



Workforce Attitudes

—
toward
*Mental
Health*

REPORT 2020

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Goals *and* Methodology

In February 2020, Ginger partnered with Dimensional Research to survey 1,211 U.S. workers across a variety of industries, demographics, and work types, including knowledge, service, and manual workers. All those surveyed were employed for 30 hours a week or more at jobs that included benefits in the United States. The survey asked a wide range of questions about experiences with behavioral health and employee benefits. The survey was in the field from February 14-25, 2020. Certain questions were repeated from a similar 2019 survey to enable trend analysis.

After the COVID-19 pandemic hit the U.S., a new survey was administered to 554 people with additional questions about the effects of COVID-19 on behavioral health and employee benefits. The survey was in the field from April 1–3, 2020. Certain questions were repeated from the 2019 and February 2020 surveys to enable trend analysis.

Definition *of* Behavioral Health

In this study, the term behavioral health will refer to both emotional and mental health. This includes a wide spectrum of activities from mindfulness practices and coaching to formal mental health services from a medical provider, such as seeing a therapist or psychiatrist. Participants were given this definition of behavioral health and were required to acknowledge the definition to participate.

Ginger makes it easy for employees to get the support they need, when they need it, with on-demand mental health coaching, video therapy and psychiatry, and self-guided activities. Dimensional Research provides in-depth market research to help technology companies make smarter business decisions.

Participant Demographics

FEBRUARY
2020
SURVEY

APRIL
2020
SURVEY

Age

13% Younger than 24 (Gen Z), 26% 24-38 (Millennial), 34% 39-55 (Gen X), 27% Older than 55 (Baby Boomer)

Gender

50% Female, 50% Male

Annual Household Income

5% Less than \$25,000, 26% \$25,000-\$50,000, 24% \$50,000 - \$75,000, 32% \$75,000 - \$150,000, 11% More than \$150,000, 2% Prefer not to say

Job Level

21% Executive, 27% Team manager, 13% Senior individual contributor, 40% Frontline staff

Type of Work

22% Blue collar, 32% Pink collar, 46% White collar

Company Size

24% Less than 100, 33% 100-1,000 , 10% 1,001-1,500, 12% 1,501-5,000, 11% 5,001-25,000, 10% More than 25,000

Living Environment

33% Large metropolitan city, 43% Other urban area, 23% Rural

Caregiving Responsibilities

47% I am not a caregiver, 30% Young children, 18% Teenagers, 12% Young adults, 14% Parents or other older adults

Ethnicity

73% Caucasian or White, 15% Black or African American, 7% Hispanic or Latino, 4% Asian, .4% Native or Indigenous American, .7% Other, .5% Prefer not to say

Experience with Mental Healthcare System

27% Psychiatrist, or prescription for psychiatric help, 42% Psychologist or licensed therapist, 20% Behavioral health coach, 24% Community counselor or peer support group, 34% I have never had any type of professional or community care

Age

3% Younger than 24 (Gen Z), 43% 24-38 (Millennial), 35% 39-55 (Gen X), 19% Older than 55 (Baby Boomer)

Gender

51% Female, 49% Male

Annual Household Income

5% Less than \$25,000, 17% \$25,000-\$50,000, 24% \$50,000 - \$75,000, 40% \$75,000 - \$150,000, 13% More than \$150,000, 1% Prefer not to say

Job Level

18% Executive, 40% Team manager, 42% Senior individual contributor

Type of Work

20% Blue collar, 32% Pink collar, 48% White collar

Company Size

16% Less than 100, 38% 100-1,000 , 13% 1,001-1,500, 13% 1,501-5,000, 10% 5,001-25,000, 11% More than 25,000

Living Environment

41% Large metropolitan city, 38% Other urban area, 20% Rural

Caregiving Responsibilities

42% I am not a caregiver, 36% Young children, 21% Teenagers, 13% Young adults, 12% Parents or other older adults

Five key insights for employers

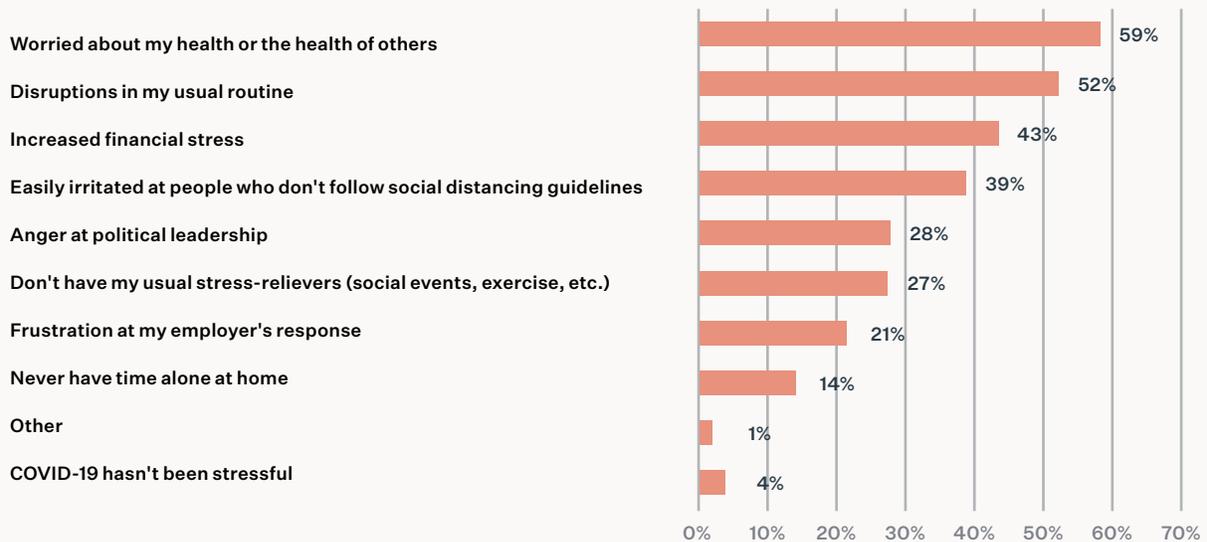
1 Stress levels remained high in early 2020 from 2019.

Once the pandemic hit, employees were feeling more stressed than ever before in their careers. Even before the pandemic hit, workers were still feeling high levels of stress this year--slightly higher than in 2019. This year, 59% of people surveyed cried at work, up from 48% last year. Separated by gender, near-

ly half of men surveyed reported crying at work this year and 70% of women. When we conducted our follow-up survey after the start of the pandemic, an overwhelming 96% told us that COVID-19 was affecting their stress level. COVID-19 is causing workers more stress than 9/11 and the Great Recession did.

INSIGHT

96% report that COVID-19 has affected their stress levels



2 Before COVID-19, stress was impacting employees' productivity. *COVID-19 made it worse.*

Not only are workers missing full days of work due to stress, they're missing meetings, struggling to collaborate with colleagues, and are less productive. Prior to the pandemic, two-thirds of employees missed at least one day of work due to stress in the past year,

and 35% of workers missed four or more days. Since COVID-19, absenteeism can be measured not in days per year, but by hours per day, with nearly two-thirds of employees missing an hour or more of work every day.

3 Employees want tech-based virtual mental healthcare now more than before.

We continue to see that workers are interested in mental health benefits that offer easy access to care through their smartphone. The ability to text or video chat with a mental health provider was the number one service employees

wanted from their mental health benefits. During the current stay-at-home orders, those numbers are up. Use of tech-based mental health benefits jumped nearly 10% between our two 2020 surveys before and since the start of COVID-19.

4 — Employees have more access to mental health support but believe *their employers can be more supportive of their mental health.*

Employees continue to want and need mental health support. Before COVID-19, 80% of employees believed that their employers could do more to support their mental health. Furthermore, we found a disparity between income levels when it came to access to

mental health benefits. 81% of high-income employees reported having mental health benefits compared to 38% of the lowest income bracket. Meanwhile, of employees who did not have access to mental health benefits, over a third paid for them out-of-pocket.

5 — Employers' Attitudes *about Mental Health matter to employees and job seekers*

Mental health benefits are increasingly more important both to employees and to job seekers when considering new jobs, second in importance only to 401K programs. Not only is having benefits important, having leadership that talks about mental health is also crucial. We found that 88% of employees appreci-

ate when their leadership discusses mental health, but that only 35% of employees said that leadership at their company actually does talk about it. Since COVID-19, half of employees report that their employers are more focused on mental health than they were before the pandemic.

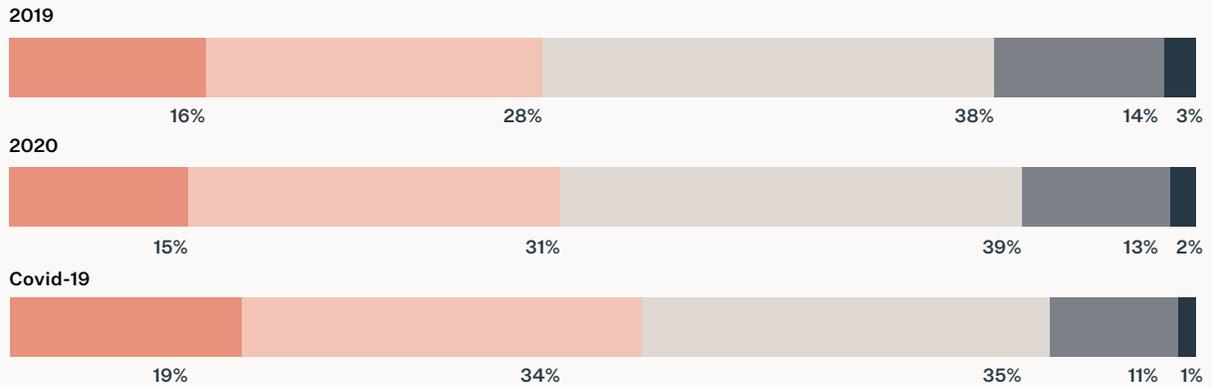
COVID-19 is having
an impact on the
stress of nearly
EVERY worker.

Until COVID-19, workers were just as stressed in 2020 as they were in 2019.

2019/2020: How would you characterize the overall level of stress you have experienced within the past 12 months?

- **Extreme stress**
Experience stress every day
- **High stress**
Experience stress most days
- **Moderate stress**
experience stress at least once a day
- **Low stress**
rarely experience stress
- **No stress**

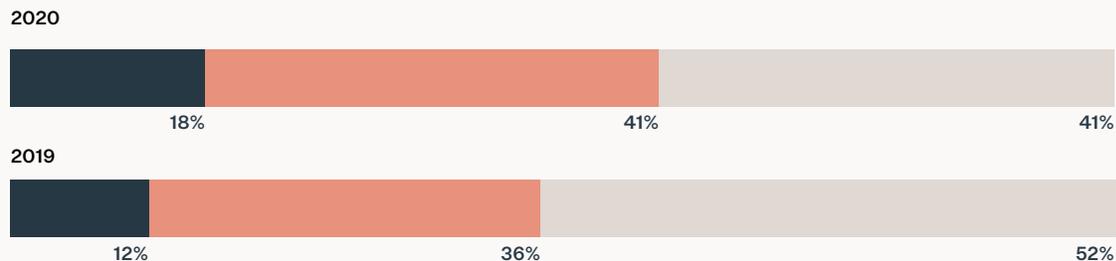
COVID-19: How would you characterize the overall level of stress you have experienced within the past 4-6 weeks?



Prior to the pandemic, 59% of employees reported crying at work, up from 48% in 2019.

Have you ever been brought to tears in a work environment because of stress?

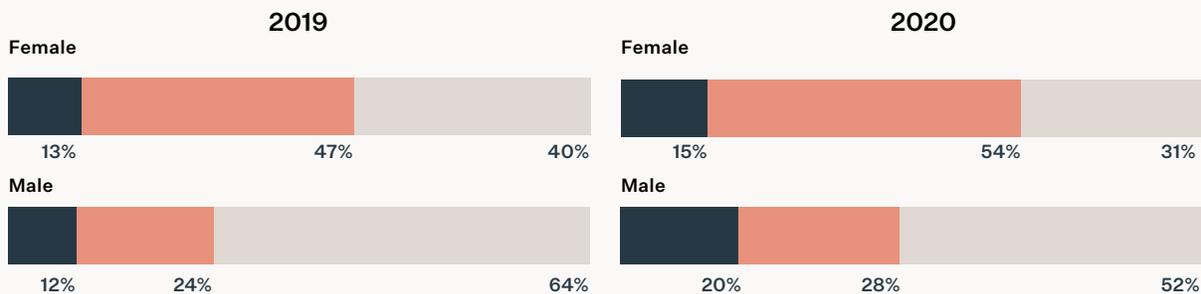
- Yes, frequently
- Yes, rarely
- No



Both men and women report crying more at work in 2020 than in 2019.

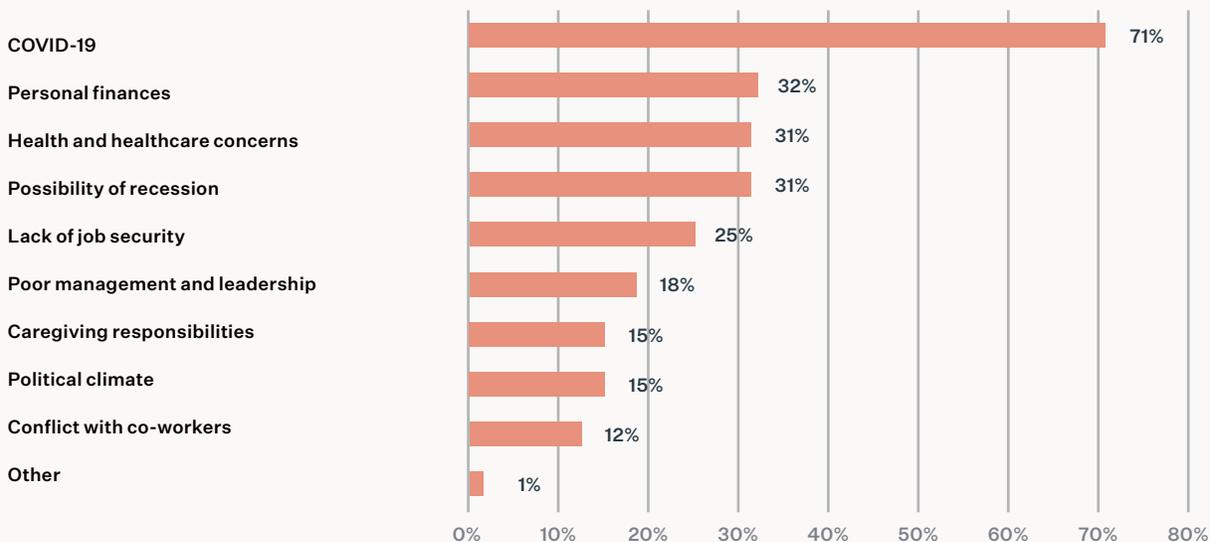
Have you ever been brought to tears in a work environment because of stress?

■ Yes, frequently ■ No
■ Yes, rarely

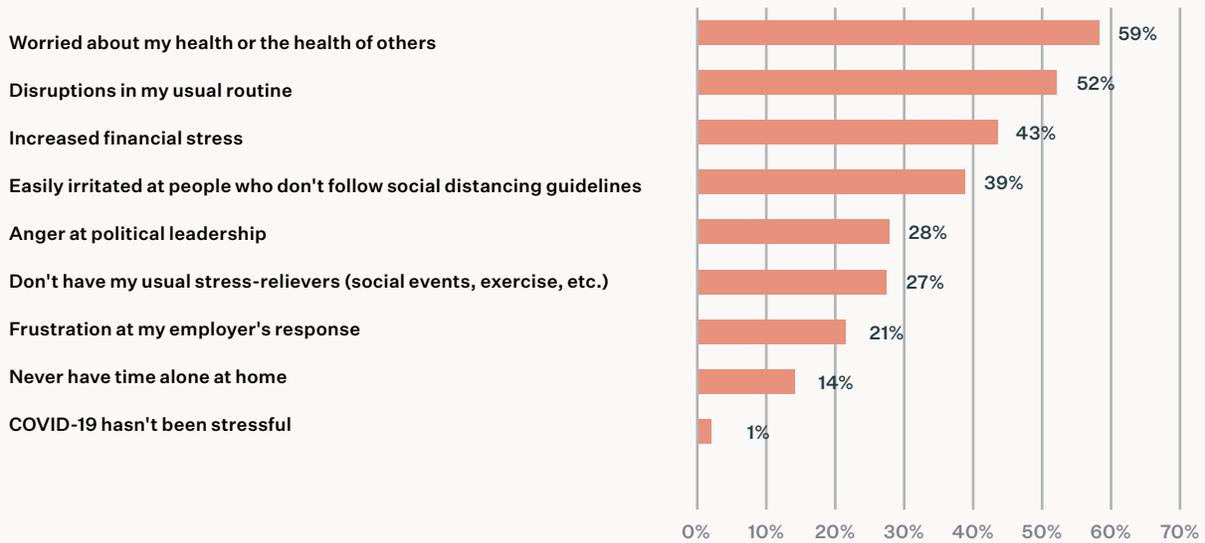


COVID-19 is by far the leading issue causing stress at work, and is affecting nearly everyone's stress levels.

What are the top issues currently impacting your stress levels at work?



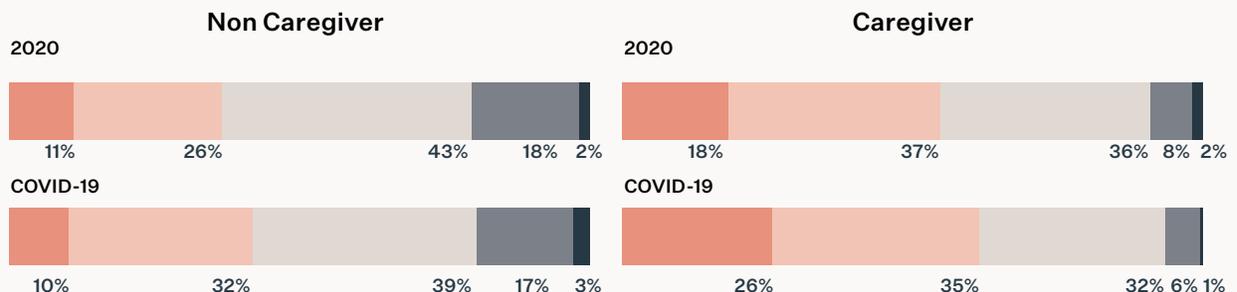
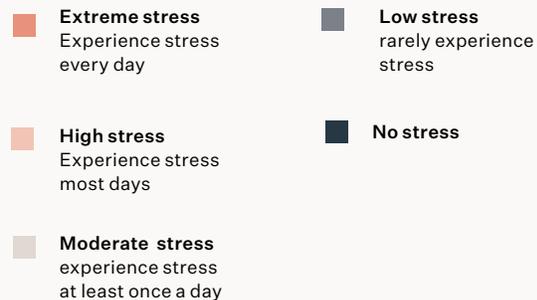
96% report that COVID-19 has affected their stress levels



Caregivers are experiencing the biggest increase in stress levels since COVID-19 began.

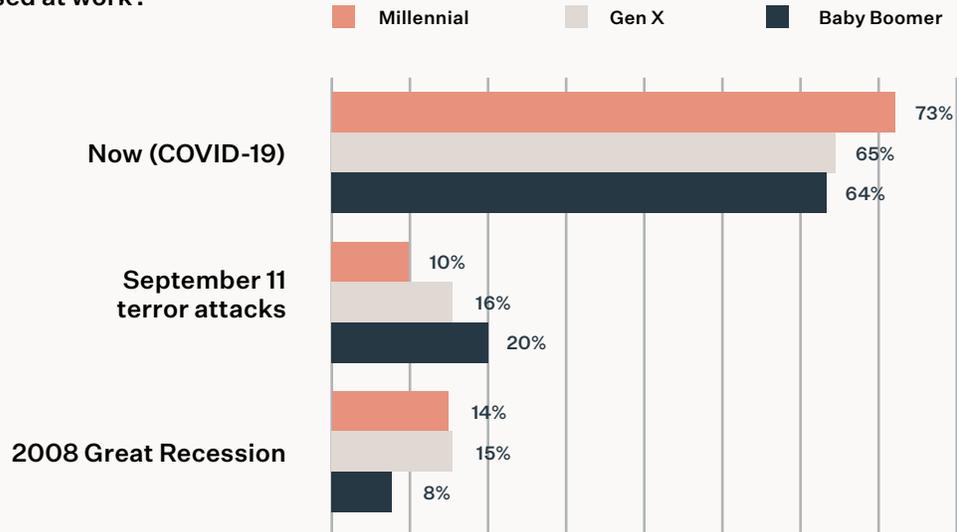
2019/2020: How would you characterize the overall level of stress you have experienced within the past 12 months?

COVID-19: How would you characterize the overall level of stress you have experienced within the past 4-6 weeks?



Across all generations, COVID-19 is causing more work stress than the 9/11 attacks and the Great Recession.

Think across your entire professional career. During what period of time were you the most stressed at work?



Millennials are more stressed than any other generation by their employers' response to COVID-19.

Millennial Gen X Baby Boomer

Worried about my health or the health of others

Disruptions in my usual routine

Increased financial stress

Easily irritated at people who don't follow social distancing guidelines

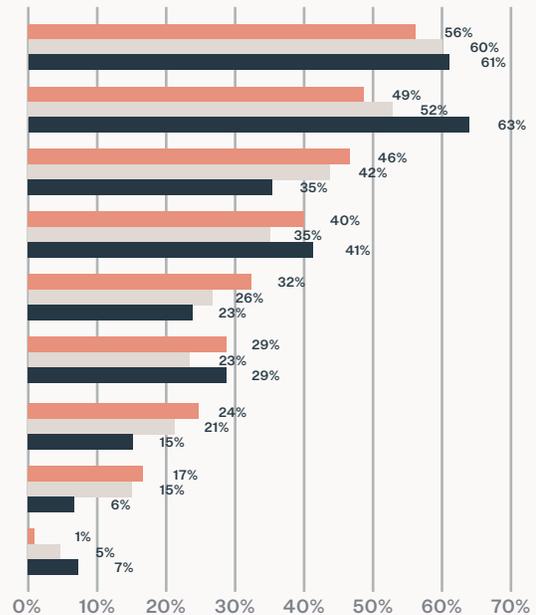
Anger at political leadership

Don't have my usual stress-relievers (social events, exercise, etc.)

Frustration at my employer's response

Never have time alone at home

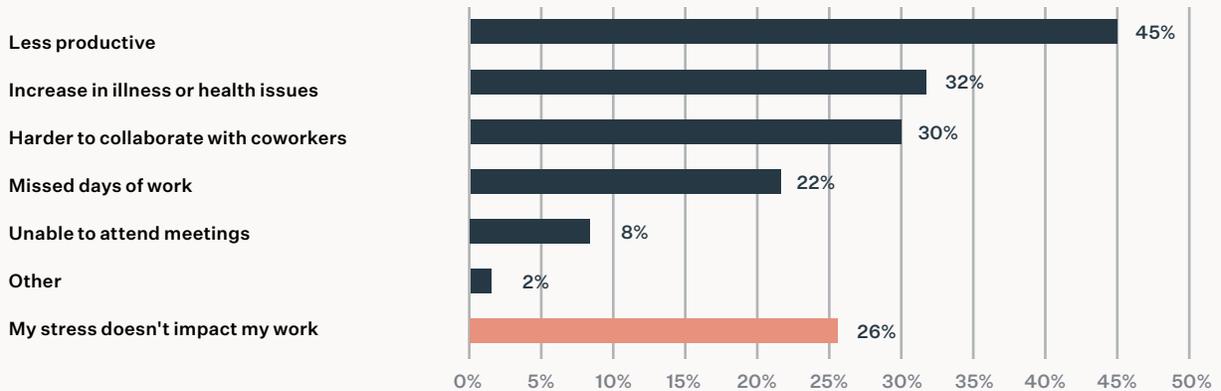
COVID-19 hasn't been stressful



Workers are not only missing work because of stress, they're missing meetings, having trouble collaborating, and are *less productive while at work.*

Prior to COVID-19, 74% of employees said that stress impacted their work. Productivity was the most affected.

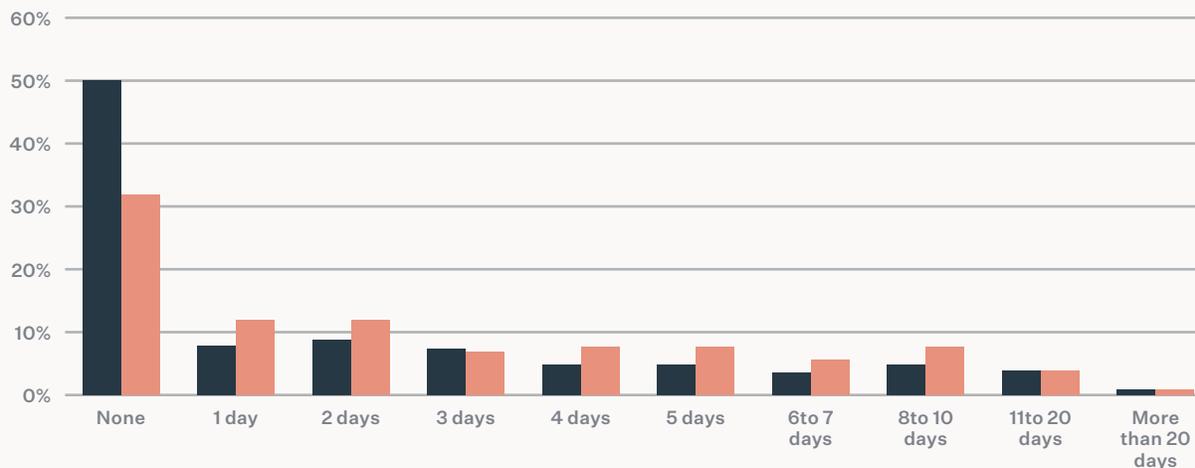
How does stress impact your work life?



Before work-from-home orders, a staggering two-thirds of employees missed work due to stress, up from half last year.

How many days of work have you missed over the last 12 months due to stress, anxiety or any other emotional or mental health challenge?

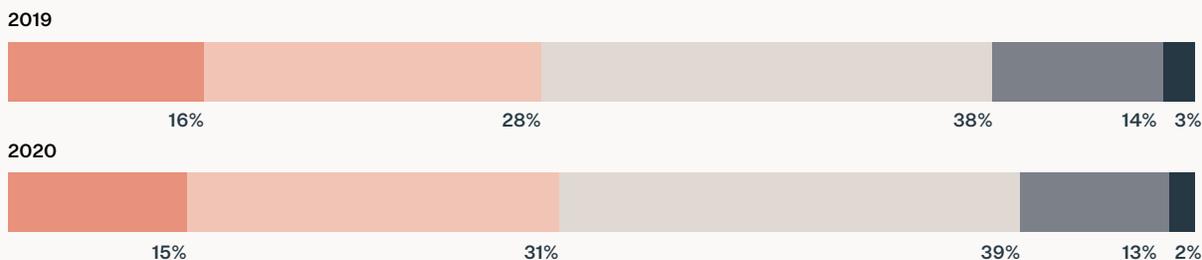
2019 2020



Executives, city dwellers, and caregivers report missing the most work.

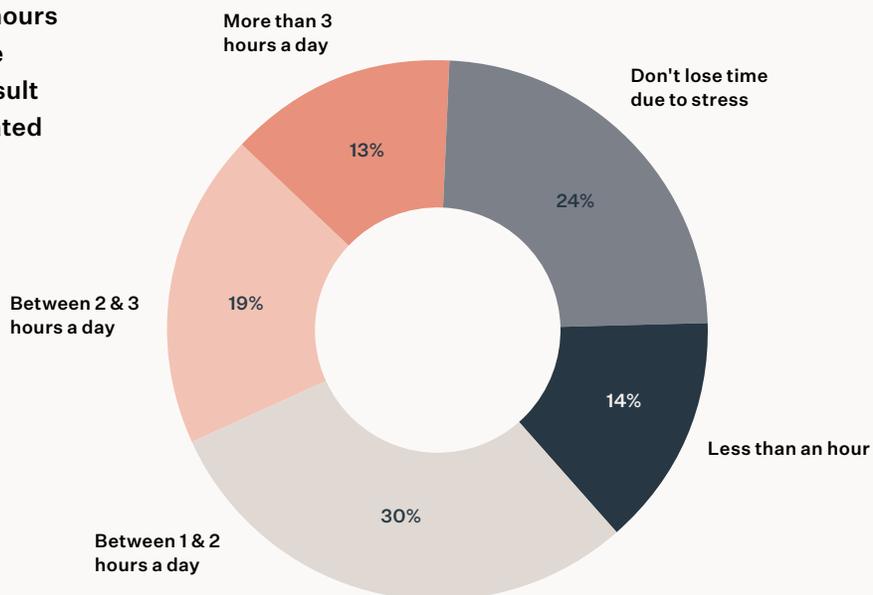
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rarely experience stress
- **No stress**



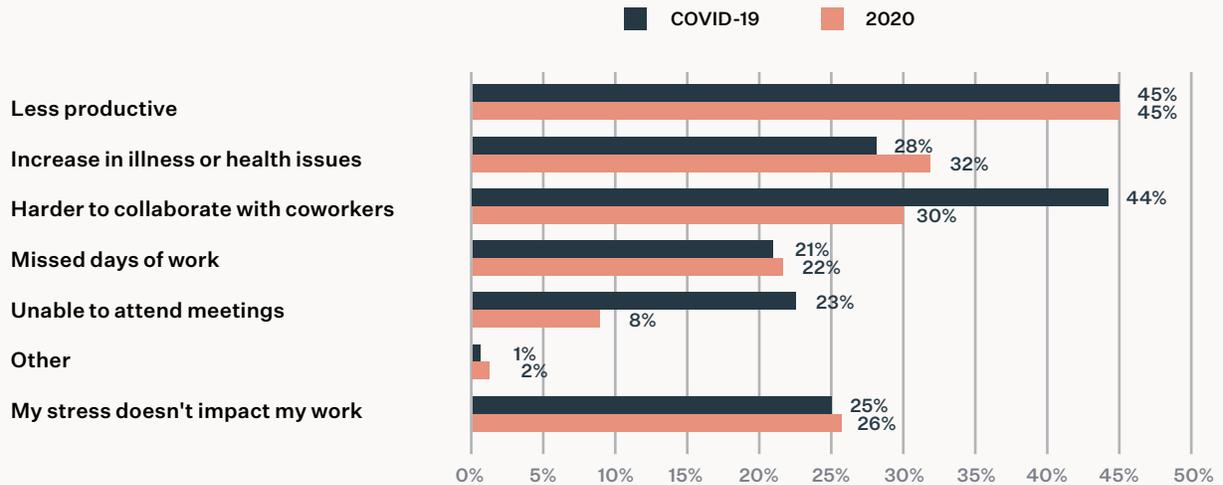
Nearly 2 out of 3 employees report they're losing more than an hour a day of work because of COVID-19 stress.

Approximately how many hours of productive work time are you losing each day as a result of COVID-19 pandemic-related stress?



Employees are missing meetings and struggling with collaboration more due to COVID-19 related stress.

How does stress impact your work life?

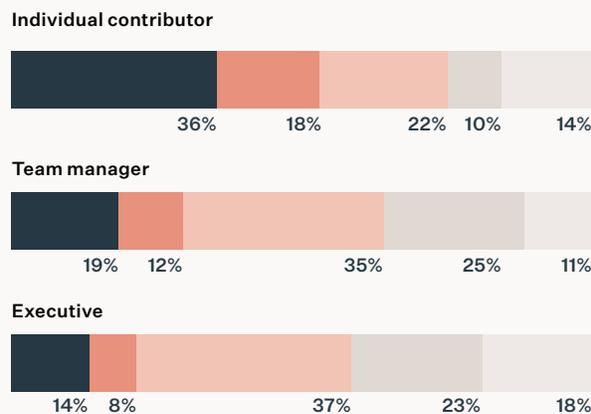


Millennials and executives report the highest impact of COVID-19 stress on their productivity.

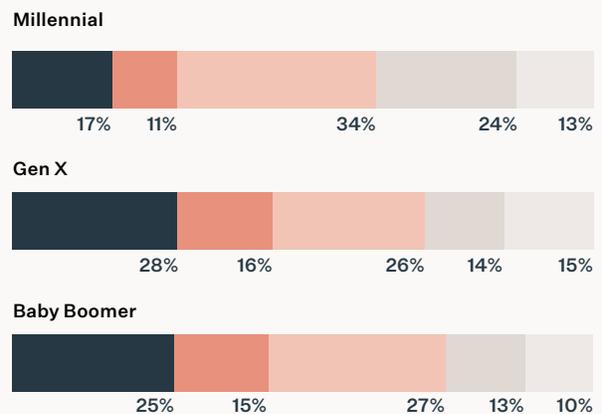
Approximately how many hours of productive work time are you losing each day as a result of COVID-19 pandemic-related stress?



Work Level

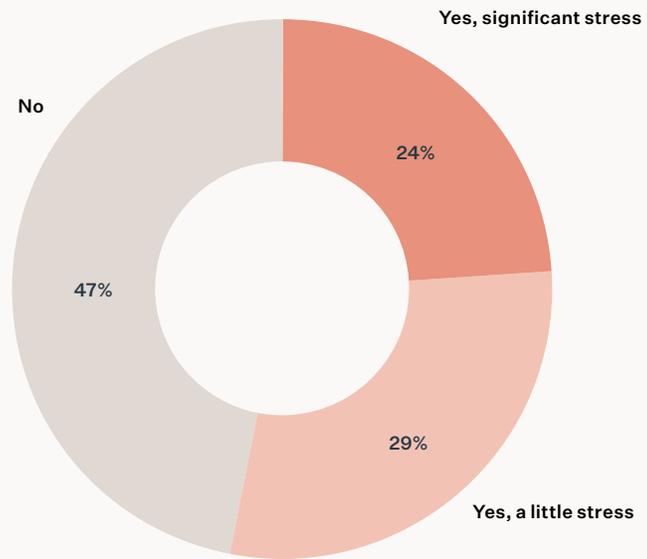


Generations



There's even more stress expected to come this year. More than half of employers expect that their work will be impacted by the election.

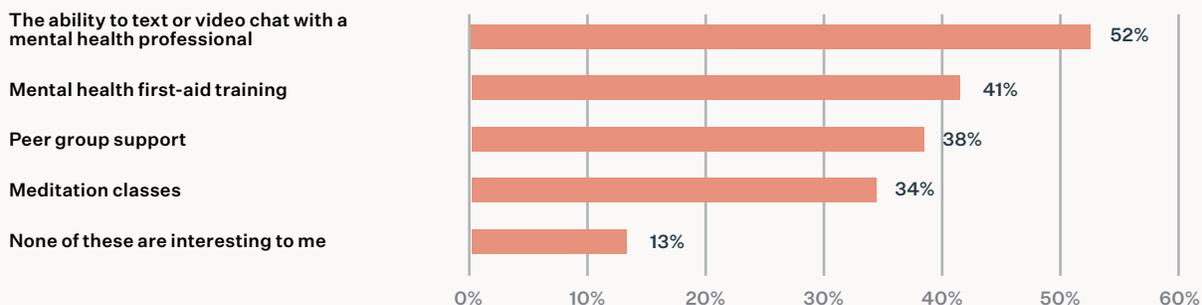
Do you anticipate this year's presidential election will cause stress that impacts you at work?



Workers continue to want *smartphone-based* mental health benefits in 2020, and are taking advantage of their existing benefits more than ever before.

Even before stay-at-home orders, employees wanted the ability to text or video chat with a mental health professional more than any other service from their mental health benefits.

Which of the following services would you ideally want your employer's mental health benefits to provide?



Since COVID-19, 80% of workers are likely to use mental health benefits that they can access from their smartphone any time, up slightly from 2019 and early 2020.

Would you be more likely to use an emotional or mental health benefit offered to you if you could access it at any time from your smartphone?

Yes No

2019



2020

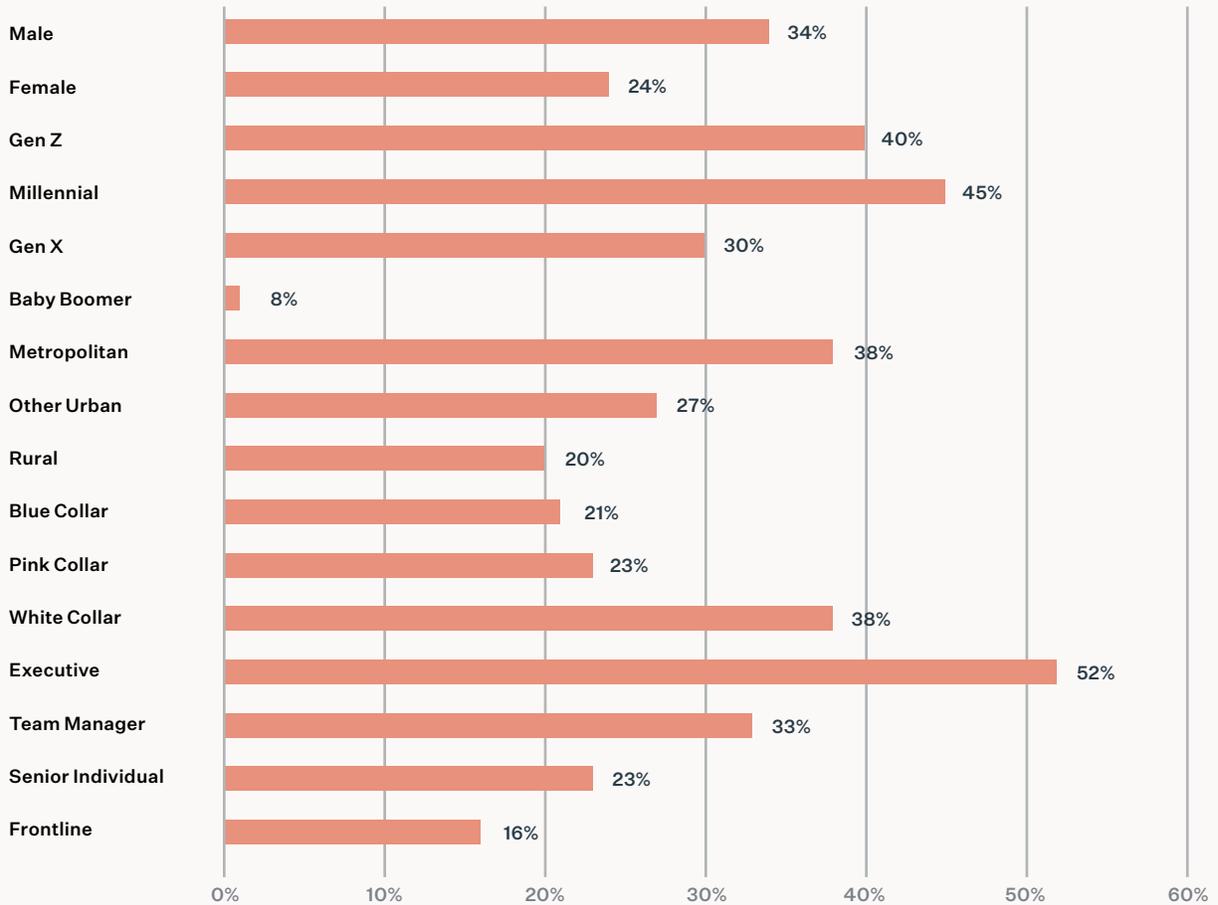


Covid-19



More than half of executives had used technology-based mental health services before.

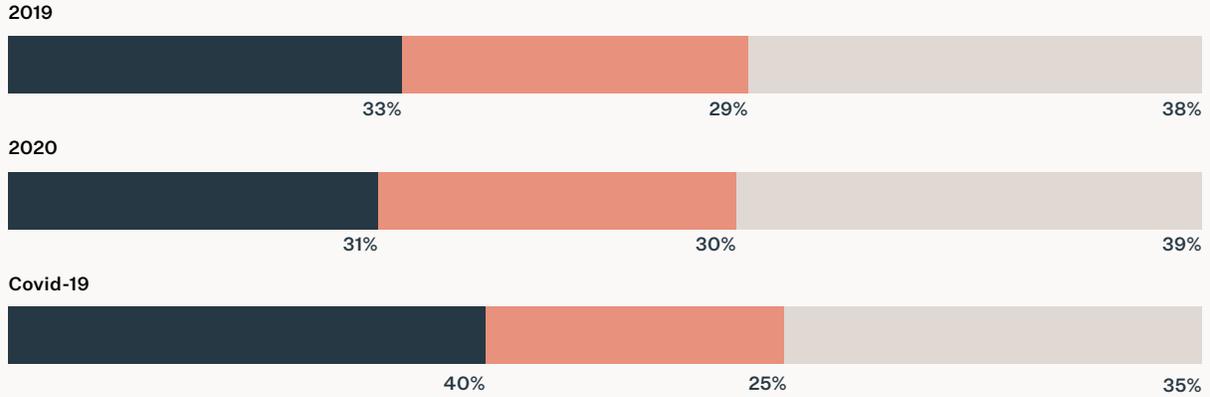
"I have used technology-based emotional or mental health services such as online counselling or mental health apps."



There's a notable increase in employees who are now taking advantage of mental health benefits since COVID-19, whereas from 2019 to 2020 before COVID, there was little change.

Have you taken advantage of any of the emotional and mental health benefits that your employer offers?

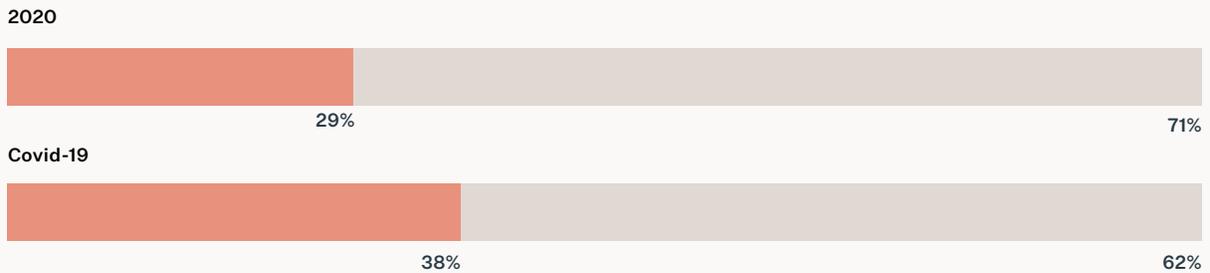
Yes, regular use No
Yes, occasional use



Use of technology-based mental health services jumped nearly 10% from the months before to during COVID-19.

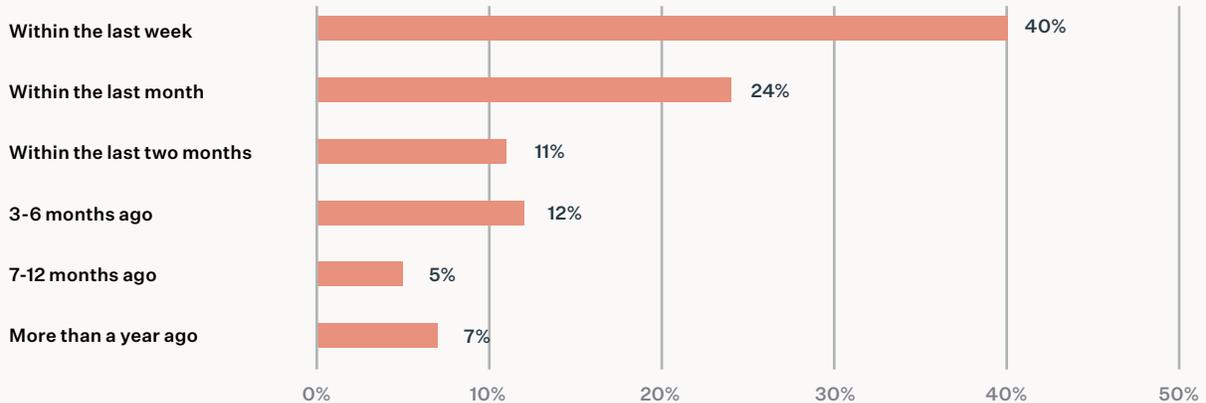
Have you ever used technology-based emotional or mental health services such as online counseling or mental health apps?

Yes No



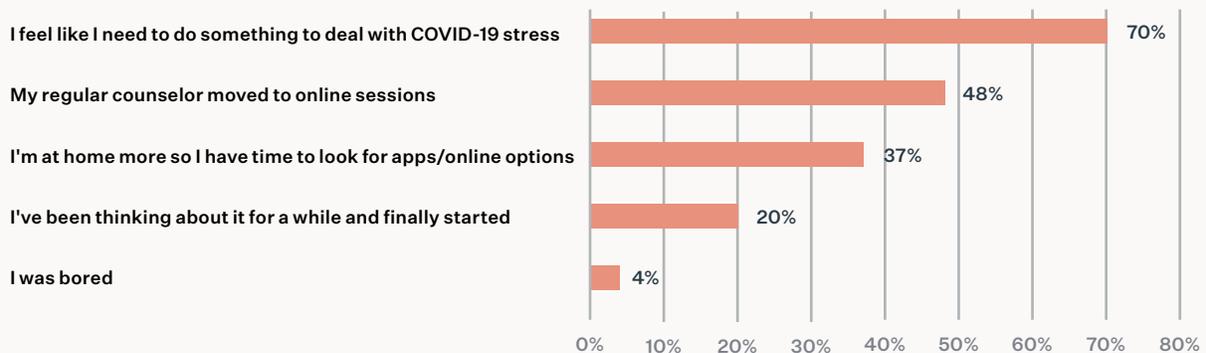
Of employees who use online mental health services, 64% only started using them since COVID-19.

When was the first time you used a technology-based emotional or mental health service such as online counseling or a mental health app?



COVID-19 stress was the primary reason employees started using online mental health services in the past month.

What motivated you to use a technology-based emotional or mental health service such as online counseling or a mental health app?



Employees have more access to mental health support but believe their employers can be *more supportive* of their mental health, especially during COVID-19.

Before COVID-19, 80% of employees wanted employers to do even more to support their emotional and mental health.

Please indicate your level of agreement with each of the following statements.

- Strongly agree
- Somewhat agree
- Disagree somewhat
- Strongly disagree

I wish my employer did more to support employee emotional and mental health



Services for emotional and mental health are increasingly accessible



My employer is taking more of an interest in the emotional and mental health of employees now than in the past

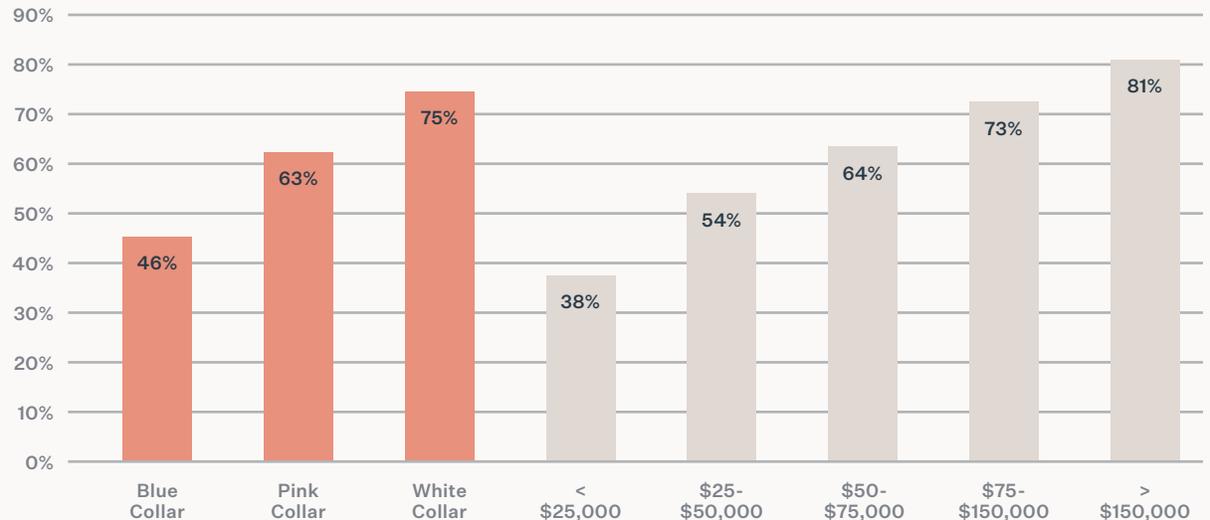


My workplace is more accepting of emotional and mental health issues now than in the past



Lower income employees are less likely to have access to mental health benefits.

Does your employer offer emotional and mental health benefits?



In 2019 and 2020, over a third of employees paid for mental health support out-of-pocket because their employer didn't cover it.

Have you ever paid out of your own pocket to get emotional or mental health support because your employer doesn't cover it?

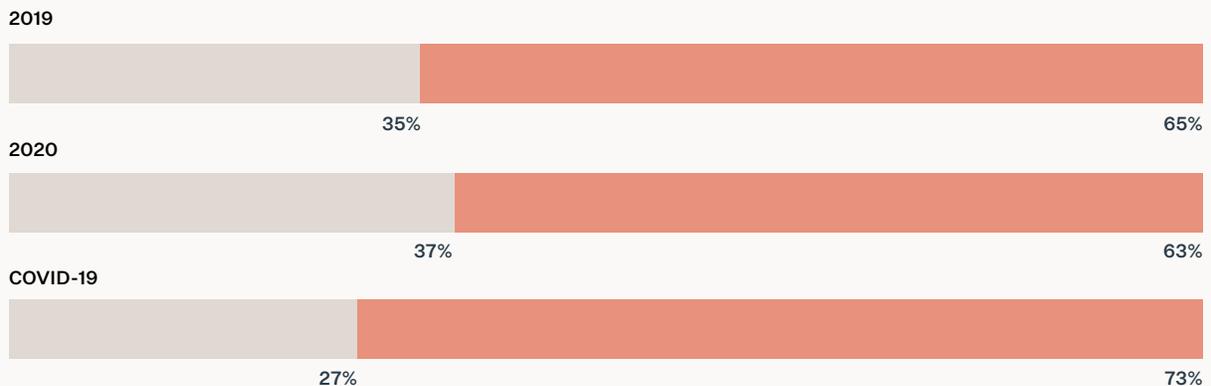
Yes
No



Since COVID-19, there's been a notable increase of employees who have access to mental health benefits.

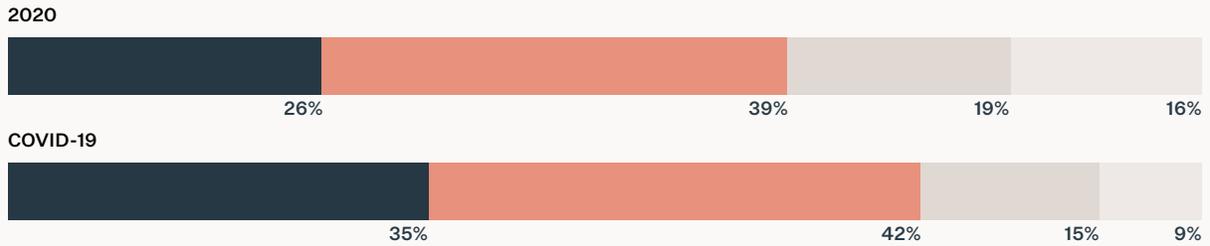
Does your employer offer emotional and mental health benefits?

No
Yes



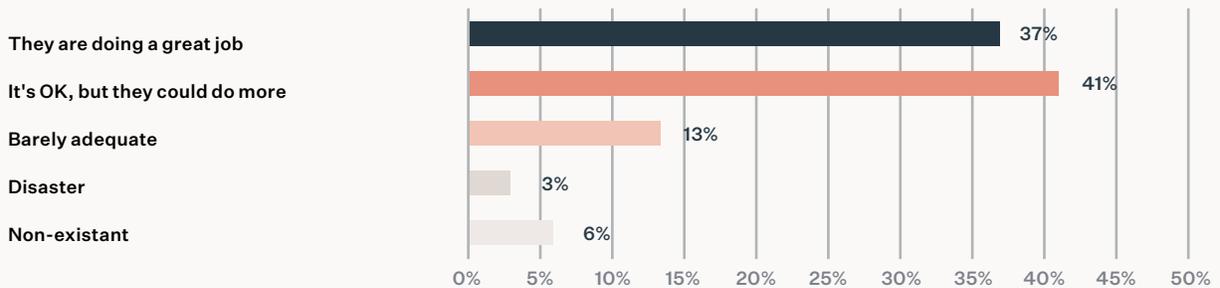
Since COVID-19, employees believe that their employers are more interested in mental health than they were before the pandemic.

“My employer is taking more of an interest in the emotional and mental health of employees now than in the past.”



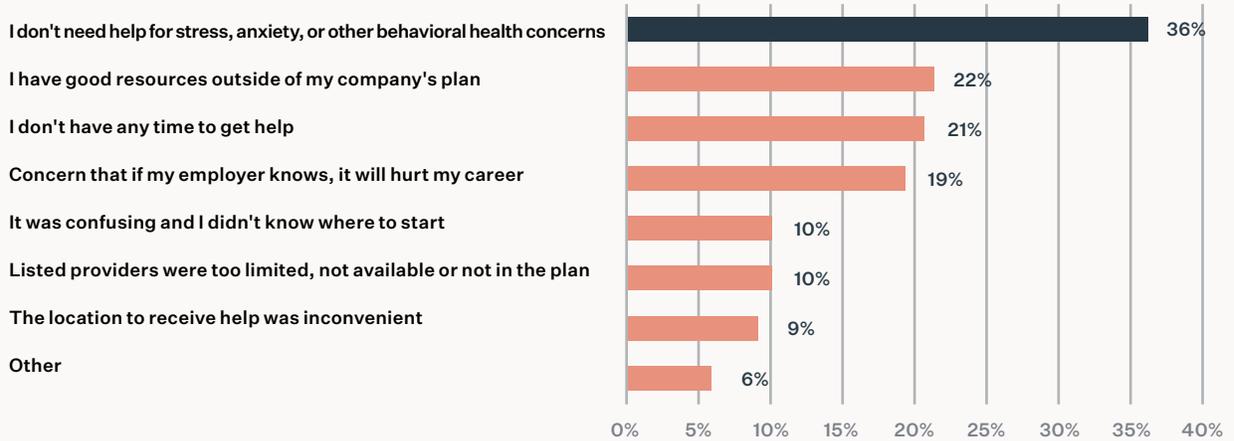
63% of workers reported that their employer could do more to support mental health during COVID-19.

How would you grade your company’s focus on employee emotional and mental health so far during the COVID-19 pandemic?



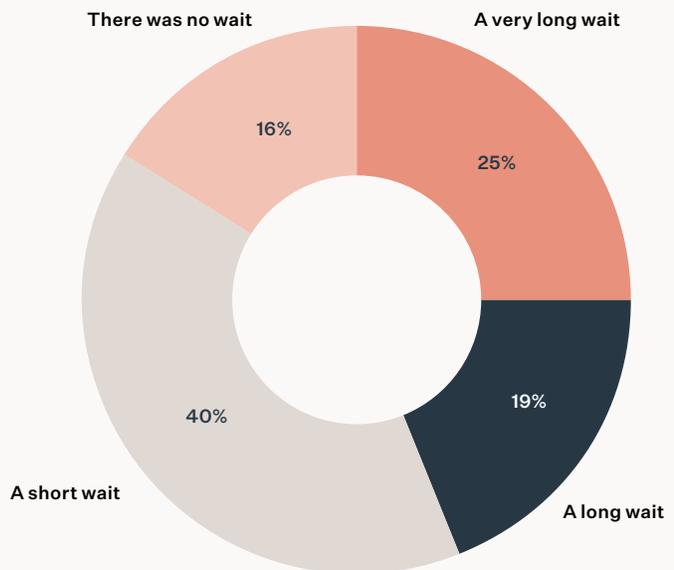
Of employees who have access to mental health benefits but don't use them, only a third say that they don't need them.

Why haven't you used company's emotional and mental health benefits more?



84% reported having to wait to access their mental health benefits.

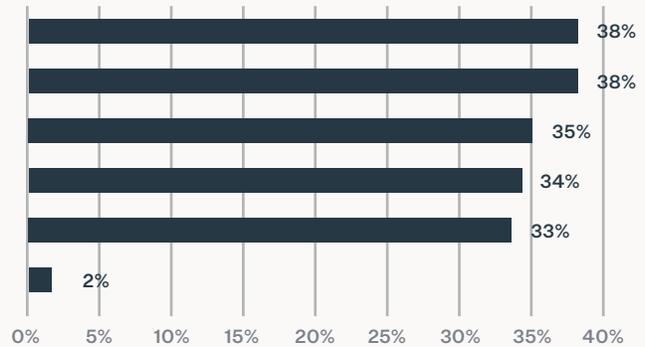
How long was the wait to access these emotional or mental health benefits?



Before COVID-19, employees reported using their mental health benefits for a wide range of reasons.

What motivated you to take advantage of the emotional and mental health benefits offered by your company?

- I was confident it would be confidential
- It was easy to understand and access the care I needed
- It was the most affordable option
- Someone encouraged me to get help
- I faced a desperate situation and had no choice
- Other



92% of employees agree that when employers are highly supportive of their staff, it positively impacts productivity.

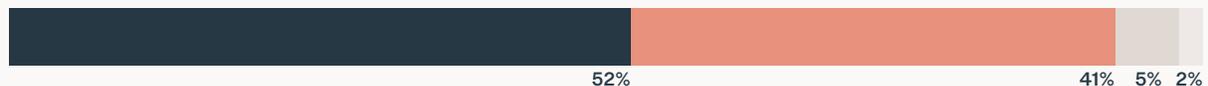
Please indicate your level of agreement with each of the following statements.

- Strongly agree
- Somewhat agree
- Disagree somewhat
- Strongly disagree

When employers are highly supportive of their staff, it has a direct positive impact on worker productivity.



Companies that have strong emotional and mental health support for employees will be more likely to survive the impact of COVID-19.



Employees at my company are significantly less productive because of the stress and anxiety of COVID-19.



Stress levels are all about the employee's personal life, not anything their employer does.

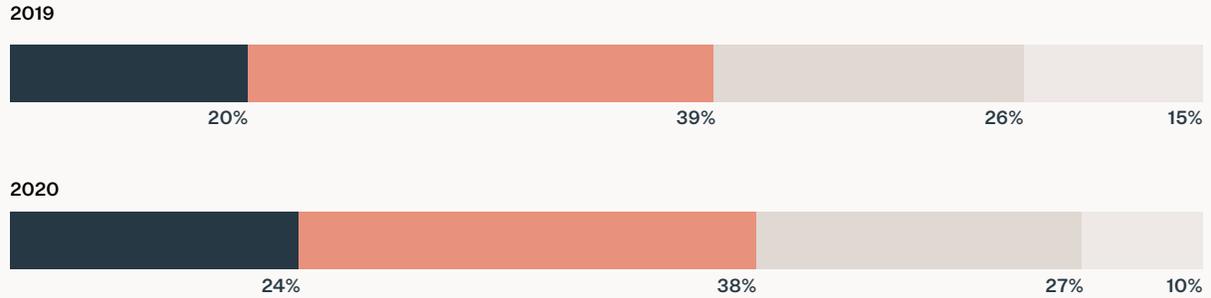


Employers' attitude
about mental health
matters to *employees*
and job seekers.

Mental health benefits are increasingly more important to job seekers, even before COVID-19.

How important are emotional and mental health benefits to you when evaluating a new job?

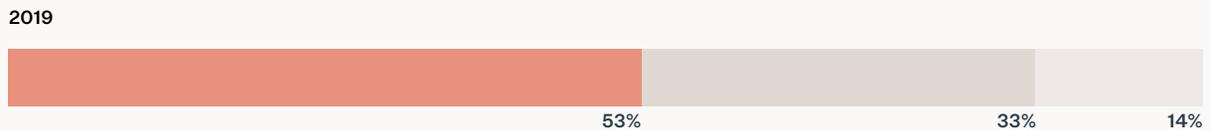
- Critically important
- Very important
- Somewhat important
- Not important



Over half of employees report that their employers are now more focused on employee mental health since COVID-19.

How has your company's focus on employee emotional and mental health changed as a result of COVID-19?

- Increased focus
- No change
- Decreased focus



Before COVID-19, 35% of employees reported that leadership at their company talks about mental health. 88% appreciate that their employers talk about mental health.

Does any of the leadership at your company speak about their own emotional and mental health?

Yes No



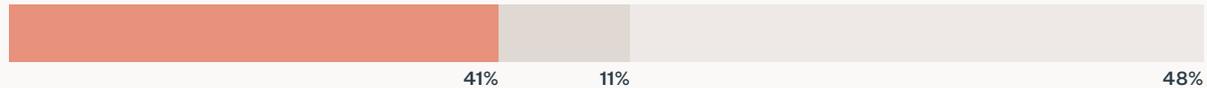
How do you feel about your leaders speaking about their emotional and mental health?

I appreciate it I wish they wouldn't I don't care either way



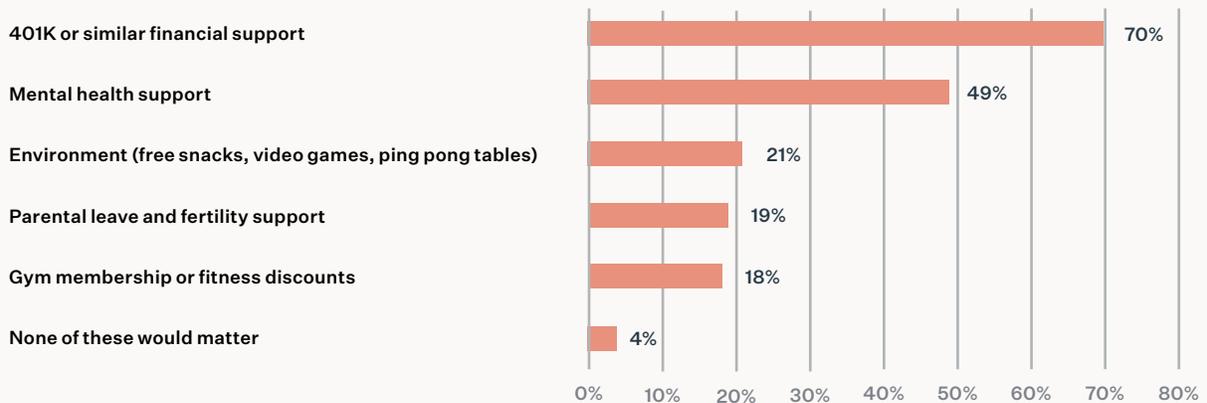
How do you feel about your leaders not speaking about their emotional and mental health?

I wish they would talk about it I appreciate that they don't I don't care either way



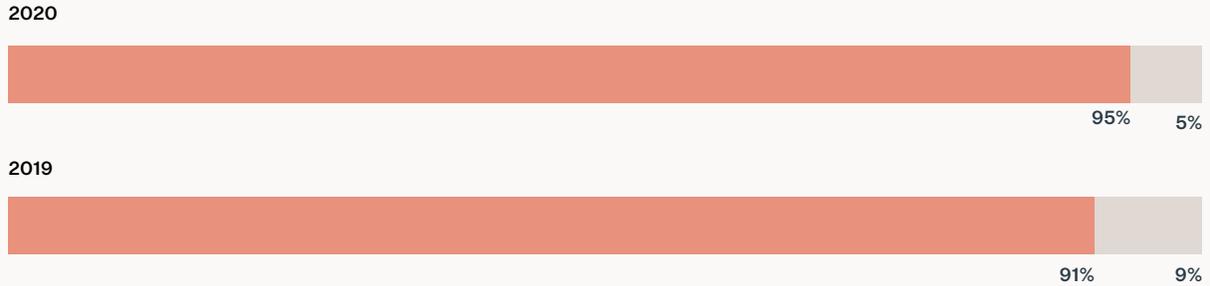
Mental health benefits were second only to 401K programs in importance when evaluating a new job, before COVID-19.

If you were evaluating a new job opportunity today, which of the following benefits would be most critical?



Between 2019 and 2020, there was an increase in employees who thought that employers should care more about mental health.

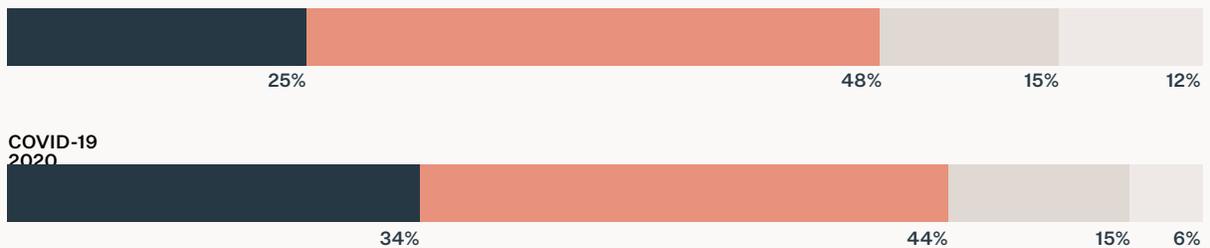
In your opinion, should employers care about the emotional and mental health of their employees? ■ Yes ■ No



More employees agree that since COVID-19, their employers are more accepting of mental health issues.

“My workplace is more accepting of emotional and mental health issues now than in the past.”

■ Strongly agree ■ Disagree somewhat
■ Agree somewhat ■ Strongly disagree



Workers continue to want smartphone-based Mental Health Benefits in 2020.

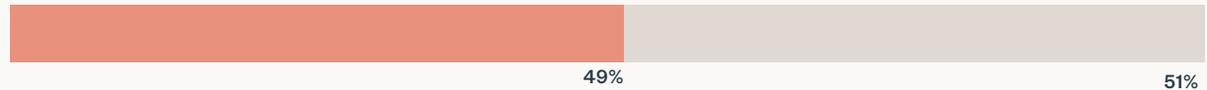
Not only do they want them more since COVID-19, they're *taking advantage of their existing benefits* more than before.

Until COVID-19, workers were just as stressed in 2020 as they were in 2019.

Have you ever become physically ill as a result of work-related stress (colds, ulcers, skin conditions, etc.)?

Yes No

2020



Covid-19



Prior to the pandemic, 59% of employees reported crying at work, up from 48% in 2019.

“My workplace is more accepting of emotional and mental health issues now than in the past.”

Strongly agreed Somewhat agreed Strongly disagree Somewhat disagreed

2020



Covid-19



Ginger brings high-quality mental health support within seconds to those in need. Through the Ginger app, members can connect with our team of coaches via text, 24/7, 365 days a year. For those in need of additional support, a therapist or psychiatrist can be added to their care team for video sessions. Over half a million people have access to the Ginger on-demand mental health system through our work with employers, health plans, and other partners.

To learn more about how Ginger can support your workforce, contact us at ginger.io/contact.

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