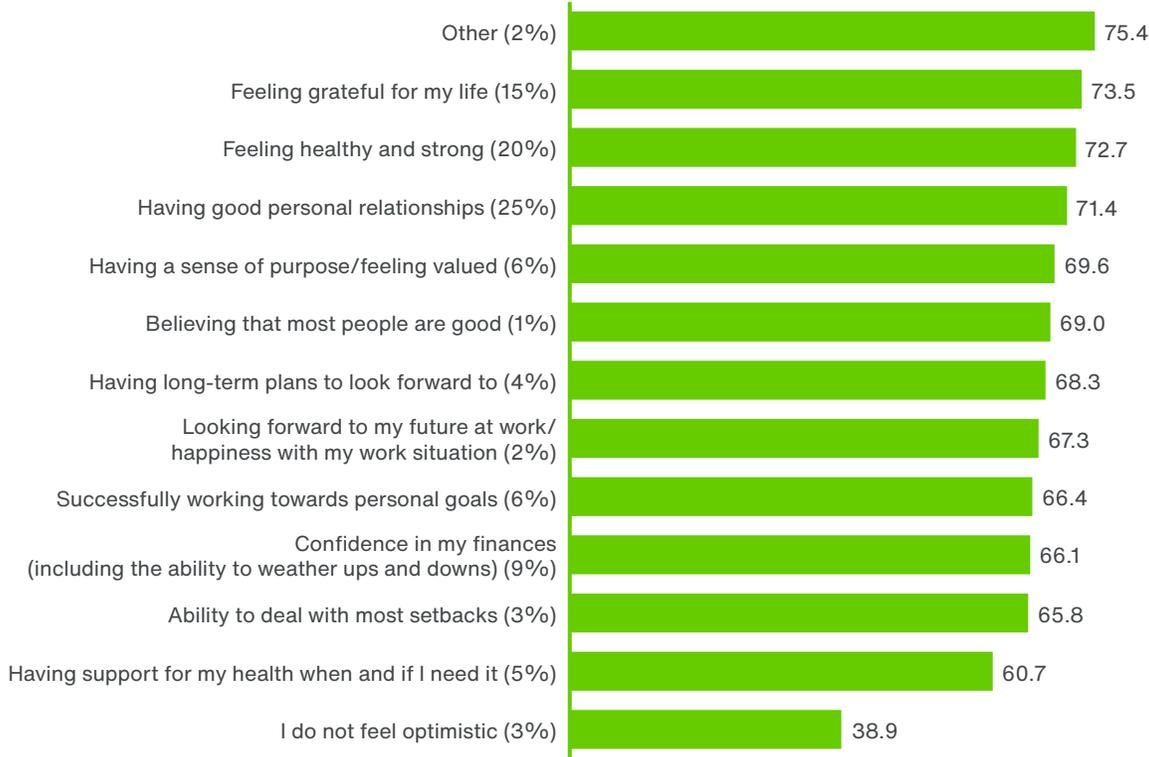


What factor most drives your personal optimism?





MHI score by “What factor most drives your personal optimism?”



Perceptions of organizational fairness, strengths, and opportunities.

Two-thirds of workers trust their company to be fair and honest in dealing with employees.

- Two-thirds (67 percent) of workers trust their company to be fair and honest in how they deal with employees; this group has the highest mental health score (72.9), nearly four points higher than the national average (69.2)
- More than one in six (17 percent) don't trust their company to be fair and honest in how they deal with employees; this group has the lowest mental health score (60.6), more than 12 points lower than workers who trust their company (72.9) and nearly nine points lower than the national average (69.2)



I trust the company I work for to be fair and honest in how they deal with employees



MHI score by "I trust the company I work for to be fair and honest in how they deal with employees"

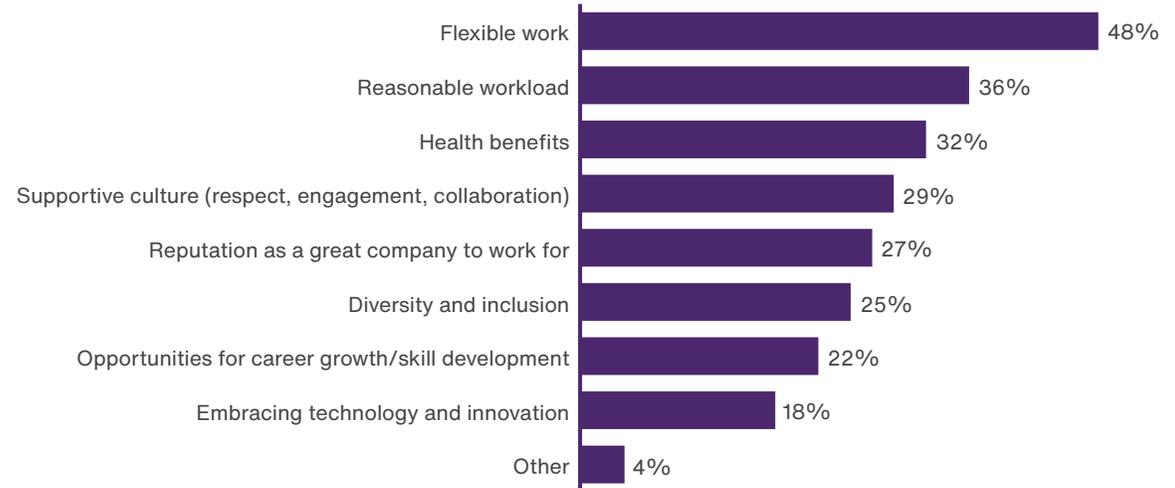


Workers rank flexible work as the area in which their organization excels most.

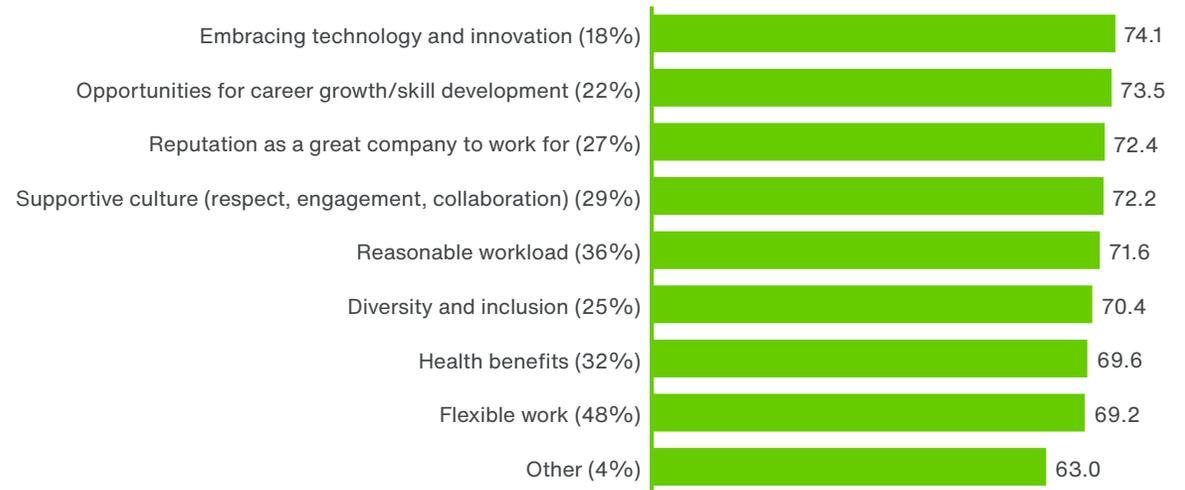
- Nearly half (48 percent) of workers say their organization excels at flexible work, 36 percent say their organization excels at workload management, 32 percent say the provision of health benefits is a source of strength for their organization, 29 percent say supportive culture is an area in which their organization excels, and 27 percent say their organization excels because of its great reputation



In which area(s) do you believe your organization excels?



MHI score by “In which area(s) do you believe your organization excels?”

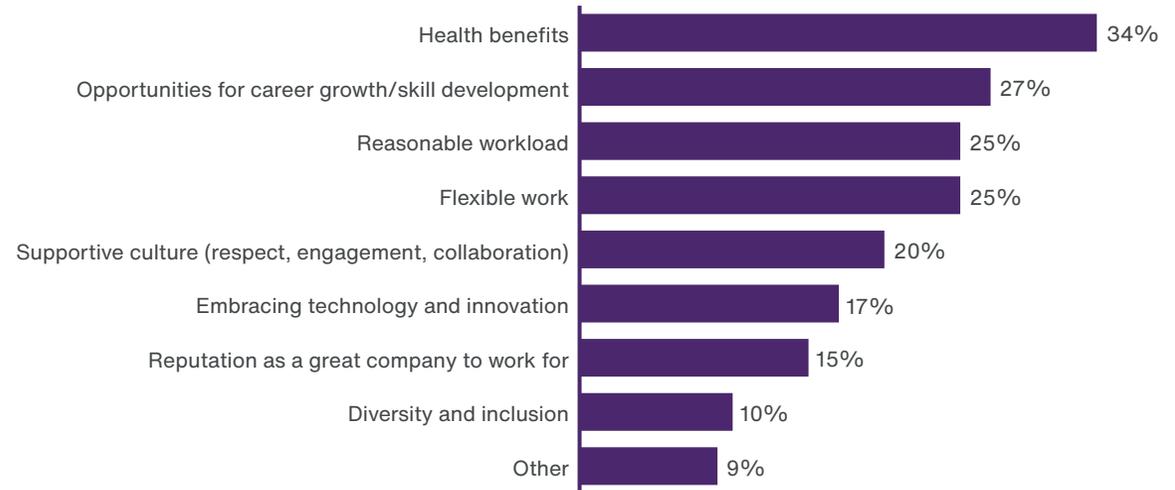


Workers identify health benefits as the greatest opportunity for improvement in their workplaces.

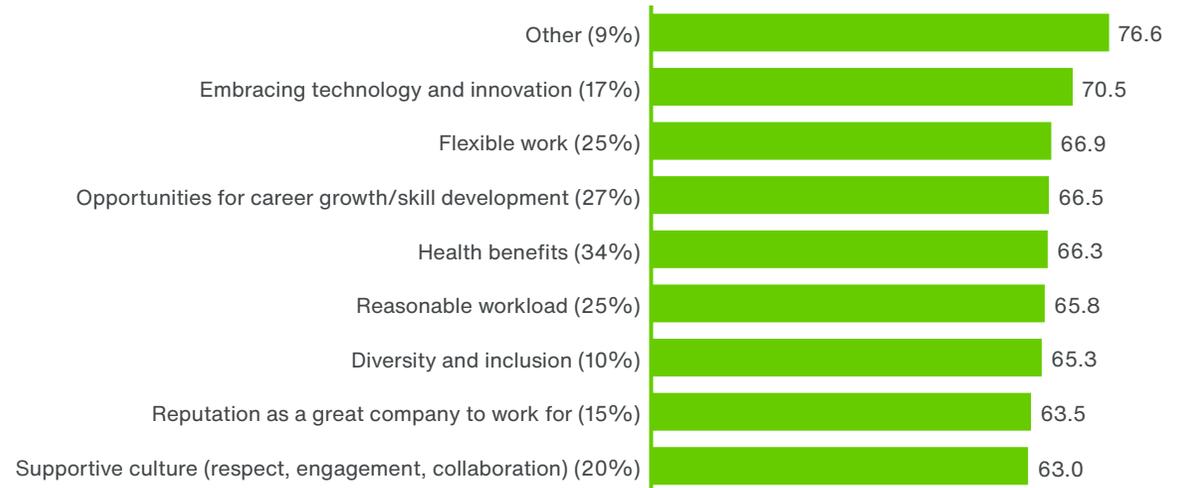
- More than one-third (34 percent) of workers say their organization needs to improve health benefits, 27 percent say opportunities for career growth/skills development needs to improve, 25 percent say their organization needs improvement in workload management, 25 percent indicate improvement is needed concerning flexible work, and 20 percent say a supportive culture is an area requiring the most improvement in their organization



In which area(s) do you believe your organization needs to improve?



MHI score by “In which area(s) do you believe your organization needs to improve?”

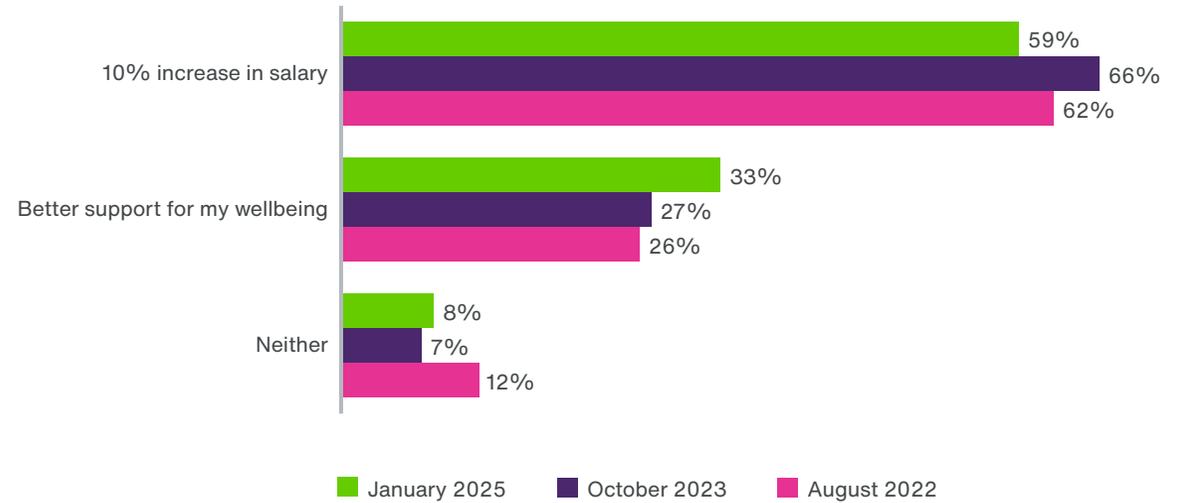


The value placed on better support for wellbeing has increased noticeably from 2022, while the importance of a 10 percent salary increase has lessened.

- Nearly three in five (59 percent) workers say a 10% increase in salary is more important; this group has a mental health score (70.3) modestly higher than the national average (69.2)
- One-third (33 percent) say better support for their wellbeing is more important; this group has the lowest mental health score (66.8), more than two points lower than the national average (69.2)
- Between August 2022 and January 2025, the importance of support for wellbeing rose from 26 percent to 33 percent, while the importance of a 10% salary increase fell from 62 percent to 59 percent



Which of the following is more important to you?



MHI score by “Which of the following is more important to you?”



Employer-funded health benefits.

Nearly four in five workers with employer-funded health benefits say it is easy to understand what their coverage will pay for.

- Nearly four in five (78 percent) workers say it is easy to understand what their employer-paid health coverage will pay; this group has the highest mental health score (73.2), four points higher than the national average (69.2)
- One in ten (10 percent) don't find it easy to understand what their employer-paid health coverage will pay; this group has the lowest mental health score (57.5), nearly 16 points lower than workers who find it easy to understand their employer-paid health coverage (73.2) and nearly 12 points lower than the national average (69.2)



It is easy to understand what my employer-paid health coverage will pay for



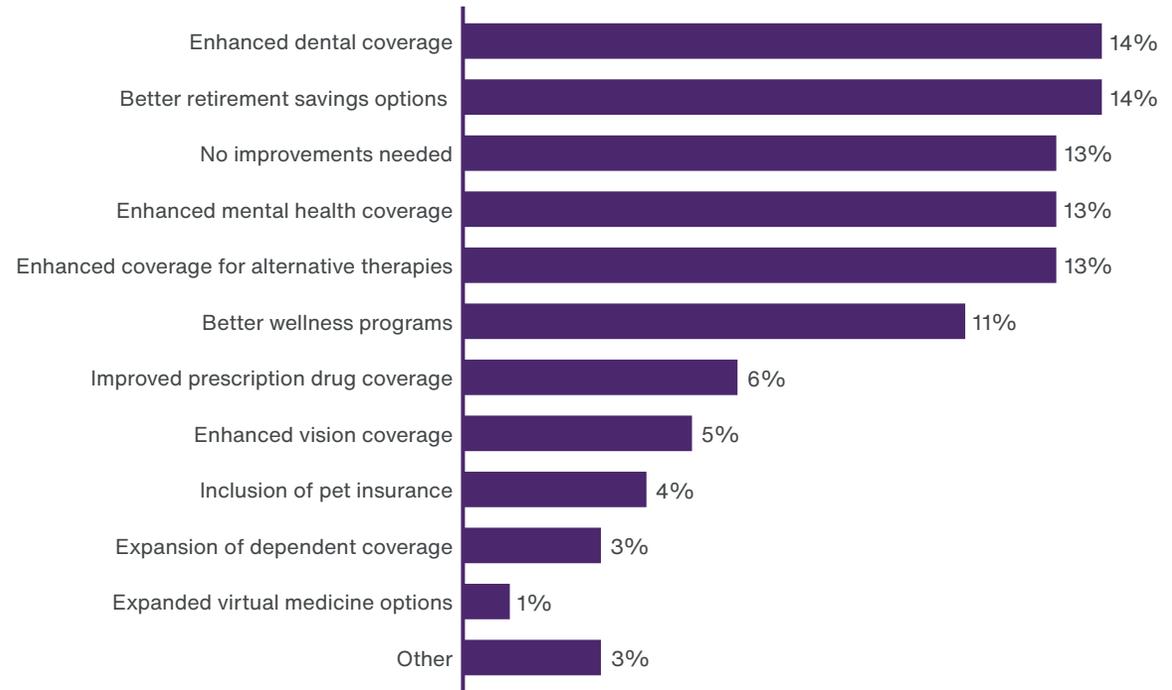
MHI score by “It is easy to understand what my employer-paid health coverage will pay for”



Younger workers, managers, and parents are more likely to want enhanced mental health coverage.

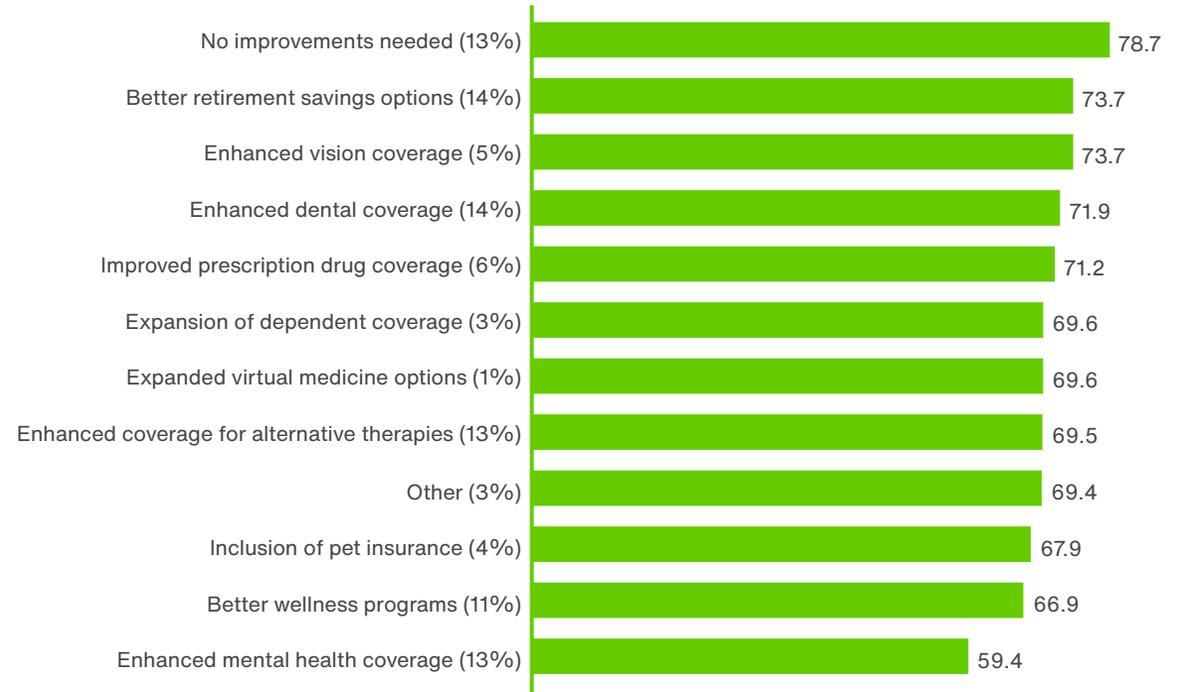
- One in seven (14 percent) workers would like to see enhanced dental coverage, 14 percent would most like to see better retirement savings options, 13 percent would most like to see enhanced coverage for alternate therapies, and 13 percent would most like to see enhanced mental health coverage
- Workers under 40 are two and a half times more likely than workers over 50 to want to see improvement in mental health coverage
- Managers are 60 percent more likely than non-managers to want to see improvement in mental health coverage
- Parents are 60 percent more likely than non-parents to want to see improvement in mental health coverage
- The lowest mental health score (59.4) is among 13 percent of workers who would most like to see improvement in mental health coverage; this score is more than 19 points lower than workers who indicate no improvements are needed (78.7) and nearly 10 points lower than the national average (69.2)

Which aspect of your employer benefits would you most like to see improved?





MHI score by “Which aspect of your employer benefits would you most like to see improved?”

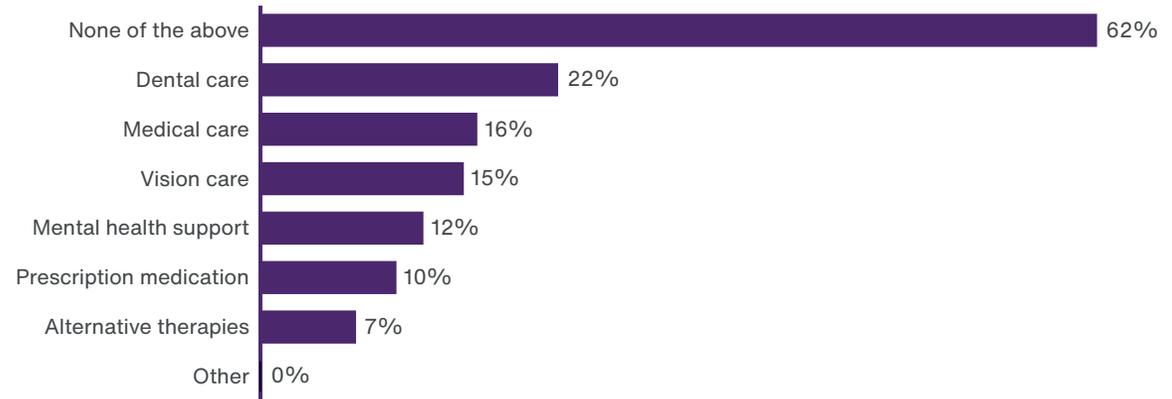


Use of and barriers to healthcare.

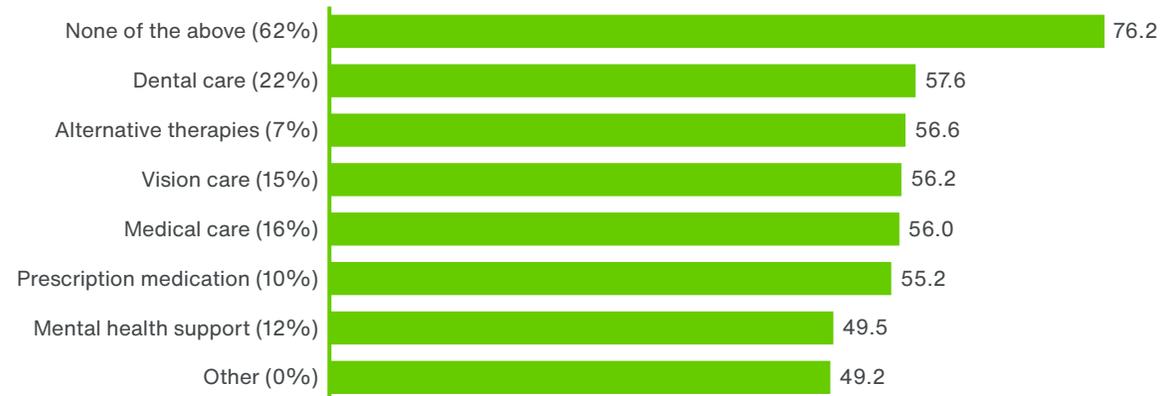
Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- More than one in five (22 percent) workers delayed or avoided seeking dental care in 2024, 16 percent delayed or avoided medical care, and 15 percent delayed or avoided vision care in 2024
- More than one in ten (12 percent) workers have delayed or avoided seeking mental health support in 2024; this group has a mental health score (49.5) nearly 27 points lower than workers who did not delay or avoid seeking care (76.2) and nearly 20 points lower than the national average (69.2)
- Workers under 40 are four times more likely than workers over 50 to have delayed or avoided seeking mental health support in 2024
- Parents are over twice as likely as non-parents to have delayed or avoided seeking mental health support in 2024
- More than three in five (62 percent) did not delay or avoid seeking care in the last year; this group has the highest mental health score (76.2), seven points higher than the national average (69.2)
- Workers over 50 are 70 percent more likely than workers under 40 not to have delayed or avoided seeking care in 2024

In the last year (2024), did you delay or avoid seeking any of the following?



MHI score by “In the last year (2024), did you delay or avoid seeking any of the following?”

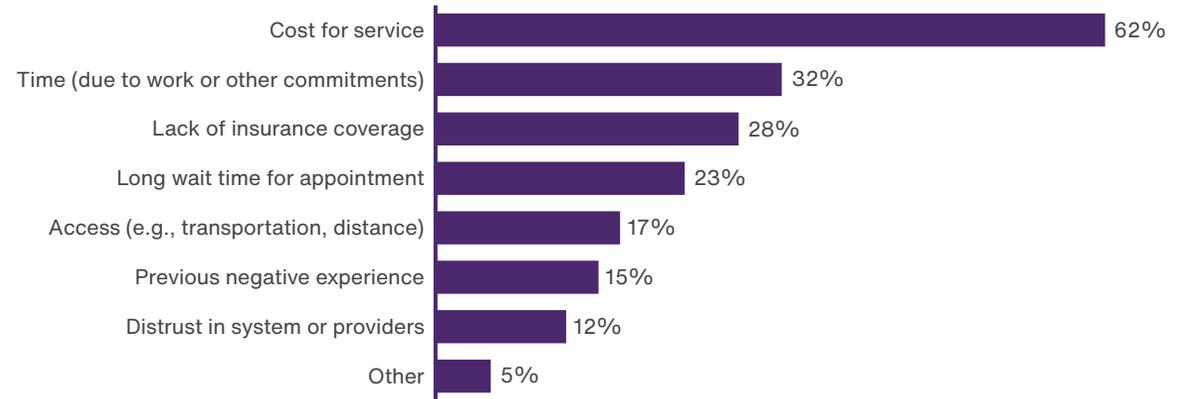


Cost and lack of time are the top reasons for delaying or avoiding medical care in 2024.

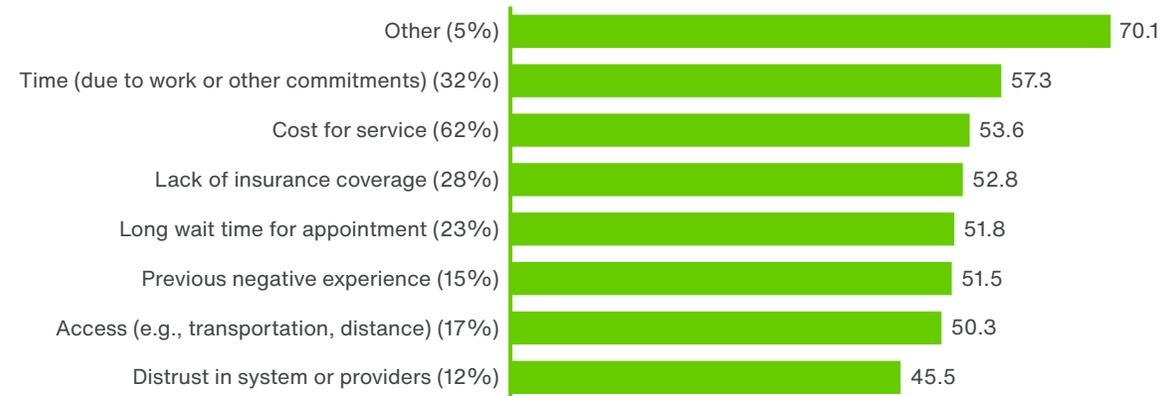
- More than three in five (62 percent) workers cite cost as the reason for delaying or avoiding seeking medical care in 2024, 32 percent cite lack of time, 28 percent cite a lack of insurance coverage, 23 percent cite long wait times for an appointment, and 17 percent cite a lack of access
- The lowest mental health score (45.5) is among 12 percent of workers citing distrust in the system or providers as the reason for delaying or avoiding seeking medical care in 2024, nearly 24 points lower than the national average (69.2)



Why did you delay or avoid seeking medical care in 2024?



MHI score by “Why did you delay or avoid seeking medical care in 2024?”

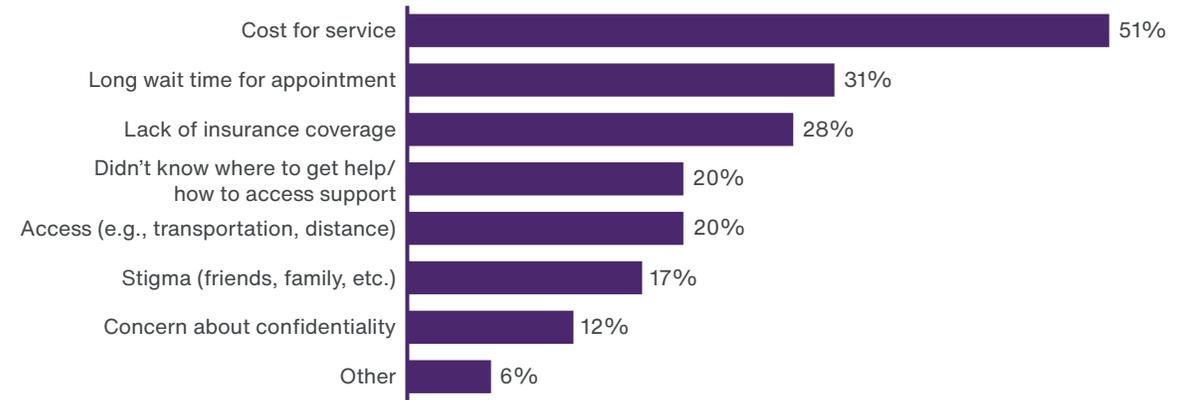


Workers overwhelmingly cite cost as the top barrier to having delayed or avoided seeking mental health support in 2024.

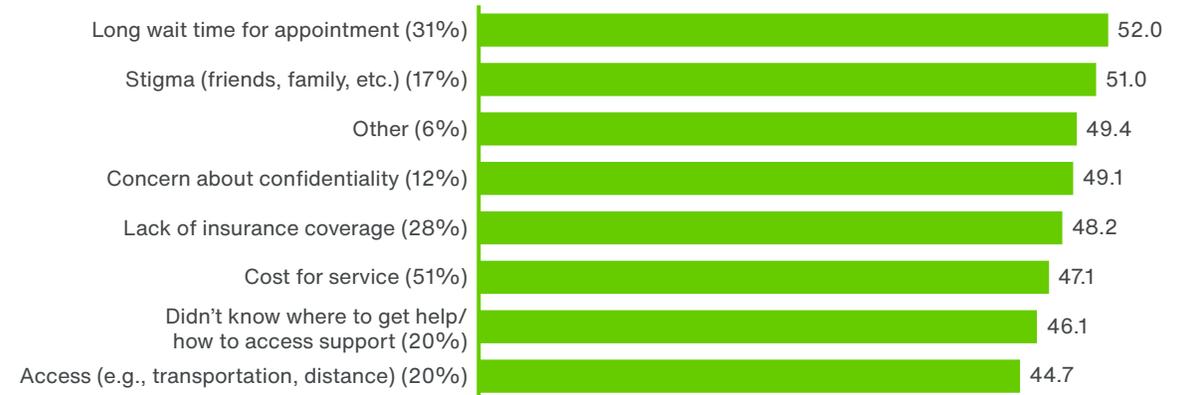
- **More than half (51 percent)** of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024, 31 percent cite long wait times for an appointment, 28 percent cite lack of insurance coverage, and 20 percent say they didn't know where to get help/how to access support
- The lowest mental health score (44.7) is among 20 percent of workers citing lack of access as the reason for delaying or avoiding seeking mental health support in 2024, more than 24 points lower than the national average (69.2)



Why did you delay or avoid seeking mental health support in 2024?



MHI score by “Why did you delay or avoid seeking mental health support in 2024?”



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 measures of the current mental health status of employed adults. 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 January 22 and January 30, 2025.

Calculations

A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. 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 are available upon request.

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