



Cigna Resilience Index

2020 U.S. Report

Together, all the way.®



September 2020

Right now, our nation is being tested in ways like never before, from the global coronavirus pandemic and the financial instability it has created, to the social justice issues and divisiveness plaguing communities nationwide. We are all seeing and feeling the consequences they are having on our physical and emotional health and well-being every single day. To bounce back and grow even stronger, we must dig deep, support one another and draw upon our ability to build a more resilient population.

Resilience is commonly defined as the ability to quickly recover from challenges. At Cigna, we understand the critical role that resilience plays in our ability to confront and overcome the most difficult issues facing society. But we wanted to gain a deeper understanding of the important nuances in today's environment and, more importantly, learn what factors can drive greater resilience for tomorrow.

This is why we've set on a path to understand the state of resilience in two critical populations — our school and university-age communities (students ages 5-17 and their parents, and young adults ages 18-23) and the adult workforce (ages 18+), and the underlying factors that make up personal resilience.

We partnered with Dr. Michael Ungar and the Resilience Research Centre to develop the largest U.S. survey using their accredited resilience measurement scales, to immerse ourselves in the challenges our communities are facing, big and small. We had approximately 16,500 U.S. children and adults take our survey and share with us how they are experiencing resilience in their own lives during these tumultuous times. We aggregated the data and analyzed it through many different lenses, so that we could identify commonalities, variances and trends among different ages, races, geographies and employment statuses.

What we found was that resilience is at risk for 60 percent of Americans surveyed. And, low resilience has real consequences — it leads to poor performance in school and at work, the potential to be less healthy, as well as a higher likelihood of turnover and lower job satisfaction in the workplace.

But we also found many common themes exist for those who are highly resilient. The research shows a strong connection between resilience, staying connected socially and being surrounded by a diverse community.

Through this data and the actionable insights we uncovered, we are better poised to create support tools and resources to put our customers and communities on a healthier path forward. We encourage you to examine this important research and develop action plans to help your students, colleagues and employees, friends and family build inner resilience. One of the most important survey findings is that resilience exists in every one of us from young childhood, and it is up each one of us to help hone this life-long skill. Now, more than ever, we need to work together to ensure we are ready not just to grow in the face of adversity, but to [Grow Forth](#).

Sincerely,

Douglas Nemecek, M.D., MBA

Chief Medical Officer for Behavioral Health, Cigna

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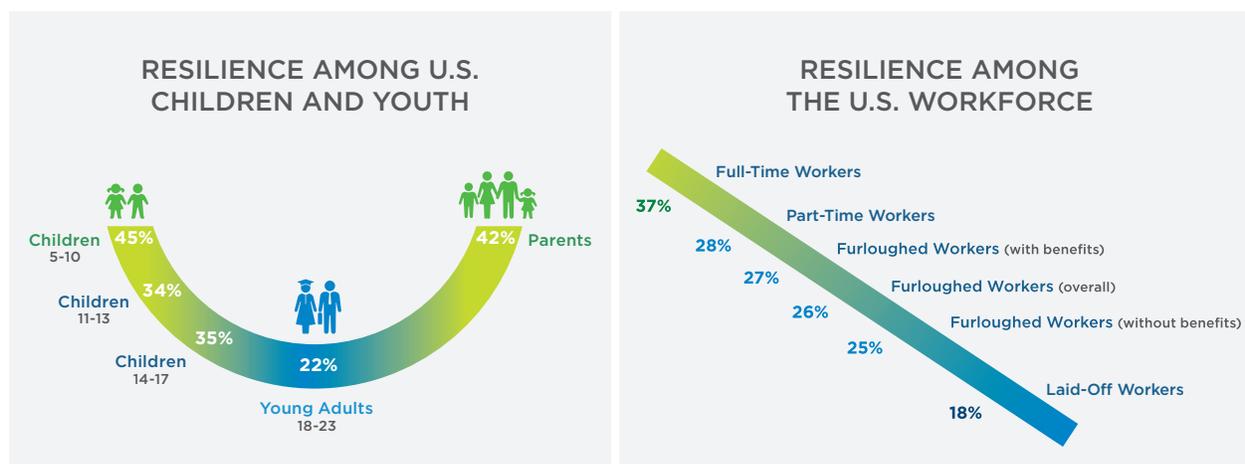
A Lifetime of Resilience: 2020 U.S. Report

Americans' resilience is at risk. Though resilience is inherent in every American no matter their zip code or background, only about 40 percent of adults surveyed are considered highly resilient, meaning 60 percent of the population is at risk of not being able to quickly recover from challenges and cope with adversity. Our current environment is testing resilience more than ever as the nation is witnessing the impact of a global pandemic, financial uncertainty and increased awareness of systemic racism. At a time when many are facing unprecedented change and struggle, it is critical to understand how to build and maintain resilience to not only survive in uncertain times but also to thrive in the future.

Resilience – commonly defined as the ability to quickly recover from challenges – is closely connected to the people and communities that surround you, from family and school environments to the workplace. Under the Cigna Resilience Index, Cigna¹ set out to better understand these connections and relationships, as well as the nuances of resilience, by conducting two national surveys among school communities and the workforce.

RESILIENCE IN CHILDREN THROUGH ADULTHOOD

Among the children surveyed, the study found that forty-five percent of young children are highly resilient. Highly resilient children are secure in their relationships with their family and community, and they are limited in their exposure to outside stressors. However, as children enter their early pre-teen years (11-13), they often experience a sharp decline in resilience as their relationships become more complicated and as their feelings of connection and community diminish. Eventually, as young adults enter the workforce, and as some become parents, they build resilience again as they often grow their communities, whether that be through family, friend groups or work environments.



¹"Cigna" refers to various operating subsidiaries of Cigna Corporation.

KEY DRIVERS OF RESILIENCE

This research demonstrates that while social connectivity is a meaningful driver of high resilience, diversity and a sense of inclusion in relationships are key building blocks. Having diverse friendships, living in diverse communities and being employed at diverse workplaces elevates resilience levels. The awareness and appreciation of diverse races, cultures and perspectives enriches community and fosters inclusivity, empowering resilience to grow.

RISKS OF LOW RESILIENCE

Without adequate social support, personal connections and resources, individuals of all ages are at greater risk for low levels of resilience. Our research reveals the meaningful adverse impacts of low resilience, especially for children who are in the most formative years. Children with lower resilience are more likely to perform worse in the classroom, suffer from anxiety and need treatment for a mental or behavioral health issue. Adults with low resilience have trouble staying focused on their strengths and do not have the psychological, social, economic and institutional resources needed to more easily overcome challenges successfully.

RESILIENCE AND THE WORKFORCE

The inherent threat of low resilience is further exemplified by the impact the COVID-19 pandemic has had on the American workforce. Despite having the highest levels of resilience when compared to those furloughed or laid off, nearly two-thirds (63%) of full-time workers are still considered to have only low or moderate resilience. Not only has the pandemic threatened the resilience of those whose employment has been directly impacted, but also it has created an environment of uncertainty that is difficult even for the most resilient. The deterioration of resilience in the workplace is connected to a higher likelihood for turnover, lower job satisfaction and performance, weaker work relationships, lack of community and inability to cope.

BUILDING GREATER RESILIENCE IN AMERICA

The consequences of low resilience can have lasting effects on people, communities and businesses. Fortunately, there are ways to help people both build and maintain their resilience. Increasing exposure to diversity, having good physical and mental health and having access to community and employer resources and tools can all elevate resilience levels.

This research report aims to shed light on the factors influencing resilience so we can build a more resilient population, together.

Measuring Resilience — Our Methodology

To understand the state of resilience in the U.S., Cigna conducted two nationally representative surveys among children (ages 5-17) and their parents, young adults (ages 18-23), and of U.S. workers (including full- and part-time workers, furloughed workers and laid-off workers). The research was conducted in partnership with Dr. Michael Ungar and the Resilience Research Centre (RRC) at Dalhousie University and it is based on the Child and Youth Resilience Measure (CYRM) and Adult Resilience Measure (ARM), two 17-item questionnaires developed by the RRC. The CYRM and ARM are self-reported measures of resilience and all findings are based on this self-reported data. To calculate resilience among adults, critical cutoff values provided by the RRC were used (to differentiate low and moderate resilience, and moderate and high resilience). To calculate resilience among children using modified versions of the resilience scale, cutoff values that correspond to the normalized z-score of adults' cutoff scores were used to ensure comparability of resilience levels across differently scored instruments.

For the purposes of this study and report, “resilient” refers to high resilience, and resilience levels are defined as follows:

- **Low resilience:** Individuals with low resilience have trouble staying focused on their strengths, and generally lack the support they need to cope with unexpected stress. People with low resilience not only perceive few opportunities and are less optimistic about the future, but also they don't enjoy the psychological, social, economic and institutional resources that make success possible.
- **Moderate resilience:** Individuals who are moderately resilient have some of the skills they need to cope but occasionally doubt their ability to overcome challenges as challenges increase in intensity. The sources of support they enjoy are available but tend to be inconsistent or fragile. People who are moderately resilient can cope well under some circumstances but become stressed as situations change and they need new personal skills and social supports.
- **High resilience:** Individuals with high resilience show a robust constellation of personal qualities that let them flexibly take on stressful situations as they arise. They also have in place the social and institutional supports they need to deal with bad times, or the ability to find new resources when the situation demands a different set of supports.²

²Definitions of low, moderate and high resilience are derived from the Resilience Research Centre (RRC).



CHILDREN, THEIR PARENTS & YOUNG ADULTS



Cigna
Resilience
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The State of Resilience Among Children, Their Parents and Young Adults

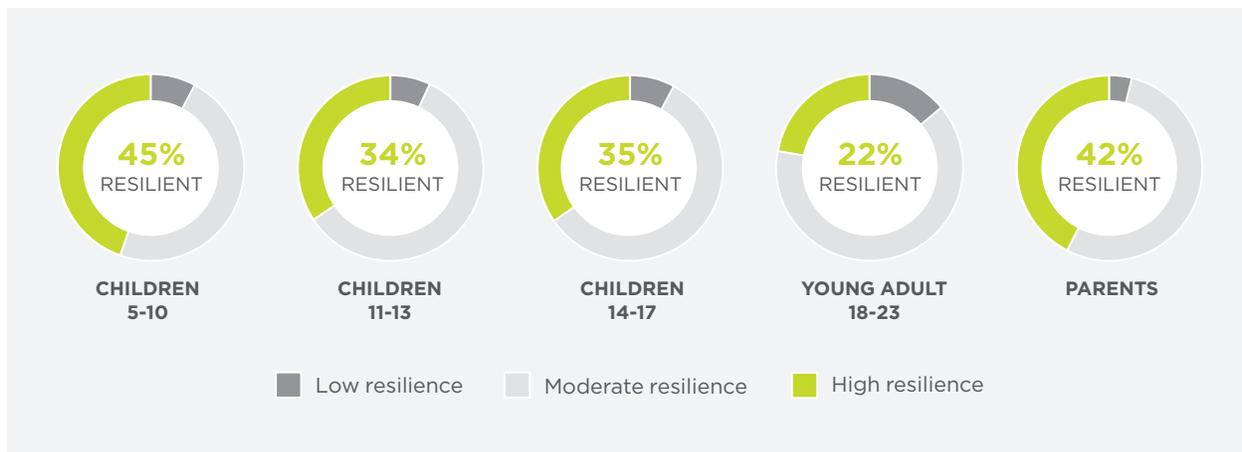
To understand the state of resilience among children and their parents, the Cigna Resilience Index research focused on a paired survey structure that included a sample of 5,000 children ages 5-17 and 5,000 parents of those children. An additional oversample of 1,500 young adults (ages 18-23) was included to better understand resilience among university-age and those joining the workforce.

As children approach young adulthood their connections and relationships become more complicated and often weaken, contributing to a sharp drop in resilience levels. To avoid, or at minimum soften, this drop and put young adults on a positive trajectory through adulthood, there is a real need to help children maintain and practice resilience. Adults — parents, teachers, coaches, community leaders — all play a critical role in helping children through these most formative years so they can cope and grow through challenges.

RESILIENCE CURVE

Our research reveals that the overwhelming majority of children start with moderate-to-high levels of resilience, suggesting that resilience resides within all of us, regardless of gender, race or socioeconomic status. The youngest children (ages 5-10) demonstrate the highest levels of resilience (45%), but levels drop steadily — to 34% at ages 11-13, and further decline to only 22% in young adults ages 18-23. This staggering 23% drop demonstrates the critical need to intervene and put children on a lifelong trajectory to be able to grow through challenges.

As significant as the 23% drop is through childhood, our research reveals that when adults eventually become parents, resilience levels climb back up, with 42% of those parents surveyed being highly resilient.



IMPACT OF COVID-19 AND CURRENT EVENTS

The U.S. is also going through emotional turmoil with children, young adults and parents all feeling the impact of current issues like COVID-19, the economic downturn and increased awareness of the systemic and pervasive culture of racism.

With stay-at-home and shutdown orders and schools and workplaces largely moved online, both children and adults are struggling with stress and anxiety due to limited social contact, large changes to daily routines and uncertainty about the future.

- More than half of the parents surveyed (54%) say that COVID-19 is causing their child distress and anxiety (5-10-year-olds: 53%, 11-13: 56%, 14-17: 54%; differences between age groups are not significant).
- Close to half of parents (45%) say that being homeschooled due to COVID-19 makes their child stressed and anxious.
- As for young adults (18-23-year-olds), more than seven in ten (72%) are suffering from stress and anxiety due to COVID-19. Over half say that having to work from home (or continuing to work in-person) due to COVID-19 makes them anxious and stressed (52%, 54%).
- And nearly three in four parents (74%) are feeling stressed and anxious due to COVID-19, while over six in ten (62%) are stressed by the current economic uncertainty.

Compounding this, nearly one in four parents (23%) say that their current financial situation is fair or poor. Over half of parents (54%) say that having to homeschool their child/children due to COVID-19 causes them anxiety; six in ten essential worker parents (60%) feel this way.

SYSTEMIC RACISM WEIGHING ON CHILDREN, YOUNG ADULTS AND PARENTS ALIKE

An increased national awareness of a culture of systemic racism and injustice has heightened levels of anxiety across all generations and demographics surveyed.

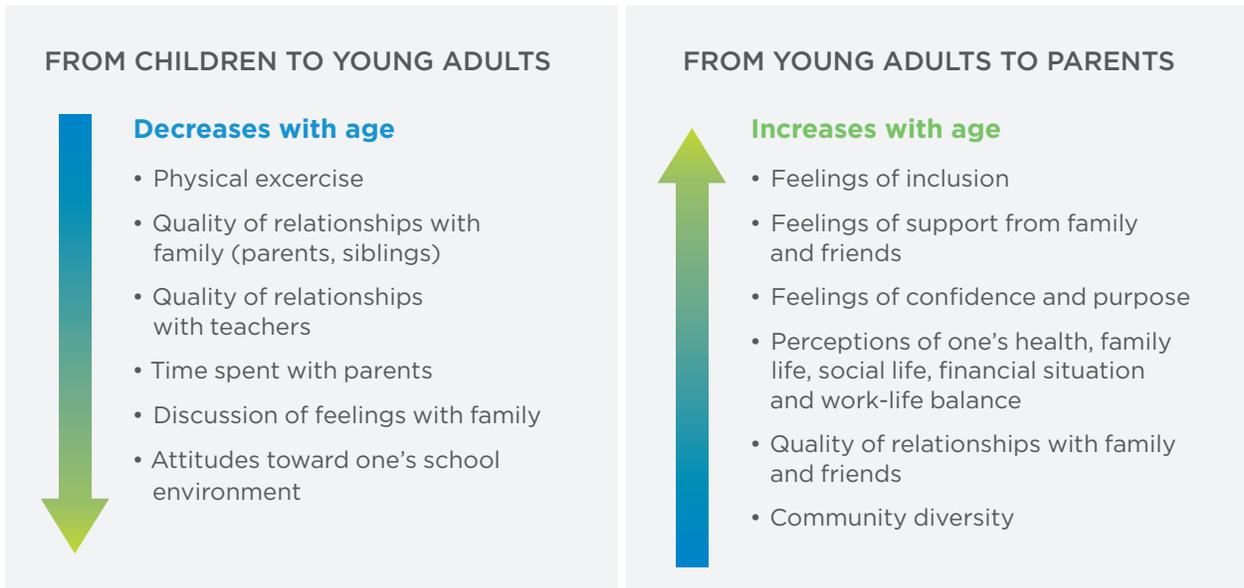
- More than four in ten parents of Black children (44%) say this increased awareness of racism causes their child anxiety.
- Half (50%) of young Black adults aged 18-23, 54% of Asians, 46% of Hispanics and 48% of those who identify their race as “Other” say they have experienced racial discrimination in the past (compared to just 17% of Whites).
- Close to six in ten Black parents (59%), 46% of Asians, 45% of those who identify their race as “Other” and 37% of Hispanics say they have experienced racial discrimination (compared to just 16% of Whites).

When it comes to these issues of race and injustice, **young adults are even more stressed and anxious about the recent deaths of Black Americans like George Floyd (65% are stressed) than they are about the current economic uncertainty (57%)**. In the last month, nearly one-third of Asian (35%), Black (30%) and Hispanic (30%) young adults often felt afraid to leave their house (compared to 23% of Whites).

Why Does Resilience Fall as Children Age?

Many things change from childhood to adulthood, and resilience changes as well, peaking early on, falling steadily as a child ages, bottoming out in young adulthood and then rising again as young adults grow up, enter the workforce and eventually become parents.

But what else is changing as resilience levels fall on the way to young adulthood? Looking into the drop in resilience from young childhood (5-10 years old) to the tween (11-13) and teen years (14-17), there are certain patterns that emerge.



HEALTH

Younger children are more likely to be in good mental and physical health, both of which play a large part in resilience levels.

- Eight in ten children ages 5-10 (79%) have very good mental health, vs. seven in ten children ages 11-13 (71%) and ages 14-17 (69%).
- Children from ages 5-10 are also more likely to exercise daily compared to their 14-17-year-old counterparts (18% vs. 13%).

RELATIONSHIPS

Younger children also tend to have better relationships with the adults in their lives, which is associated with higher resilience.

- Children ages 5-10 are more likely than older children to have very good or excellent relationships with their parents (87% vs. 81% [11-13] vs. 79% [14-17]), siblings (75% vs. 69% vs. 66%), extended family (78% vs. 70% vs. 67%) and teachers (72% vs. 64% vs. 61%).

CHILDREN, THEIR PARENTS AND YOUNG ADULTS

- Younger children also spend more time with their parents (in an average day, 30% spend 5-8 hours with parents vs. 26% [11-13] and 22% [14-17]).
- And younger children (5-10) tend to use social media more sparingly than older children (59% use it less than an hour a day or never, compared to 22% of teens [14-17] using social media for the same amount of time).

SENSE OF BELONGING

Feeling a sense of belonging also becomes harder as children get older. Younger children are more likely to feel they fit in.

- Approximately three in ten children say they only sometimes or do not at all fit in with other children (29%), and those who say they do not fit in are over 20 times less likely to be resilient (2% resilient vs. 53% resilient).
- Young adults with low resilience are 5 times less likely to feel that people like to spend time with them compared to young adults with high resilience (17% vs. 96%).

OUTSIDE STRESSORS

With age also comes an increase in exposure to outside stressors.

- Older children have more frequent difficult conversations with their parents in general (38% [5-10] vs. 42% [11-13] vs. 45% [14-17]).
- Older children also feel increased stress due to outside events such as the deaths of Black Americans like George Floyd (23% [5-10] vs. 34% [11-13] vs. 35% [14-17]) and economic uncertainty (16% [5-10] vs. 20% [11-13] vs. 23% [14-17]).

PARENTHOOD

On the other hand, as young adults grow up, enter the workforce and eventually become parents, gaining feelings of confidence and community along the way, there is an upswing in resilience from 22% high resilience among young adults ages 18-23 to 42% high resilience among parents. In addition to increased feelings of confidence and connectedness on the path from young adulthood to parenthood, parents tend to:

- Feel more optimistic overall (72% vs. 56%) and have greater feelings of purpose (75% vs. 59%) than young adults.
- Feel more supported by family (78% vs. 65%) and more included in their communities (66% vs. 46%).
- Have better quality relationships with their parents (65% vs. 56%), extended family (60% vs. 43%) and friends (64% vs. 53%) than young adults.

Parents also have better overall perceptions of their own health, family life, social life, financial situation and work-life balance than young adults.

The Connection Between Community Diversity and Resilience

People's perceptions of the diversity of their communities, where diversity is defined as people of different races/ethnicities, socio-economic statuses, religions, etc., are connected to higher resilience across all age groups. All sources of diversity, whether that be **diversity in one's family, friendships or workplace**, can play a role in building resilience among children, young adults and parents.

CHILDREN

Among children ages 5-17, those who are living in diverse communities are more likely to have high resilience compared to those whose communities are not diverse (41% resilient vs. 35% resilient). Additionally, children who have diverse school systems are more likely to be resilient compared to those who do not (41% vs. 36%).

YOUNG ADULTS

For young adults ages 18-23, those who report diversity in their community are more likely to be resilient (24% vs. 17%). This diversity is good for young adults in several ways, with those living in diverse communities saying that they are more likely to:

- Feel that they belong in their community (50% vs. 39%).
- Know how to behave in different social situations (69% vs. 57%).
- Be treated fairly in their community (59% vs. 53%).
- Have opportunities to show others that they can act responsibly (70% vs. 57%).

Additionally, young adults with diverse friendships are more likely to have high resilience (23% vs. 18%). Young adults with diverse friendships are more likely to feel supported by friends (64% vs. 52%), say their friends stand by them during difficult times (64% vs. 53%) and feel that people like to spend time with them (59% vs. 47%).

PARENTS

For parents, living in a diverse community is also tied to higher resilience; among those whose community is diverse, 45% are highly resilient, an 11-percentage point difference from those who do not live in a diverse community (34%). Parents living in diverse communities are also more likely to feel supported by their friends compared to parents whose communities are not diverse (74% vs. 65%). Similarly, parents who have diverse friendships, a diverse workplace and/or children in diverse school systems are more likely to be resilient.

- Nearly three-quarters (73%) of parents with diverse friendships say their friends stand by them during difficult times compared to 68% of parents without diverse friendships.
- Parents with diverse friendships are more likely to feel that people like to spend time with them compared to parents without diverse friendships (77% vs. 66%).

Related to that, parents who say that they are socially tolerant and respect ethnic, religious and racial differences have higher resilience (43% vs. 28%).

Demographics Play a Key Role in Resilience

Resilience is influenced by the situation you are born into, but that is not the only determinant. **Factors such as race/ethnicity, sexual orientation, income, employment and education** levels do play a role in resilience. However, these are not the only determinants, as one's **personality** (extroverted vs. introverted) and outlook (optimistic vs. pessimistic) also have an impact on resilience levels.

RACE IS A DETERMINANT AS CHILDREN AGE

All children, regardless of their race or ethnicity, start off with similar resilience levels. Looking at children as one group (ages 5-17) there are no striking differences in resilience based on race, though Asian children are more likely than White children to have low resilience (10% vs. 7%). Forty percent of White children, 42% of Black children, 39% of Hispanic children and 39% of Asian children have high resilience, but none of these differences are significant.

Looking at children by age group (5-10, 11-13, 14-17), there are also no major race-based differences until children reach their teens (ages 14-17). Asian children have higher resilience at ages 5-10 and ages 11-13, but the differences are not significant.

However, in the teen years (ages 14-17) Black teens have significantly higher resilience (45%) than White (34%), Hispanic (35%) and Asian (19%) teens. But there is a major drop-off in Black children's resilience between the teen and young adult years; high resilience drops from 45% among Black teens ages 14-17 to just 16% among Black young adults ages 18-23.

White children's and Hispanic children's resilience drop most significantly between early childhood (5-10) and the tween years (11-13). White children's high resilience drops from 45% to 35% and Hispanic children's from 45% to 33%. From there, resilience falls more gradually than it does for Asian and Black children. Asian children's resilience drops most significantly between the tween (11-13) and teen (14-17) years, from 41% high resilience to 19% high resilience.

Black children exhibit a different trajectory, with high resilience levels dropping from early childhood to the tween years (44% to 34%), and then rising again from the tween to teen years (34% to 45%), though neither of these shifts is statistically significant. But Black children's resilience levels drop dramatically from the teen (14-17) to young adult (18-23) years, falling from 45% high resilience in the late teens to just 16% high resilience as young adults.

Black young adults are also significantly more likely to have low resilience (26%) compared to White (10%), Asian (14%) and Hispanic (15%) young adults. Related to that:

- White young adults and Asian young adults (63%) are significantly more likely to feel like they are treated fairly in their community compared to Black young adults (43%) and Hispanic young adults (52%).
- White young adults (69%) are more likely to feel like their family has supported them through life compared to Black young adults (56%) and Hispanic young adults (63%).
- White young adults (54%) are also more likely than any other racial/ethnic group to talk to their family/partner about how they feel (Hispanic: 46%, Black: 44%, Asian: 40%).

PERSONALITY AND GENDER DYNAMICS

In terms of personality, children who are mostly optimistic are nearly twice as likely to be resilient compared to those who are not (44% vs. 23%). Children who are mostly extroverted (45%) are 14 percentage points more likely to be resilient than those children who are mostly introverted (45% vs. 31%). Additionally, in childhood girls tend to be more resilient than boys (43% vs. 36%).

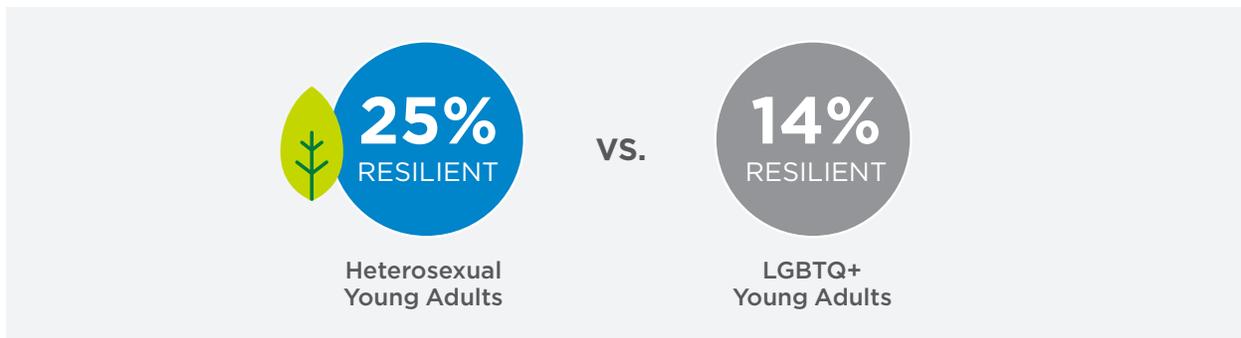
Similar to children, young adults who are mostly optimistic are three times as likely to be resilient compared to those who are not (30% vs. 10%), and young adults who are mostly extroverted are nearly twice as likely to have high resilience (31% vs. 17%). And, like children and young adults, parents who are mostly extroverted have higher resilience levels compared to those who are mostly introverted (53% vs. 36%).

OTHER FACTORS IMPACTING YOUNG ADULTS

Focusing on young adults in more detail, employment status, education levels and household income also play a part in resilience. Those young adults who:

- Are employed full-time are more likely to be resilient compared to those who are unemployed (29% vs. 14%).
- Have a college education are more resilient than those not college educated (27% vs. 17%).
- Have a household income of \$100,000-\$200,000 are more likely to be resilient than those earning between \$50,000-\$100,000 (28% vs. 20%).
- Have dual-income households also tend to be more resilient compared to single income households (27% vs. 19%).

Sexual orientation also plays a role in resilience for young adults — those who identify as heterosexual have higher resilience compared to those identifying as LGBTQ+ (25% vs. 14%, an 11-percentage point difference). As an example of how heterosexual and LGBTQ+ young adults differ in terms of their resilience, LGBTQ+ respondents are significantly less likely to say that their families know a lot about them (42%) and that they belong in their communities (36%) compared to heterosexual young adults (60%, 50%).



PARENTS

Regarding parents specifically, employment and income levels are also very important factors in understanding resilience more holistically.

- Those parents employed full-time are nearly twice as likely to be resilient than those parents who are unemployed (46% resilient vs. 25%).
- Those in the top income bracket (\$200,000+ a year) are 20 percentage points more likely to be resilient than those in the lowest income group earning under \$50,000 a year (51% vs. 31%).
- Those in dual-income households also tend to be more resilient compared to those in single income households (44% vs. 41%).
- Four in five fully employed parents (82%) feel that they have opportunities to apply their abilities in life, compared to 57% of unemployed parents.
- Three in four parents (75%) with an annual household income (HHI) of \$200,000+ feel they belong in their communities, compared to 53% of parents with an HHI of \$50,000 or less.

Other factors impacting parents' resilience include marital status — for example, parents who are married are more likely to be resilient than single parents (46% vs. 32%). Marital status, along with different family situations and relationships, extend into and influence resilience among children. Children with a living grandparent (41% vs. 30%) and children with a sibling (41% vs. 36%) are more likely to have high resilience.

For parents, sexual orientation also comes into play; heterosexual parents have higher resilience levels than LGBTQ+ parents (43% vs. 34%). As an example, heterosexual parents are more likely to say that their families have supported them through life compared to LGBTQ+ parents (79% vs. 67%). Finally, location also factors into resilience with parents living in urban areas having higher resilience than those in rural areas (45% vs. 39%).

IMPORTANCE OF PHYSICAL AND MENTAL HEALTH ACROSS ALL AGES

Being in good physical and mental health is a key driver of resilience across all ages (children, parents and young adults).

- Children and young adults in good physical health are more likely to be resilient than those in fair/poor health (40% resilient vs. 16% resilient [children] and 26% vs. 7% [young adults]).
- Children who get physical exercise daily or almost daily are more likely to be resilient than children who exercise infrequently (46% vs. 32%).
- Children and young adults in good mental health are more likely to be resilient than those in fair/poor mental health (41% vs. 14% for children and 28% vs. 10% for young adults).
- Related to that, young adults and parents who regularly practice stress reduction activities are significantly more likely to be resilient (29% vs. 20% for young adults and 54% vs. 37% for parents).

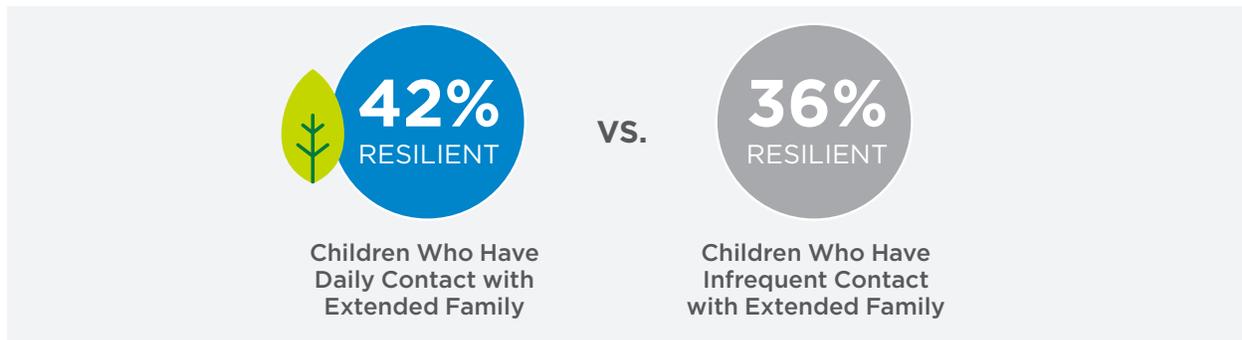
Resilience and Relationships

Relationships that are strong, balanced and diverse are connected to higher resilience, as are feelings of belonging in your community. These relationships extend outside of immediate family as well and include relationships with extended family and schoolmates.

QUALITY TIME MATTERS

Children especially are more likely to be resilient if they are **spending the right amount of time with the people closest to them** (such as their parents, siblings, grandparents and friends). Those children who spend the desired amount of time with their parents (39% resilient), grandparents (41%) and friends (43%) are more likely to have high resilience than those children who are getting less quality time than they desire (22%, 34%, 30%, respectively). And, especially relevant in a COVID-19 environment, socializing does not have to occur in person to strengthen relationships and resilience:

- Children who have daily or near-daily contact with extended family, even if online, are more resilient than those with infrequent contact with extended family (42% resilient vs. 36% resilient).
- In fact, 74% of children with daily or almost daily contact with extended family say they talk about their feelings with their family in general, compared to 64% of children who have little contact with extended family.



ROLE OF MENTORS

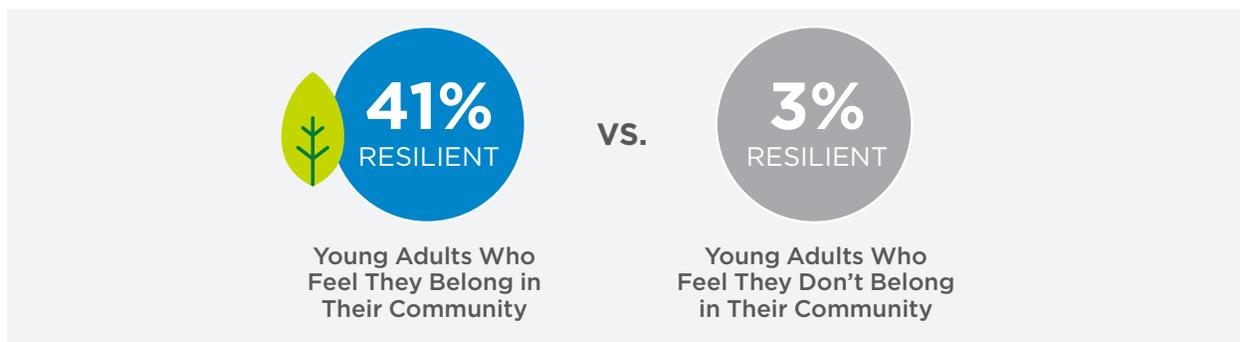
Children who are fortunate enough to **have a mentor figure in their life** are also more likely to be resilient compared to those children who do not (45% vs. 34% resilient). Children with a mentor are more likely to:

- Cooperate with others compared to children without a mentor figure (75% vs. 69%).
- Feel optimistic about their future; for example, those with a mentor are more likely to feel that they have chances to show others that they are growing up and can do things by themselves (80% vs. 72%) and are more likely to feel that they are learning things that will be useful when they are older (79% vs. 71%).

SENSE OF BELONGING

For young adults who may be navigating a new independence, whether that be within a new school environment, a new workplace or different friend groups, **feeling a sense of belonging in their community** plays an important role in resilience. Young adults who feel that they belong in their community are:

- Nearly 14 times more likely to have high resilience than young adults who feel like they don't belong (41% vs. 3%).
- More likely to have very good or excellent physical health (61% vs. 31%) and mental health (47% vs. 23%).
- More likely to have a very good relationship with their parent(s) (68% vs. 40%) and friends (66% vs. 33%).

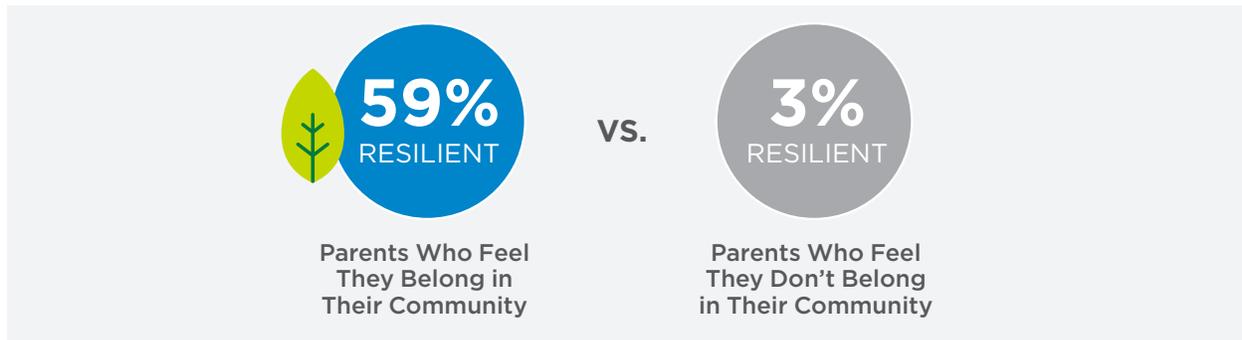


On the other hand, those young adults who often feel isolated from others are significantly less likely to be resilient than those who do not often feel isolated (18% resilient vs. 32% resilient).

Similar to children, for young adults, building and maintaining good relationships with people increases the likelihood that they are highly resilient. Young adults who have good relationships with their parents (26% resilient vs. 6% resilient among those who do not have good relationships), friends (26% vs. 6%), spouses/partners (25% vs. 5%), extended family (27% vs. 10%) and coworkers (27% vs. 16%) are more likely to be resilient.

Parents' resilience is also impacted by the feeling of belonging, or lack thereof:

- Parents who feel like they belong in their community are nearly 20 times more likely to be resilient compared to those parents who feel like they belong only somewhat, or not at all (59% vs. 3%).
- On the other hand, parents who often feel isolated from others are significantly less likely than their counterparts to be highly resilient (37% vs. 52%).
- Similarly, parents who often feel that their relationships are unmeaningful are less likely to be resilient compared to those who feel they have meaningful relationships (38% vs. 52%).



Like children and young adults, for parents, having strong relationships with the people around them increases the likelihood of resilience. Parents who have **good relationships with their spouses/partners, friends, child or children, extended family, parents and coworkers** are more likely to be resilient than those who have fair or poor relationships with these groups. Parents who have good relationships with their children are more likely to feel secure with their families compared to parents with fair or poor relationships with their children (85% vs. 58%). Marital status also comes into play:

- Parents who are married are more likely to have high resilience than those who are single (46% vs. 32%).
- Nearly nine in ten married parents (87%) feel secure when they are with their family, compared to 74% of single parents.
- Married parents are also more likely to feel like they are treated fairly in their communities (78% vs. 66%).

As another example, parents who have good relationships with their child's/children's teachers are more likely to value getting and improving skills and qualifications compared to parents with fair or poor relationships with their child's teachers (79% vs. 61%).

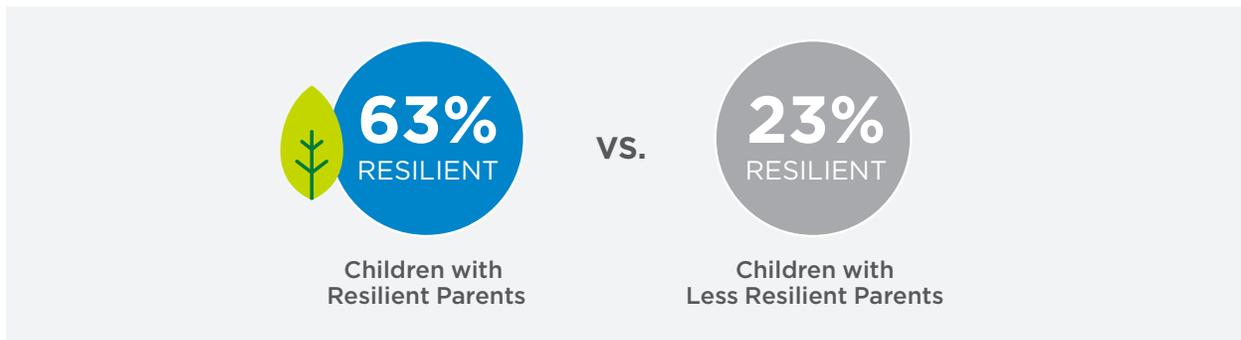
Resilience at Home

In the home, resilience is closely connected to **parents’ own resilience, screen time, parenting style** (and its impact on children), and **frequency of difficult conversations and family dynamics** (e.g. time spent with parents, multigenerational environment, etc.).

Resilience Begets Resilience

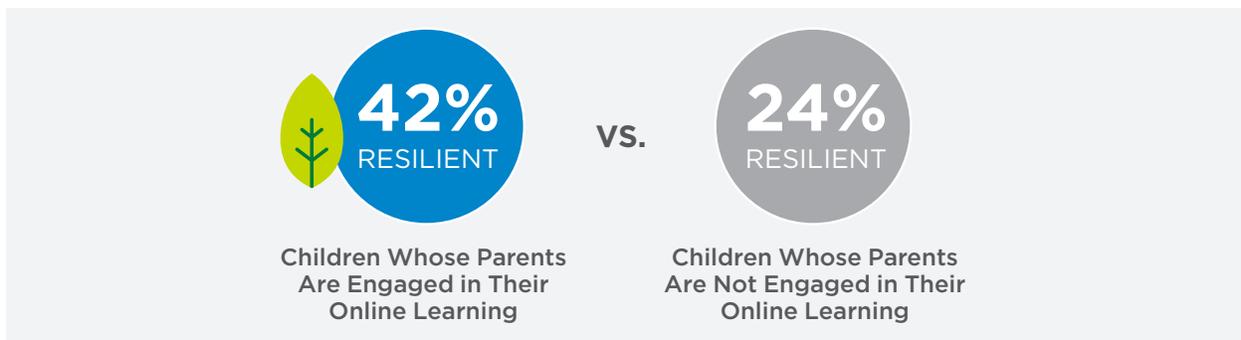
RESILIENT PARENTS HAVE RESILIENT CHILDREN

It may not be surprising that parents’ own resilience impacts children’s resilience levels. Children with resilient parents are much more likely to be resilient themselves than children with less resilient parents (63% resilient vs. 23% resilient). A parent’s marital status can also impact their children. Children whose parents are not divorced (40% resilient) are significantly more likely to be resilient than children whose parents are divorced (28% resilient).



PARENTING STYLES

There are also certain parenting styles that are associated with more highly resilient children. More resilient children tend to have parents who are more involved in their education. For example, children whose parents have engaged in their online learning during COVID-19 are significantly more likely to be resilient than children whose parents do not engage as much (42% resilient vs. 24% resilient). On a related note, children whose parents report having more work than desired are less resilient than children with parents who report working just the right amount (37% vs. 43%).



Also, children whose parents prevent them from getting involved in activities where they may fail tend to have lower resilience (31% resilient) compared to children whose parents support their child through every activity or task (49% resilient). Children whose parents allow play dates, even if the parents prefer that the dates occur at their own home, tend to be more resilient than children whose parents often let them play alone without supervision (42% vs. 34%).

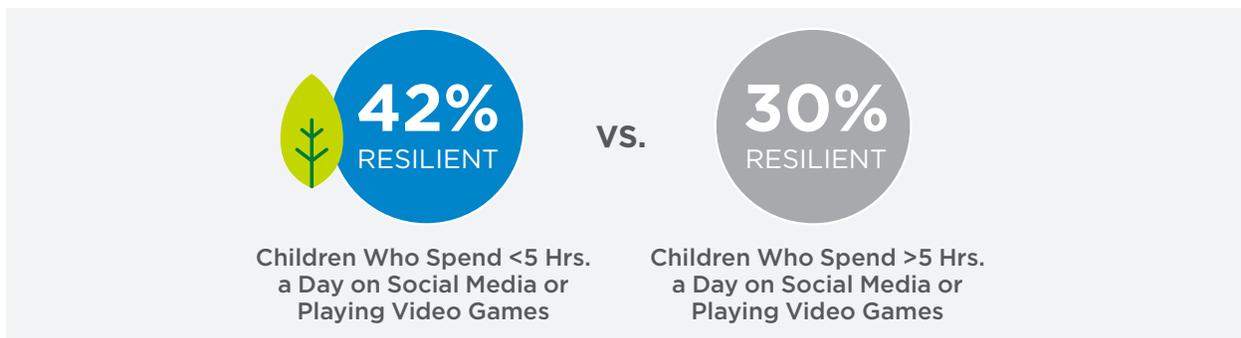
However, despite parenting style preferences, more time spent with one’s child or children tends to be better for their resilience than less time spent together. Children whose parents report spending five or more hours a day with their child are more likely to be resilient than children whose parents spend less than five hours a day with them (47% vs. 36%). Significantly for parents, those who spend more time with their children tend to be more resilient (five or more hours a day vs. less than five hours a day: 50% vs. 38%).

Resilience and Screen Time

In today’s increasingly connected society, both adults and children spend more time than ever on smartphones, tablets and other electronic devices. Perhaps not surprisingly, then, our research finds that screen time at home and social media use do play a role in children’s resilience.

Screen time takes away from meaningful resilience-building connections. Children who spend less than five hours a day on social media or playing video games (42% resilient) are more likely to have high resilience than those who spend five or more hours a day on social media or playing video games (30% resilient, a 12-percentage point difference). Those children who spend less time on social media (<5 hours a day) are also more likely to have stronger family ties and feel a sense of belonging compared to children who are heavier users of social media (5+ hours a day). For example, those using social media less are more likely to say:

- Their parents know a lot about them (86% vs. 73%).
- That their parents know what they are doing most of the time (90% vs. 79%).
- That they feel safe when they are with their family (92% vs. 79%).
- That their family cares about them when times are hard (90% vs. 75%).

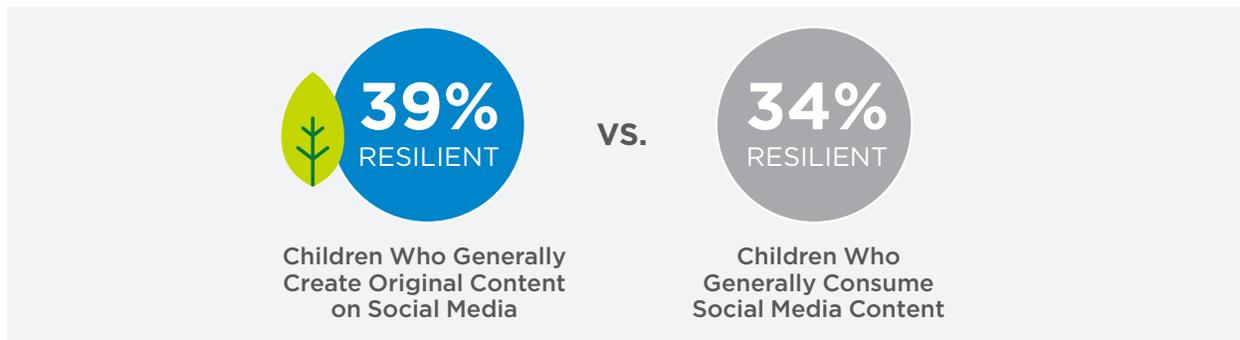


Children who spend less time on social media are also more likely to feel like they fit in with other children (73% vs. 64%) and that they are treated fairly (78% vs. 67%). In contrast, parents who spend five or more hours on social media every day (46% resilient) have higher resilience than parents who limit their social media use to less than five hours a day (41%).

TYPE OF SOCIAL MEDIA USE MATTERS

Whether a child tends to be more of a consumer or creator of social media content also influences that child's resilience. Children who typically create original content on social media (39% resilient) are more likely to have high resilience than children who generally consume social media content (34%). The children who tend to create, rather than consume, content also:

- Have better relationships with their friends (78% have very good or excellent relationships with their friends, vs. 72% of those who tend to consume content).
- Have better relationships with their teachers (67% vs. 63%).
- Are more likely to feel they fit in with other children (74% vs. 69%).
- Are more likely to talk to their family about how they feel (70% vs. 66%).



Parent-Child Conversations

In times of change, it is important for parents to actively engage their children in conversations that allow both to share their feelings. Speaking to children about current topics like COVID-19 and systemic racism can have a significant impact on parents' and children's resilience.

Looking at children's resilience levels, 11% of children whose parents have not discussed COVID-19 with them have low resilience, versus 6% of children who have discussed COVID-19 with a parent. From a parental perspective, 44% of parents who have spoken with their child about COVID-19 are resilient, compared to 39% of parents who have avoided speaking to their child about the topic. However, balance is key — difficult conversations on a too frequent basis can negatively impact resilience in children despite benefitting parents. Children who are having too frequent difficult conversations are less likely to be resilient (39%) than children having difficult conversations more infrequently (45%).

Similarly, discussing systemic racism at home — in a balanced way — can have a positive impact among both children and their parents. For example, parents who have spoken with their child about systemic racism are significantly more likely to be resilient (45% resilient) than those parents who have not discussed the topic (40% resilient). And, 9% of children who have not talked about systemic racism at home have low resilience, versus 6% of children whose parents have discussed systemic racism with them.

Resilience and Family Dynamics

FAMILY SUPPORT HAS A LASTING IMPACT

Among children and young adults, a key element of higher resilience is **balance in one's family life and getting the right amount of family time**. Children who get just the right amount of family time are more likely to be resilient compared to those children getting less time than desired with their family (43% vs. 30%). Similarly, young adults who have the right amount of family time are more likely to be resilient than those getting less family time than desired (25% vs. 14%). Further, young adults who say they get just the right amount of family time are more likely to feel that:

- They have a family that has supported them through life (69% vs. 54%).
- Their family stands with them during difficult times (71% vs. 61%).
- Their family knows a lot about them (61% vs. 42%).
- People like to spend time with them (59% vs. 48%).

This pattern is reflected among parents as well; they are more likely to be resilient when getting just the right amount of family time (44% resilient, vs. 31% among those getting less time than desired with family), and even when they get more family time than they desire (48%, vs. 31% getting less family time than desired). And, four in five parents (80%) who are getting more family time than desired regularly speak with their partners and families about how they feel compared to 64% of parents spending less time than desired with their families.

Possibly connected to the issue of family balance is the finding that whether one lives in a multigenerational home can have an impact on a person's resilience. Children who do not live in a multigenerational home (41% resilient) are significantly more likely to be resilient than those children who live in a multigenerational home (33%). The same pattern can be seen in young adults — those who do not currently live (23% resilient) or did not grow up (24% resilient) in a multigenerational home are more likely to be resilient than young adults who do, or did (17%, 18%, respectively).



Resilience at School

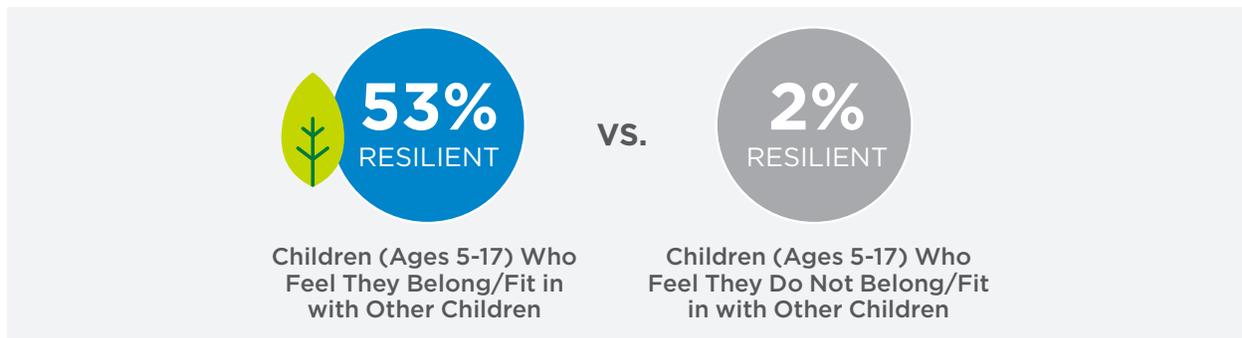
School is more than just a place for learning. It is a place where children and young adults develop, connect with friends and discover passions in ways that may potentially shape the directions of their entire lives. School environments play a very important role in resilience among children and young adults. **Positive school experiences and strong relationships with teachers and friends** build feelings of belonging and fair treatment and have a positive impact on resilience. **Strong academic performance** is also related to resilience.

Relationships in a School Environment

SENSE OF BELONGING

Good relationships with friends are associated with higher resilience in children. Children (ages 5-17) who feel like they belong/fit in with other children (53% resilient) are more than 25 times more likely to be resilient compared to those who feel like they do not fit in with other children (2% resilient). These children who feel like they fit in with their peers are also more likely to:

- Feel happy in general (85% vs. 39%).
- Look forward to returning to school (69% vs. 26%).
- Say they are treated fairly at school (79% vs. 25%) and in general (86% vs. 33%).



TEACHERS PLAY AN IMPORTANT ROLE

Strong student-teacher relationships are also important in building resilience among children. Children who have good or better relationships with their teachers are significantly more likely to have high resilience than children who have fair or poor relationships with their teachers (42% resilient vs. 12% resilient, a 30-percentage point difference). These children not only value education more but are also more likely to feel like they belong. Doing well in school is more important to children who have a good relationship with their teachers (80% vs. 55%), and these children are also more likely to:

- Feel they fit in with other children (74% vs. 37%).
- Say that other children like to play with them (81% vs. 58%).
- Feel that they are treated fairly (78% vs. 53%).

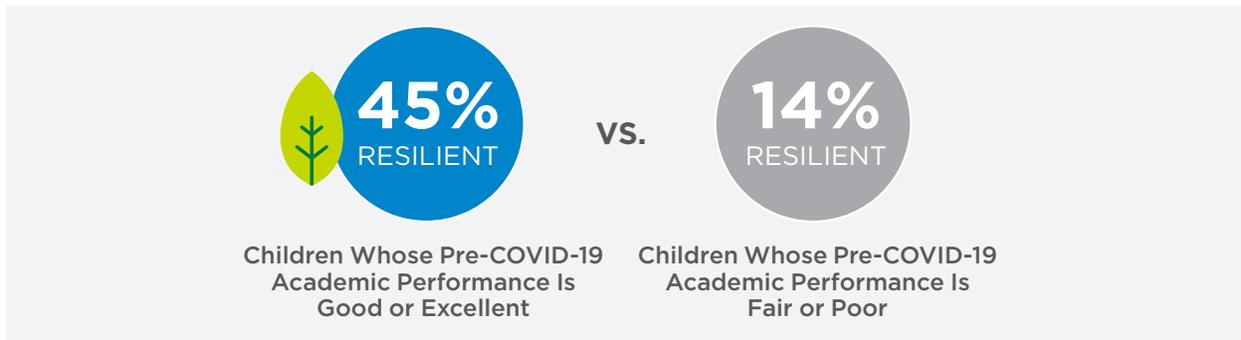
YOUNG ADULTS AND RELATIONSHIPS

Like their younger counterparts, young adults ages 18-23 who like their instructors are more likely to have high resilience (34% resilient) compared to those who do not like their instructors (11%, a 23-percentage point difference). Young adults who like their instructors also value education more and are more likely to feel like they belong in their community. Moreover, young adults who like their instructors are more likely to:

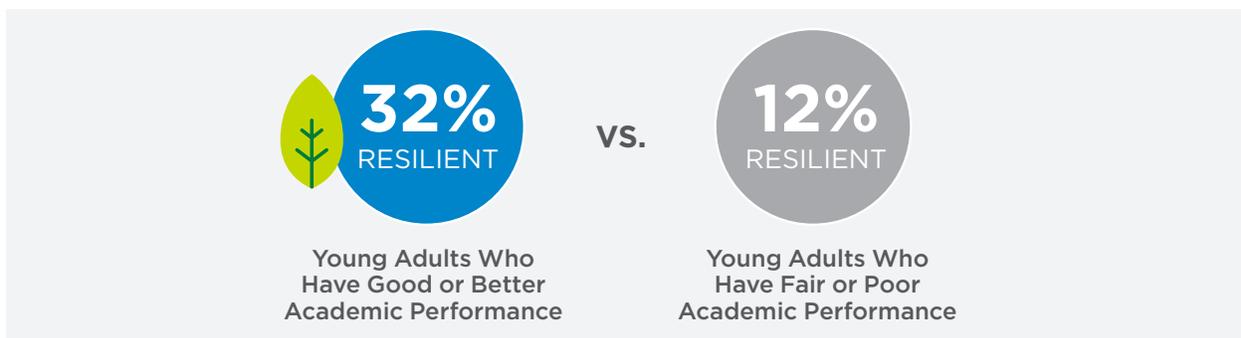
- Agree that getting and improving qualifications or skills is important to them (86% vs. 51%).
- Say that they have opportunities to apply their abilities in life (72% vs. 41%).
- Feel that people like to spend time with them (67% vs. 38%).

Academic Performance

There is a significant relationship between resilience and academic performance among children and young adults. Children whose pre-COVID-19 academic performance is good or excellent (45% resilient) are significantly more likely to be highly resilient compared to children whose academic performance is fair or poor (14% resilient, a 31-percentage point difference).



Similarly, young adults who have good or excellent academic performance (32% resilient) are significantly more resilient than those with an average, fair or poor academic performance (12% resilient). The relative importance of education is also connected to young adults' resilience levels. Those who say that getting and improving qualifications or skills is important to them are significantly more likely to have high resilience than those who do not feel this way (31% high resilience vs. 1% high resilience). And young adults who disagree that the quality of their schoolwork is lower than it should be are more likely to have high resilience than those who agree that the quality of their schoolwork is lower than it should be (35%, 22%, respectively).



COVID-19's Impact on Academic Performance and Resilience

Children whose academic performance is perceived to not be impacted by COVID-19 (46% resilient) are significantly more likely to be resilient than children whose academic performance is perceived to be impacted (for better or for worse) by COVID-19 (31%), a 15-percentage point difference. And as classes turned virtual earlier this year due to COVID-19, quality online access to school played an important part in a child's education and resilience. Children who had regular, quality online access to their teacher(s) and classes while at home due to COVID-19 (41% resilient) are significantly more likely to be resilient than children who did not have this access (25% resilient).

Positive School Experiences

Young adults and children who have positive associations with school, such as **feelings of support and fair treatment** at school, are more likely to be resilient than those with more negative experiences.

Positive school experiences have an impact on young adults' and children's resilience. Young adults who feel they are treated fairly at school are significantly more likely to have high resilience than those who do not feel they are treated fairly (32% vs. 9%) — and they also recognize the benefits of education and feel like they have an opportunity to grow. They are more likely to:

- Agree that getting and improving qualifications or skills is important to them (84% vs. 45%).
- Feel that they have opportunities to show others that they can act responsibly (77% vs. 47%).
- Say that they have opportunities to apply their abilities in life (68% vs. 43%).

Children who feel they are treated fairly at school are also more likely to have high resilience than those who feel they are not treated fairly (51% vs. 10%). And, children who feel a sense of pride in their school are more likely to have high resilience (52% vs. 9%).

In addition, young adults are more likely to be resilient if they: like their school (32% high resilience vs. 7% high resilience among those who do not like their school), look forward to going back to school (32% resilient vs. 11% resilient) and say they miss going to school (28% resilient vs. 7% resilient).



The Importance of Access to Tools and Resources

Workplace resources — such as mental health services and employee assistance provided by employers — play an important role in helping to build and maintain resilience.

Those young adults and parents who have access to Employee Resource Groups, Employee Assistance Programs, mental health support/treatment and physical health support/treatment are more resilient than those who do not have access to any of those resources.

These resources are valued by parents and young adults as they provide much-needed support, especially during challenging times — and it makes a difference. Those who have access to Employee Assistance Programs (36% resilient for young adults, 49% resilient for parents) and Employee Resource Groups (32% young adults, 52% parents) are significantly more resilient than those who do not have access to any of these resources (20% young adults, 38% parents). Access to resources outside of the workplace is also critical for young adults. Young adults who have access to and use resources such as community support programs (34% vs. 20%), student-to-student programs (32% vs. 20%) and video conferences with medical professionals (32% vs. 20%), are significantly more resilient than young people who do not use these resources.

Quality and affordable health insurance is one of the critical resources that positively impacts resilience. Children (40% resilient), young adults (23%) and parents (43%) with health insurance coverage are significantly more likely to be resilient than those without health insurance (32%, 17%, 37%, respectively).



The Importance of Access to Tools and Resources

- Those who have access to Employee Assistance Programs (36% resilient for young adults, 49% resilient for parents) and Employee Resource Groups (32% young adults, 52% parents) are significantly more resilient than those who do not have access to any of these resources (20% young adults, 38% parents).
- Children (40% resilient), young adults (23%) and parents (43%) with health insurance coverage are significantly more likely to be resilient than those without health insurance (32%, 17%, 37%, respectively).

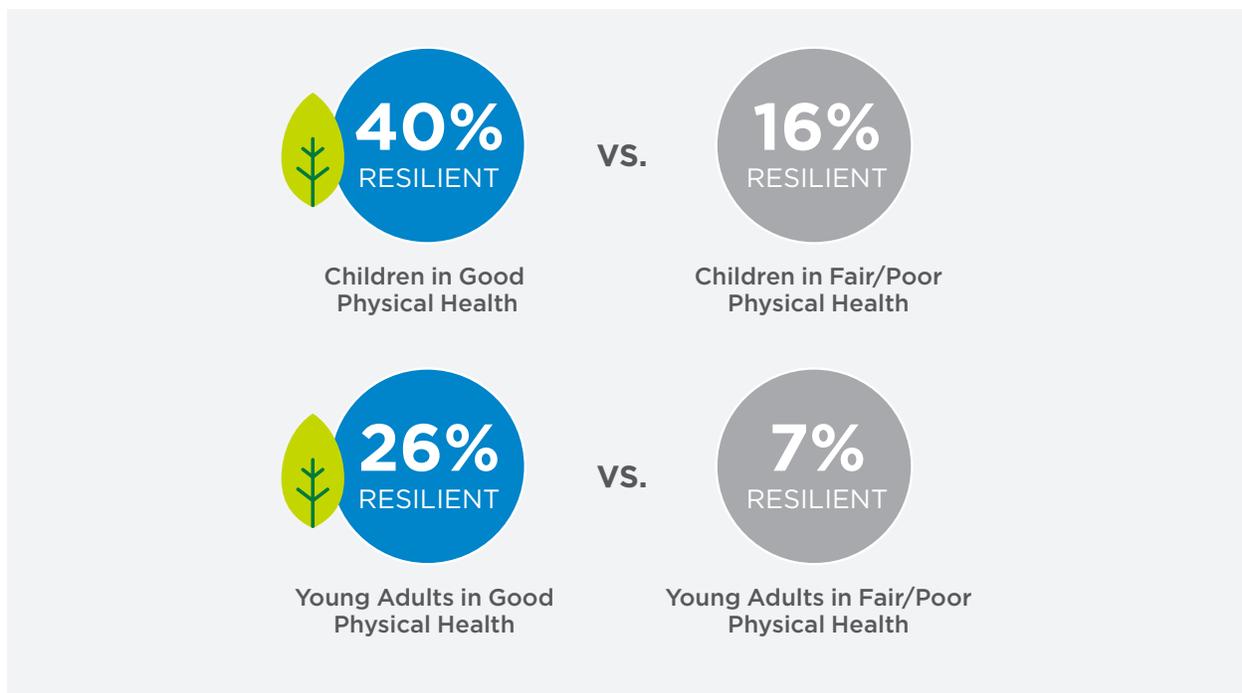
Why Resilience in Children, Parents and Young Adults Matters

The Cost of Low Resilience

Physical well-being, mental health and academic aspirations are all correlated to personal resilience.

HEALTH

Lower resilience takes a toll on health overall, and individuals who are less resilient are even more likely to be in worse physical and mental health. For example, children and young adults in fair/poor physical health are less likely to be resilient than those in good physical health (16% vs. 40% for children, 7% vs. 26% for young adults). Related to that, children who exercise infrequently (32% resilient) are less likely to be highly resilient than children who get physical exercise daily or almost daily (46%). Children and young adults in fair/poor mental health are less likely to be resilient than those in good mental health (14% vs. 41% for children and 10% vs. 28% for young adults).



STRESS AND ANXIETY

Additionally, groups with lower resilience often have higher stress and anxiety than their more resilient counterparts. Children who are stressed or anxious about issues such as COVID-19 (43% vs. 38%), being homeschooled (43% vs. 37%) and their parent(s) having to work in-person during COVID-19 (41% vs. 36%) have lower resilience levels than those children who are not stressed about these issues.

SELF-WORTH AND SELF-ESTEEM

Lower resilience plays a part in decreased feelings of self-worth and self-esteem. This manifests itself in several ways, notably lower self-confidence about one's potential, closeness to others and perceived ability to overcome challenges, with minority groups often being the most impacted. For example, young Black adults ages 18-23 are more likely than Whites and Asians to say that they don't have opportunities to apply their abilities in life (21% Black, 13% White, 11% Asian). LGBTQ+ parents are less likely than heterosexual parents to feel that people like to spend time with them (68% vs. 75%). And Hispanic parents felt less confident than White parents about their ability to handle their personal problems (63% vs. 69%).



The Cost of Low Resilience

Young Black adults ages 18-23 are more likely than Whites and Asians to say that they don't have opportunities to apply their abilities in life (**21% Black, 13% White, 11% Asian**).

Finally, young adults with low resilience are 8 times less likely to feel they have opportunities to apply their abilities in life, and are 5 times less likely to feel that people like to spend time with them compared to young adults who have high resilience (97% vs. 11%; 96% vs. 17%).

ACADEMIC ACHIEVEMENT

Lower academic aspirations and achievement are closely correlated with lower resilience in children and young adults. Groups lacking resilience are less likely to say that education is important to them. For example, children whose pre-COVID-19 academic performance is fair or poor are less resilient than children whose performance is good or excellent (14% vs. 45%). Young adults with average to poor academic performance have lower resilience levels than those whose performance is good or excellent (12% vs. 32%). This gap in education has the potential to follow these individuals through the rest of their lives.

Building Resilience in America

While different environments and stressors impact children, young adults and parents in very different ways, **resilience is a quality that exists in every American**. While a certain amount of resilience is innate, the total amount inherent within individuals can vary based on factors such as the quality of their physical and mental health, social connectivity, belonging and having access to support tools and resources. The good news is that by identifying the factors that have the biggest impact on building resilience we can work to build a more resilient population.



A focus on holistic health management is key: Resilience is significantly higher in children and adults who are in good mental and physical health: Children: 41% vs. 14% for mental health, and 40% vs. 16% for physical health; young adults: 28% vs. 10% for mental health, and 26% vs. 7% for physical health. And for those who frequently get physical exercise: 46% vs. 32% for children, 30% vs. 16% for young adults, and 53% vs. 31% for parents.

- Young adults and parents who regularly practice stress reduction activities are significantly more likely to be resilient (29% vs. 20% for young adults, 54% vs. 37% for parents).



Build quality relationships and connections within families and communities: The quantity and quality of children's and parents' relationships with their families, teachers, friends, etc. have a significant impact on resilience levels.

- Children with a mentor are more likely to have high resilience (45% vs. 34%).
- Children, young adults and parents who often spend time with extended family (even if online) are more likely to be resilient (43% vs. 36% for children, 33% vs. 18% for young adults, 58% vs. 34% for parents).
- Parents who regularly participate in religious/spiritual activities or volunteer work, even if online, are more likely to be resilient (51% vs. 38% for religious/spiritual activities, 56% vs. 41% for volunteer work).



Increase exposure to diversity in race, culture, socioeconomic backgrounds, religions and thought: Differing races/ethnicities, socio-economic statuses, religions, etc. in one's family, friendships and community are associated with higher resilience.

- Young adults and parents who are members of diverse communities are more likely to be resilient and so are their children (41% vs. 35% for children, 24% vs. 17% for young adults, 45% vs. 34% for parents).
- Parents who are socially tolerant and respect ethnic, religious and racial differences have higher resilience (43% vs. 28%).



Focus on inclusivity: Groups who have higher resilience are more likely to feel that they fit in in their communities and that they are treated fairly.

- Children who feel they belong at their school are significantly more likely to have high resilience (53% vs. 2%).
- Young adults who say they fit in in their communities are much more likely to be in good mental and physical health (61% vs. 31% for physical health, 47% vs. 23% for mental health).



Increase awareness of and access to tools and resources: Employers can help build resilience as parents and young adults who have access to resources such as mental health services and employee support resources are more likely to be resilient.

- Young adults who use resources such as community support programs (34% vs. 20%), student-to-student support programs (32% vs. 20%) and video conferences with medical professionals are significantly more resilient than young people who do not use these resources (32% vs. 20%).



THE U.S. WORKFORCE



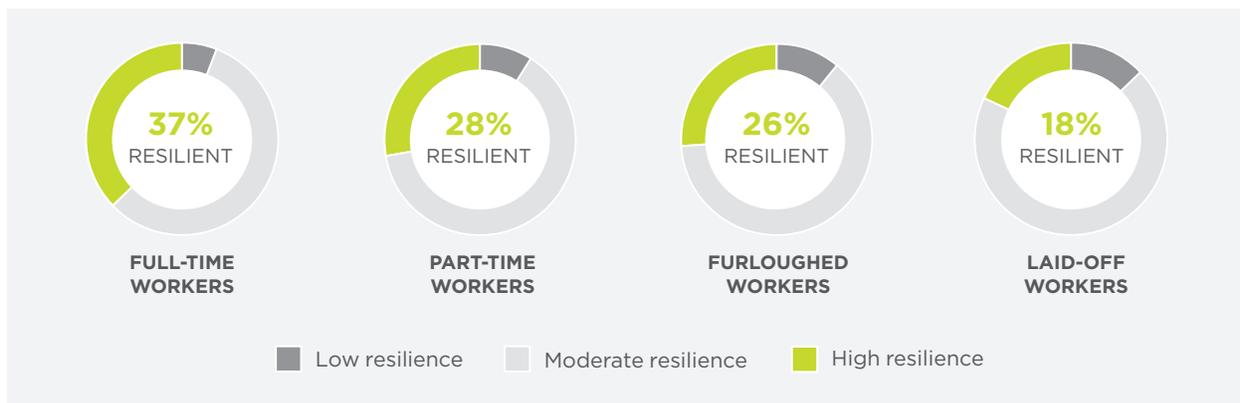
Cigna
Resilience
Index

The State of Resilience Among U.S. Workers

To understand the state of resilience among the U.S. workforce, the Cigna Resilience Index research focused on a sample of n=5,000 workers, including full- and part-time workers, furloughed workers with and without benefits, laid-off workers and specific audiences such as health care workers and essential workers.

While full-time workers demonstrate the highest levels of resilience, the majority of all U.S. workers lack the resilience necessary to bounce back from challenges.

Only 37% of full-time workers are considered highly resilient. Full-time workers have the highest resilience levels, with high resilience decreasing as workers move from full-time employment to part-time employment to unemployment.



Those most at risk are workers who have been laid off due to COVID-19; they exhibit even lower resilience than the young adult population. Furloughed and laid-off workers are most likely to have low resilience. Furloughed workers who still have benefits (27% resilient) are not significantly more or less resilient than furloughed workers without benefits (25% resilient).

IMPACT OF COVID-19 AND CURRENT EVENTS

American workers are feeling the impact of current events and stressors like the COVID-19 pandemic, the economic downturn and an increased awareness of systemic racism.

COVID-19 is causing distress in both the professional and personal lives of workers.

- At work, more than four in ten full-time workers (42%) report that their company has implemented layoffs, furloughs and/or reduced hours due to COVID-19.
- Over half of part-time workers (56%) report company layoffs, furloughs and/or reduced hours.
- At home, close to seven in ten full-time worker parents (67%) are stressed about figuring out the safest childcare option for their child(ren).

Work-life balance and worker productivity are suffering — full-time and part-time workers, health care providers, teachers and other essential workers all say that their work-life balance and productivity have worsened since the onset of COVID-19.

WORSE MENTAL HEALTH

Workers' mental health is suffering as well, with four in ten full-time workers (41%) stating that the mental health of their company's employees has been negatively impacted by COVID-19. The following worker populations have received support for a mental health issue in the last six months:

- One in five full-time workers (19%).
- More than one in ten part-time workers (15%).
- More than one in five furloughed/laid-off workers (21%).
- One in four health care workers (25%).
- Almost one in four essential workers (23%).

ECONOMIC UNCERTAINTY

The economic downturn is also top of mind for workers. All workers are concerned by state of the economy, but those who have had their work reduced or eliminated are expectedly more so — three in four full-time (76%) and part-time workers (76%) are stressed by the current economic uncertainty; 85% of furloughed and laid-off workers feel this way. Seven in ten full-time workers (70%) even say the economic impact of COVID-19 will be worse than the virus itself. Economic hardship is present among all types of workers and even those who are still fully employed are not immune; nearly one in five full-time workers (17%), nearly a third of part-time workers (31%), four in ten furloughed workers (41%) and close to six in ten laid-off workers (58%) say that their current financial situation is fair or poor.

SYSTEMIC RACISM WEIGHING ON WORKERS

The increased awareness of systemic racism in the U.S. is also fueling anxiety and stress among the workforce. Close to four in ten full-time U.S. workers (35%) have experienced discrimination in the workplace in some form; nearly four in ten Black workers (38%) and three in ten Hispanics (29%) have experienced racial discrimination. Black workers in particular are experiencing significantly more stress and anxiety about the recent deaths of Black Americans like George Floyd (84%) than White (64%), Asian (54%) and Hispanic (66%) workers; this issue is even more stressful to them than the current economic uncertainty. But the increased awareness of racism is having an impact on all workers' mental health; all racial/ethnic groups — especially workers of color — say this increased awareness causes them distress and anxiety. Meanwhile, nearly half of Black workers (45%), half of Hispanic workers (52%), six in ten White workers (59%) and almost two-thirds of Asian workers (64%) almost never have conversations about systemic racism at work.



The State of Resilience Among U.S. Workers

Close to four in ten full-time U.S. workers (35%) have experienced discrimination in the workplace in some form; nearly four in ten Black workers (38%) and three in ten Hispanics (29%) have experienced racial discrimination.

Worker Demographics Play a Role in Resilience

Though **employment status** itself is a key determinant of resilience, workers' resilience levels are also influenced by **demographic factors** such as race/ethnicity and overall outlook (optimistic vs. pessimistic). Worker resilience is also impacted by variables such as urbanicity and workplace diversity, relationship and parent status and education and income levels.

RACE

Looking at workers of different races/ethnicities, full-time workers who are Black (40% resilient) or White (39% resilient) are significantly more likely to be resilient than full-time workers who identify as Hispanic, Asian or "Other" (32%, 26%, 25% resilient, respectively). Black full-time workers are significantly more likely than Asian full-time workers to say that getting and improving qualifications and skills are important to them (74% vs. 62%) and that they have opportunities to apply their abilities in life (74% vs. 62%). Additionally, Black full-time workers are more likely to feel that they are supported by friends (72%) and belong in their communities (59%) relative to Asian full-time workers (60%, 46%).



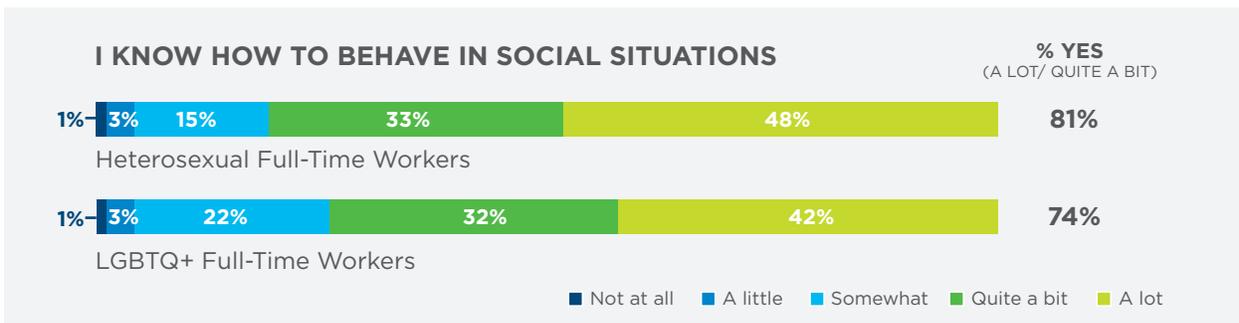
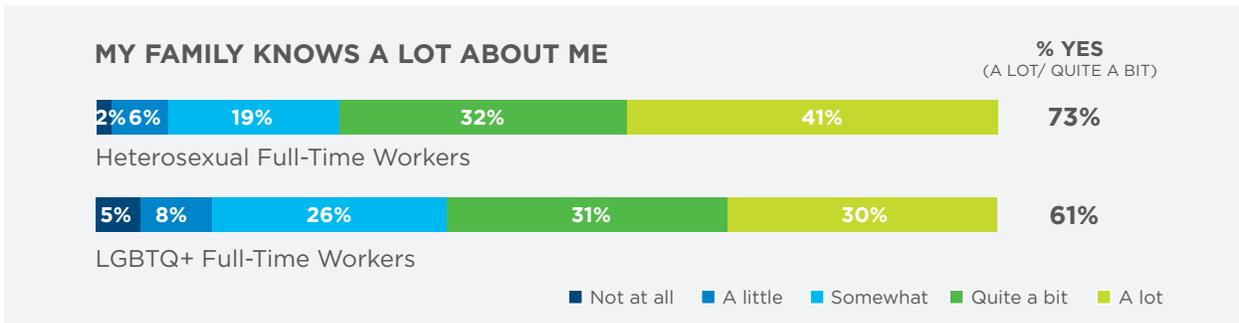
Worker Demographics Play a Role in Resilience

Looking at workers of different races/ethnicities, full-time workers who are Black (40% resilient) or White (39% resilient) are significantly more likely to be resilient than full-time workers who identify as Hispanic, Asian or "Other" (32%, 26%, 25% resilient, respectively).

Meanwhile, White full-time workers (39% resilient) are more likely to have high resilience than Hispanic full-time workers (32% resilient). White full-time workers are more likely than Hispanic full-time workers to say that they know how to behave in different social situations (83% vs. 75%) and that they feel they are treated fairly in their communities (77% vs. 67%). In the workplace, White full-time workers are more likely to say their coworkers are supportive of them (87% vs. 84%), and they are also more likely to feel satisfied with the relationships that they have at work (86% vs. 83%). Interestingly, gender- and age-based differences in resilience among full-time workers are minimal

SEXUAL ORIENTATION

Among full-time workers, resilience also differs based on sexual orientation, as heterosexual workers are more likely to be resilient than LGBTQ+ workers (37% resilient vs. 31% resilient). Heterosexual full-time workers are significantly more likely to say that their families know a lot about them (73% vs. 61%) and that they know how to behave in different social situations (81% vs. 74%). At work, heterosexual workers are also more likely to have good relationships with their managers (85% vs. 78%) and believe that their company contributes to the greater good (83% vs. 78%). And, nearly a third of LGBTQ+ workers (31%) have received help for a mental health issue in the last six months, compared to 17% of heterosexual workers.



SOCIOECONOMIC STATUS

Additional demographics that increase in importance as adults mature and enter the workforce, such as annual household income and education level, impact resilience levels. In general, higher annual household income and higher education lead to an increased likelihood of high resilience. Those full-time workers who have an annual household income of more than \$200,000 are more likely to be resilient than those making \$50,000 or less (48% vs. 28%). The same is true for those workers earning an annual income between \$100,000 and \$200,000 compared to those making \$50,000 to \$100,000 (42% vs. 34%). And, full-time workers who have an undergraduate or post-graduate degree (e.g., an MBA, LL.D or PhD) are more likely to have high resilience compared to those with no college education (39% vs. 32%).

URBAN VS. RURAL

The urbanicity (rural, suburban or urban) of full-time workers' home areas, as well as the diversity of their communities, lends to resilience. Full-time workers living in urban areas (40% resilient) are more likely to have higher resilience than those living in rural (34%) and suburban (35%) areas. These workers are also more likely to say that people like to spend time with them (69% vs. 61%, 66%) and that they talk to their families and partners about how they are feeling (69% vs. 63%, 62%). Full-time workers in diverse communities are also more likely to be resilient (41% vs. 27%).

PERSONALITY AND FAMILY DYNAMICS

In terms of personality, full-time workers who are mostly optimistic (42% resilient) are more likely to be resilient compared to those who are not (28%). A full-time worker's family and personal relationship situations also play a role in resilience — full-time workers who are married or in a relationship (41% vs. 28%) and who have children (43% vs. 33%) are more likely to have high resilience.

Diversity at Work and at Home

Diverse communities and workplaces play a role in high resilience, and full-time workers are more likely to say that their workplaces and families are diverse compared to part-time and furloughed/laid-off workers (75% vs. 67% vs. 68% for workplace, 47% vs. 43% vs. 42% for family). Those full-time workers who live in diverse communities are more likely to be resilient than those indicating they do not live in a diverse community (41% resilient vs. 27% resilient). The pattern is similar at work — four in ten (40%) full-time workers who have a diverse workplace are considered to have high resilience, compared to less than three in ten (28%) workers who do not have a diverse workplace. Full-time workers in a diverse workplace are significantly more likely to:

- Feel that they are treated fairly in their communities (75% vs. 63%).
- Feel they belong in their communities (64% vs. 47%).
- Agree they have a sense of shared goals with colleagues (86% vs. 72%).
- Be in good physical and mental health (58% [physical], 61% [mental] vs. 45%, 47%).



Resilience, Health and Other Personal Issues

Workers’ **physical and mental health** both influence and are influenced by their resilience. And as employment levels fall, workers’ self-reported health status trends downward as well.

HEALTH

In general, workers who are in good health (both physical and mental) are more likely to have high resilience, and full-time workers report being in better health than part-time and furloughed/laid-off workers.

- Nearly nine in ten full-time workers (88%) report good or better physical health, vs. 84% of part-time workers and 77% of furloughed/laid-off workers.
- The pattern is similar for mental health; nearly nine in ten full-time workers (87%) report good or better mental health compared to 81% of part-time workers and 70% of furloughed/laid-off workers.
- Among full-time workers specifically, those with good or better physical health (40% resilient) and mental health (40% resilient) are more than twice as likely to be resilient than those with fair or poor physical and mental health (15% resilient, 16% resilient, respectively).



WORK-LIFE BALANCE

As a key factor in whole person health, work-life balance is closely correlated with workers’ resilience. Forty-one percent of full-time workers with good or better work-life balance are resilient, compared to 13% of those with fair or poor work-life balance, a 28-percentage point difference. Those with good or better work-life balance are also more likely to say:

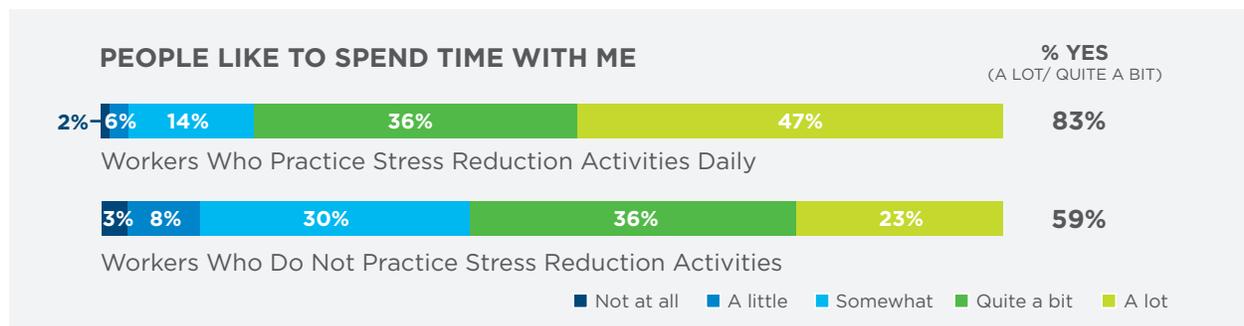
- That they cooperate with people around them (82% vs. 71%).
- That their families know a lot about them (75% vs. 49%).
- That they belong in their communities (64% vs. 34%).
- That they have opportunities to apply their abilities in life (77% vs. 59%).

MAKING TIME FOR YOURSELF

Resilience is also connected to factors like a worker’s time spent on enriching activities like **family time, “me time”, stress reduction and exercise**. For example, full-time workers who spend time with extended family every day are more likely to have high resilience than those workers spending time with extended family less than once a week, or never (54% resilient vs. 28% resilient). Full-time workers getting the right amount of “me time” are also more likely to be resilient than those getting less than the desired amount (37% vs. 28%).

EXERCISE

Daily physical exercise also lends to higher resilience, as those full-time workers who exercise daily are more resilient than those workers physically exercising less than once a week, or never (46% resilient vs. 28% resilient). **Practicing stress-reduction activities** also has a positive impact on resilience — 53% of those workers practicing daily are resilient, compared to 31% of those practicing less than once a week or never, a 22-percentage point difference. Additionally, those full-time workers practicing stress reduction activities daily are significantly more likely to feel that people like to spend time with them compared to full-time workers who practice stress reduction less than once a week or never (83% vs. 59%). And, stress reduction activities aid work-life balance as well — 74% of full-time workers practicing stress reduction activities daily have good or better work-life balance, whereas just 46% of those practicing less than once a week or never feel this way.



Job Specifications Influence Resilience

Resilience is not just impacted by overall employment status (full-time, part-time, furloughed, etc.) — it is also influenced by specific aspects of one's job profile including **seniority, tenure and company size**. Factors like workplace diversity and corporate structure also come into play and help inform a more holistic understanding of resilience in the workforce.

LEVEL AND POSITION

Seniority is associated with higher resilience — full-time workers in senior executive positions are significantly more likely to be resilient than entry-level workers (57% resilient vs. 31% resilient). Related to that, senior executive full-time workers are significantly more likely to:

- Talk to their family/partner about how they are feeling (77% vs. 57%).
- Say they have opportunities to apply their abilities in life, compared to six in ten (61%) entry-level workers.
- Have good coworker relationships, compared to entry-level full-time workers (91% vs. 82%).

Interestingly, in terms of company size, full-time workers whose company has between 1,000-9,999 employees are more likely to be resilient (41%) than employees at much larger (10,000+ employees, 35%) and much smaller companies (<100 employees, 35%).

WORK-FROM-HOME

Whether one works from home or in-person, especially in the context of a COVID-19 environment, is important. Perhaps not surprisingly, full-time workers who are working from home (either due to or prior to COVID-19) are more likely to have high resilience compared to those working in-person (40% resilient vs. 33% resilient). Working from home also positively impacts personal relationships, work-life balance and job satisfaction.

- Those working from home are significantly more likely to say their families have supported them throughout life compared to those working in-person (76% vs. 72%).
- Nearly three-quarters of full-time workers working from home (73%) say their families know a lot about them compared to 69% of those working in-person.
- Nearly nine in ten of those working from home (89%) have good or better work-life balance compared to 83% of those working in-person.
- Full-time workers working from home are significantly more likely to feel satisfied with their current job compared to those working in-person (90% vs. 85%).

The Role of One's Industry and Corporate Structure in Resilience

INDUSTRY TYPE

Looking at the differences between industries, the most highly resilient workers work in:

- Construction/Real Estate Development (50% resilient)
- IT Management (48%)
- K-12 Education (45%)
- Higher Education (42%)



Industries with the Most Highly Resilient Workers

- Construction/Real Estate Development (50% resilient)
- IT Management (48%)
- K-12 Education (45%)
- Higher Education (42%)

Those working in **Construction/Real Estate Development** are significantly more likely to be resilient than those working in Wholesale/Retail (31%). And, those working in **IT Management** are significantly more likely to be resilient than those working in Professional and Business Services (48% vs. 35%). As an example, compared to Wholesale/Retail workers, full-time workers in Construction/Real Estate Development are significantly more likely to say:

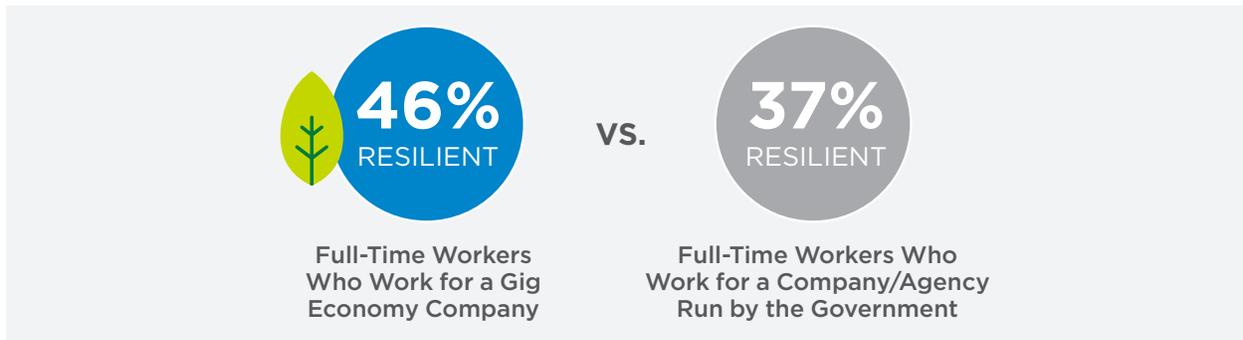
- That they cooperate with people around them (85% vs. 74%).
- That their families know a lot about them (80% vs. 63%).
- That they belong in their communities (77% vs. 47%).

Construction/Real Estate Development full-time workers are also more likely to have good or better relationships with their parents (73%) and extended family (74%) than full-time workers in Wholesale/Retail (47%, 49%).

Those full-time workers in IT Management are significantly more likely than those in Professional and Business Services to say that their families have supported them through life (82% vs. 71%) and that they talk to their family or partner about how they feel (76%, 63%). More than nine in ten full-time workers in IT Management (95%) also say that their work-life balance is good or better, which is significantly more than the 88% of full-time workers in Professional Services.

COMPANY TYPE

In terms of company type, those full-time workers who work for an **on-demand, sharing economy or gig economy company** are more likely to have high resilience than those working for a company/agency run by the government (46% resilient vs. 37% resilient). Additionally, full-time gig economy workers are significantly more likely to feel that people like to spend time with them compared to full-time workers at a government agency (73% vs. 65%). Nearly eight in ten full-time gig workers (78%) say their friends stand by them during difficult times compared to 69% of workers at a government-run company or agency. Though gig economy workers often have less traditional workplaces, workplace environment still has an impact on resilience; more than four in five full-time gig workers (82%) agree that their colleagues and managers are willing to make connections for them within the organization compared to 76% of full-time workers at a government agency. Full-time gig workers are also more likely to use technology in the workplace to make meaningful connections than those at a company or agency run by the government (81% vs. 74%).



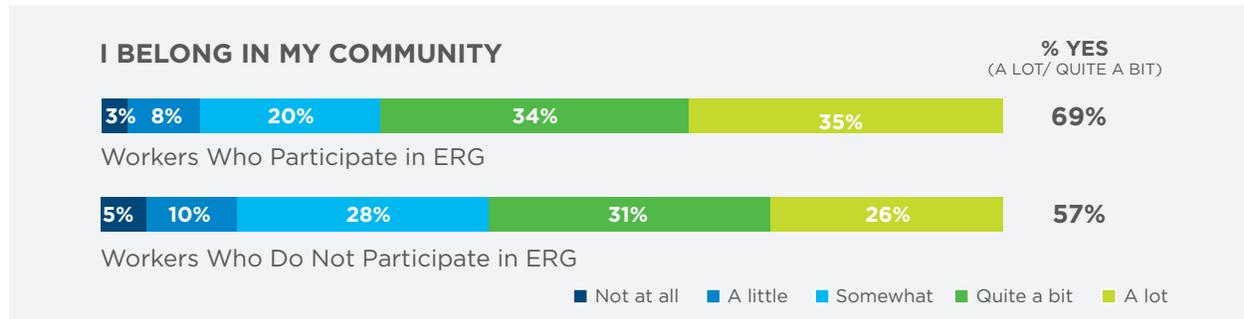
Resilience and Work Culture

Workplace culture is a multifaceted component of one’s work life and it influences resilience in a variety of ways. Culture that is connected to resilience includes **feelings of belonging, workplace communications and communication tools.**

COMMUNITY

A workplace culture that encourages community and feelings of camaraderie, inclusion and belonging benefits workers’ resilience. For example, full-time workers who feel included in the social aspects of work are more likely to have high resilience (42% resilient vs. 18% resilient). And, four in ten full-time workers (41%) who feel that they have a sense of shared goals with their colleagues are considered to have high resilience, compared to one in five workers (19%) who do not feel this way. Those full-time workers who are members of **workplace micro-communities**, like an employee resource group (ERG), are more likely to be resilient compared to workers who do not participate in an ERG (41% resilient vs. 35% resilient). Full-time workers who participate in an ERG are also significantly more likely to:

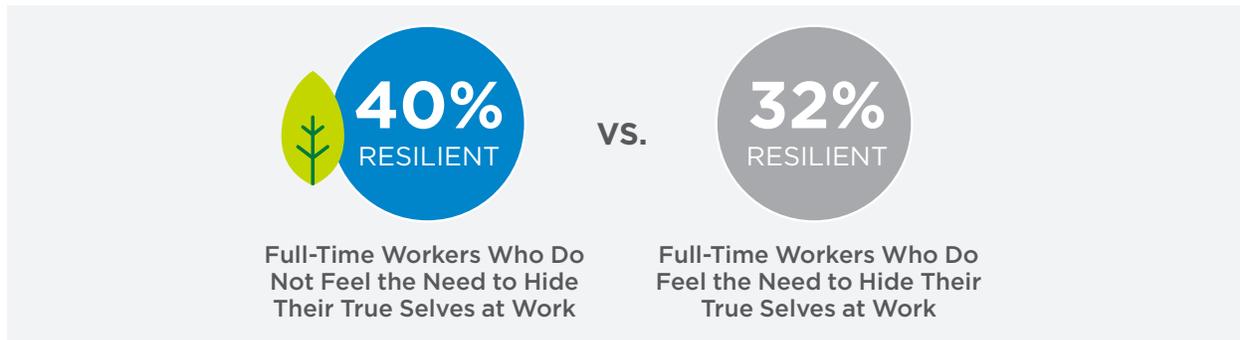
- Feel they belong in their communities (69% vs. 57%).
- Feel supported by their friends (74% vs. 67%).
- Have good or better work-life balance (90% vs. 86%).



INCLUSIVITY AND AUTHENTICITY

A work environment that creates and promotes feelings of inclusion and being one’s authentic self positively impacts resilience. Forty percent of full-time workers who do not feel the need to hide their true selves at work are considered to have high resilience, compared to 32% of those who do feel the need to hide their true selves at work. Additionally, full-time workers who do not feel the need to hide their true selves at work are significantly more likely to:

- Say that their families know a lot about them (76% vs. 66%).
- Say their family/partner stands by them during difficult times (83% vs. 72%).
- Socialize with colleagues outside of work (65% vs. 47%).



COMPANY CONTRIBUTION

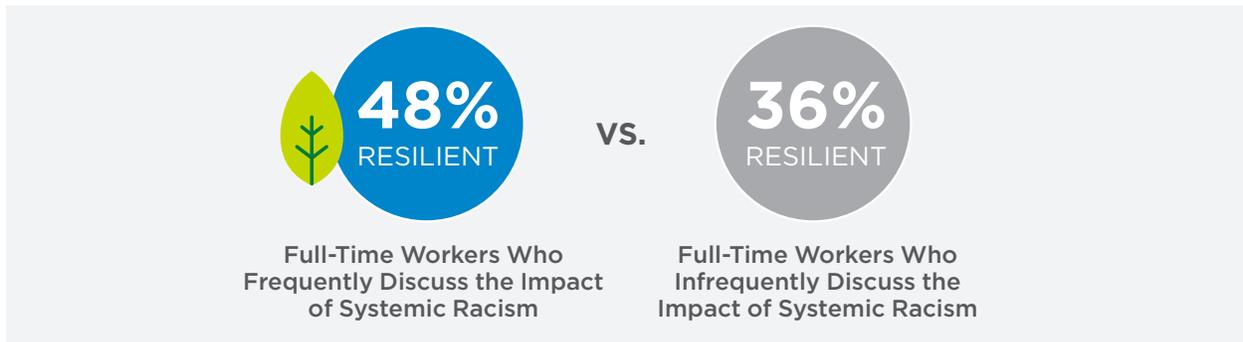
Work culture also extends to feelings about a company's contributions and values. For example, a company's position on its responsibility to society and the perceptions workers have of their organization's efforts play a role in resilience. Full-time workers who agree that their **company contributes to the greater good** are significantly more likely to be resilient than those who disagree (41% vs. 18%). Additionally, those who agree their company is contributing to the greater good are significantly more likely to:

- Feel that getting and improving qualifications or skills is important to them (75% vs. 55%).
- Talk to their family or partner about how they feel (67% vs. 49%).

Work relationships also benefit from feeling like your company is having a positive impact on society — nine in ten full-time workers (90%) who agree with this sentiment have good or better coworker relationships compared to 74% of workers who do not feel their company contributes to the greater good.

Workplace Communications

Proactive, transparent two-way communication between employers and employees is critical to workplace resilience. Not only does resilience benefit from one's **ability to have frequent, yet sometimes difficult, conversations** at work, but also it is impacted by the frequency with which workers receive important communications from company leadership. For example, full-time workers who say that their employer is committed to regularly communicating the state of the business are more likely to be resilient than those who disagree (41% resilient vs. 19% resilient). Ninety-three percent of full-time workers whose employers are regularly communicating on the state of the business are satisfied at work compared to 67% of those whose employers are not doing this, a 26-percentage point difference. The frequency with which workers have difficult conversations on topics like systemic racism also matters — full-time workers who often discuss the impact of systemic racism on themselves, their families and their mental health are more likely to have high resilience than those having these discussions infrequently, or not at all (48% vs. 36%).



Communication Tools and Technology

The communication platforms that workers use — or don't use — at work come into play, as does the perceived balance in using different communication tools in the workplace. Workers who **use platforms like phone calls, video calls, emails and chat/messaging just the right amount**, or even too much, are more likely to have high resilience than full-time workers who say they do not use these tools enough. For example, full-time workers who say they are using chat/messaging either too much (46% resilient) or the right amount (38% resilient) have significantly higher resilience than those who say they do not use this tool enough (25% resilient). And, full-time workers who say they have video calls/meetings too often (43% resilient) or the right amount (39%) have higher resilience than those who do not feel they use video calls/messaging enough (25%).



Even though some full-time workers feel they are using video calls/meetings at work too much, this group is significantly more likely than those who do not use these tools enough to:

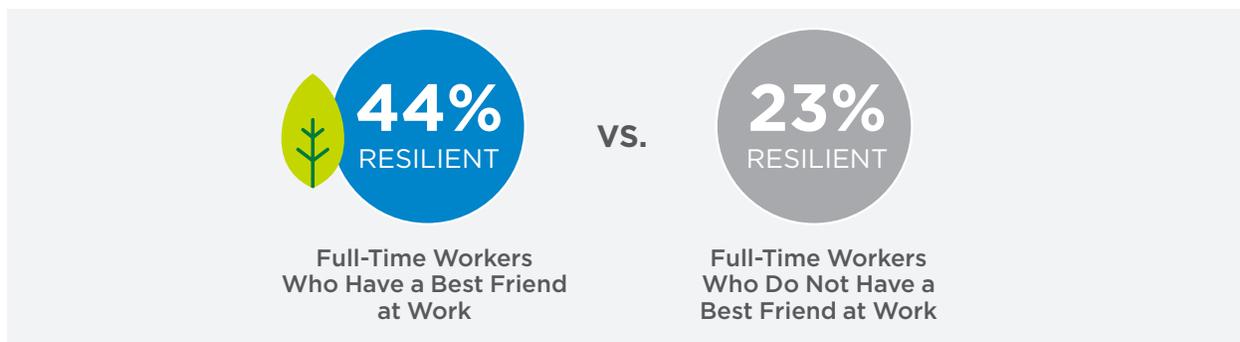
- Feel they cooperate with those around them (85% vs. 69%).
- Feel they know how to behave in different social situations (87% vs. 70%).
- Agree that their coworkers are supportive of them (88% vs. 75%).

Resilience and Work Relationships

Resilience in the workplace is also closely connected to **workplace relationships that are quality and inclusive, especially among coworkers and managers.**

FRIENDSHIPS AND PERSONAL CONNECTIONS

Just as personal relationships have a significant impact on resilience, so do those relationships formed in the workplace. Full-time workers who feel satisfied with their relationships at work are significantly more likely to have high resilience compared to those who are unsatisfied (40% resilient vs. 17% resilient). **Having a best friend**, or very close friends, at work also benefits resilience — more than four in ten full-time workers (44%) with a best friend at work are considered to have high resilience compared to just 23% of those who do not have a best friend at work.



Feeling included in a group of friends at work yields a similar improvement in workers' resilience. Full-time workers who say they are part of a group of friends at work are more likely to have high resilience than workers who do not feel this way (42% vs. 37%). And, feelings of inclusion are important. Workers who do not feel alienated at work are more likely to be resilient than those who feel they are left out (38% vs. 34%). Work relationships extend outside the traditional work environment as well, and it benefits resilience to spend time and socialize with coworkers outside of work — 44% of full-time workers who do so are considered highly resilient compared to 28% of those who do not.

COWORKER RELATIONSHIPS

Strong coworker relationships and support from colleagues both at and outside of work lend to higher levels of resilience among the workforce. Nearly four in ten full-time workers (39%) who have good relationships with their coworkers are considered to have high resilience, compared to just one in ten full-time workers (11%) with fair or poor coworkers relationships, a difference of 28 percentage points. Full-time workers who agree that their coworkers are supportive of them are more resilient than those without supportive coworkers (40% resilient compared to 14% resilient, a 26-percentage point difference). Those who feel their coworkers are supportive are also more likely to feel positively about other aspects of work. Full-time employees with supportive coworkers are significantly more likely than those who do not have supportive coworkers to:

- Cooperate with the people around them (83% vs. 59%).
- Feel that people like to spend time with them (70% vs. 43%).
- Say they have a good or better work-life balance (89% vs. 67%).



Resilience and Work Relationships

Full-time employees with supportive coworkers are significantly more likely than those who do not have supportive coworkers to cooperate with the people around them (83% vs. 59%).

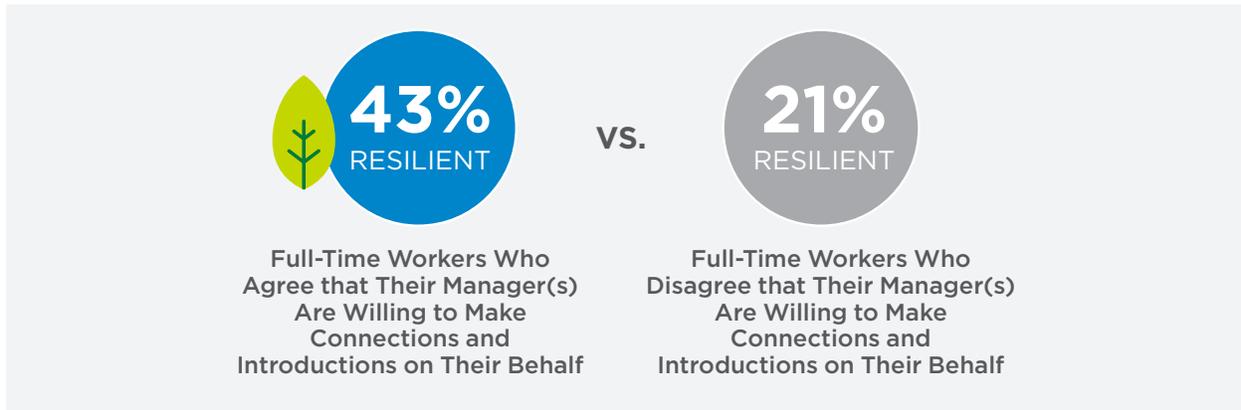
And, coworker relationships that allow for open, yet sometimes difficult, conversations influence resilience. Full-time workers who are frequently able to talk through problems with their coworkers are more likely to be resilient than those having these conversations infrequently (48% vs. 31%).

MANAGER RELATIONSHIPS

Workers’ relationships with their managers and company leadership can have a significant impact on resilience. Full-time workers who feel they have a **good relationship with their manager(s)** are more likely to have high resilience than those who do not feel these relationships are good (40% resilient vs. 20% resilient). Strong relationships with managers incorporate a variety of workplace feelings and behaviors, from advocacy to networking. For example:

- Nearly four in ten full-time workers (38%) who agree that they have a manager who advocates for them are highly resilient, compared to 35% of those who disagree.
- Full-time workers who do not feel abandoned by their manager when under pressure at work are more likely to have high resilience (38% vs. 35%).
- And full-time workers who agree that their manager(s) are willing to make connections and introductions on their behalf are more resilient than those who disagree (43% vs. 21%, a 22-percentage point difference).



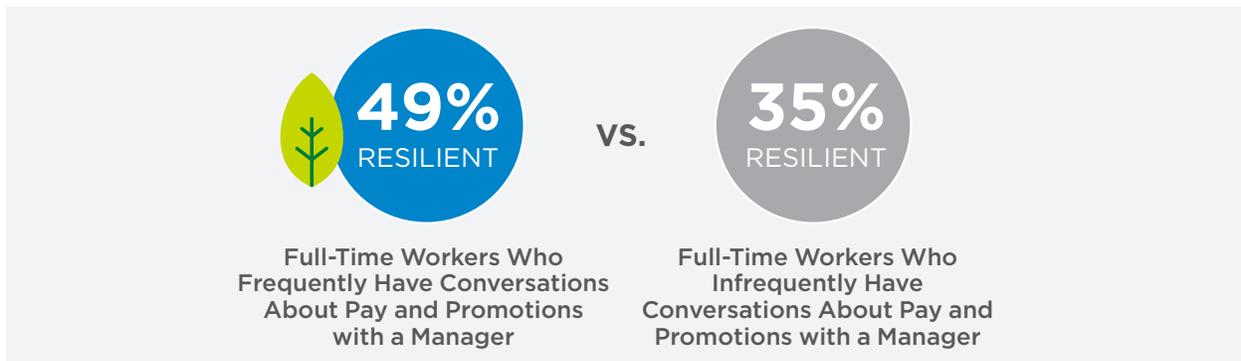


And, full-time workers who agree that their **colleagues and managers are willing to make connections** are significantly more likely than their counterparts who disagree to:

- Feel that getting and improving skills and qualifications is important to them (76% vs. 59%).
- Feel they are treated fairly in their communities (77% vs. 59%).
- To be satisfied with their current job (93% vs. 74%).
- Have good (or better) coworker relationships (92% vs. 75%).

Proactivity and transparency in one’s conversations with their manager also positively impact worker resilience. Not only are full-time workers who **frequently have conversations about pay and promotions with a manager** more likely to be resilient (49% vs. 35% of those who have such conversations infrequently), but full-time workers who **often push back on direction from a manager** are also more likely to have high resilience (46% vs. 38% of those doing this infrequently). Additionally, full-time workers who frequently push back on a manager(s) are significantly more likely than those who do not to:

- Talk to their family/partner about how they feel compared to full-time workers who infrequently push back (78% vs. 63%).
- Apply their abilities in life (81% vs. 76%).



TECHNOLOGY

Technology also factors in to work relationships, and when it is used the right way it can positively benefit worker resilience. For example, full-time workers who say they **use technology in the workplace to establish meaningful connections** are more resilient (43% resilient) than those who are not using technology to make the same connections (21% resilient). Full-time workers who use technology to make connections also:

- Say that they have a best friend or close friends at work (71% vs. 43%).
- Feel like they are part of a group of friends at work (85% vs. 56%).
- Have someone they can talk to about their day-to-day problems if needed (85% vs. 63%).
- Have good work-life balance, compared to those who do not use technology in this way (90% vs. 76%).



Technology in the Workplace to Establish Meaningful Connections

Full-time workers who use technology to make meaningful connections are significantly more likely than those who do not to say that they have a best friend or close friends at work (71% vs. 43%).



The Impact of COVID-19 on Work and Worker Resilience

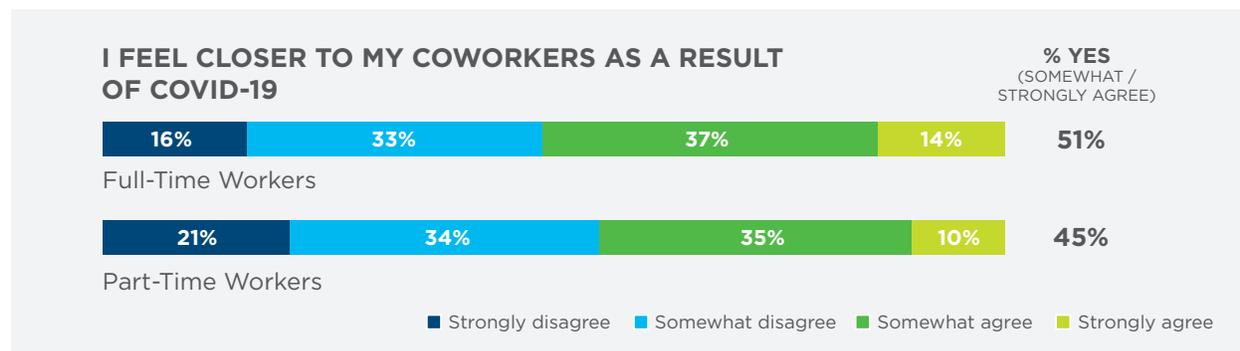
COVID-19 brings unprecedented change to the American workforce. Many Americans lost their employment status, while others faced being furloughed with or without benefits. Those who remain employed face disruption in their work and home environments as companies adapt to a new working reality. **Ability to cope and one’s outlook on their company’s ability to endure COVID-19 are related to resilience.**

While full-time workers are more resilient, being employed does not guarantee high resilience in the time of COVID-19. The inability to cope with the impact of COVID-19 often results in lower resilience among workers. Full-time workers who are personally struggling to cope with the impact of COVID-19 have lower resilience than workers who feel capable of coping (20% resilient vs. 38% resilient). The inability to cope with the impacts of COVID-19 also affects work-life balance and worker productivity — full-time and part-time workers, health care providers, teachers and other essential workers all say that their work-life balance and productivity have worsened since the onset of COVID-19.

Additionally, how employers are coping with COVID-19 matters. Workers with managers and employers who are struggling to cope with the impact of COVID-19 have lower resilience than those with managers and employers who feel able to cope with the impacts (38% vs. 22% for manager, 38% vs. 24% for employer).

Sixty-six percent of full-time workers say they are **optimistic about their company’s ability to endure COVID-19**—however, this means that 34% are feeling pessimistic or unsure about their company’s future. Still, optimism influences resilience as those full-time workers who have an optimistic outlook on their company’s ability to endure are more likely to have high resilience than those who do not (41% vs. 31%).

However, there are bright spots in the working pandemic environment. More than half (51%) of full-time workers say they feel closer to their coworkers as a result of COVID-19, and 45% of part-time workers agree. This is important to fostering resilience as those full-time workers who do feel closer to their coworkers as a result of COVID-19 are also more likely to be resilient than those who do not feel similarly (43% vs. 30%).



Why Resilience in the Workplace Matters

Significant Cost of Low Resilience

Low resilience among workers comes at a cost impacting both employees and businesses. Resilience is tied to job satisfaction and worker retention, productivity and workplace culture, which are the tenets that allow a company to operate smoothly and successfully.

OVERALL WELL-BEING AND MENTAL HEALTH

The consequences of low resilience can have lasting effects on our populations, communities and businesses. The study shows that in adult workers, low resilience is associated with a higher likelihood of turnover and lower job satisfaction and performance. Without the ability to cope with challenges, adults are more likely to experience stress, anxiety, and depression and resort to negative coping strategies, such as social withdrawal and substance abuse/alcohol.^{3,4}

SATISFACTION

Full-time workers satisfied with their jobs are more resilient than those who are unsatisfied (40% resilient vs. 16%), a difference of 24 percentage points. Those workers who are unsatisfied with their job and who tend have lower resilience are also more likely to look for a new job in the next 12 months.

TURNOVER

Full-time workers who are likely to look for a new job in the next year are 5 percentage points less resilient than those who are unlikely to look for a new job (34% resilient vs. 39% resilient). For companies, this means higher likelihood for employee turnover, which has a direct impact on company profits. Full-time workers' top five reasons for looking for a new job in the next 12 months include:

- Finding a job with a higher salary and better benefits (32%).
- Feeling undervalued in their current job (28%).
- Finding a job that is better for their career goals (23%).
- Feeling underutilized in terms of their knowledge, skills and experience (21%).
- Needing to change companies to move up in their career (20%).

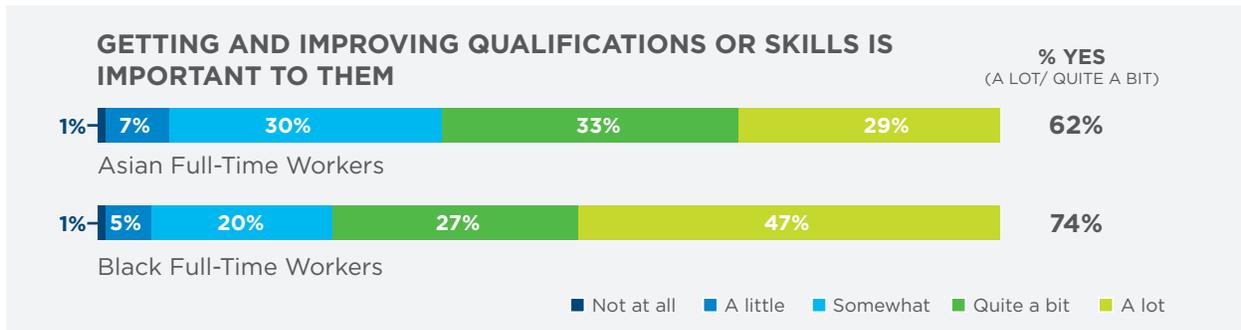


³Ponte, K. (2020, April 20). Coronavirus: Building Mental Health Resilience. Retrieved September 09, 2020, from <https://www.nami.org/Blogs/NAMI-Blog/April-2020/Coronavirus-Building-Mental-Health-Resilience>

⁴How to build resiliency. (2020, May 15). Retrieved September 09, 2020, from <https://www.mayoclinic.org/tests-procedures/resilience-training/in-depth/resilience/art-20046311>

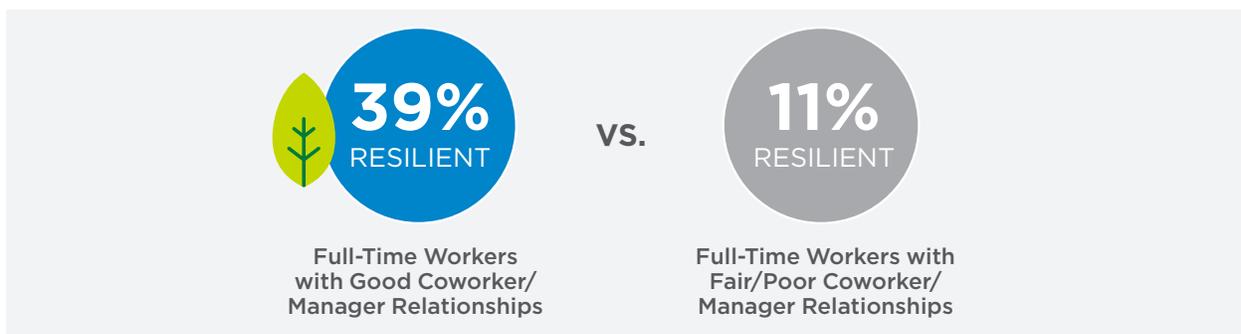
PERFORMANCE

Performance and skills are also impacted by low resilience. Full-time workers who say they are more productive than their colleagues in similar positions most or all of the time are more likely to be highly resilient than those who are more productive infrequently or none of the time (44% resilient vs. 26% resilient). This means that lower resilience poses a threat to company productivity, efficiency and profit. Full-time workers who are less resilient are also less likely to say that getting and improving qualifications and skills are important to them. For example, Asian full-time workers are less likely than Black full-time workers to say that getting and improving qualifications and skills are important to them (62% vs. 74%).



SELF-WORTH AND SELF-ESTEEM

In terms of workplace culture, workers with fair or poor relationships with their coworkers/managers are less resilient than workers with good coworker relationships (39% vs. 11%). These lowered feelings of self-worth and self-esteem make workers with lower resilience less likely to feel that they have opportunities to apply their abilities in life and less likely to say that people like to spend time with them. And, workers with lower resilience are less likely to feel a sense of community at work and are more likely to hide their true selves at work. In fact, full-time workers who do not feel included in the social aspects of work are less resilient (42% vs. 18%).



Of note is the impact of low resilience, even among full-time workers — full-time workers with lower resilience are 5 times less likely to feel that they have opportunities to apply their abilities in life, and are 16 times less likely to say that people like to spend time with them (97% vs. 19%; 95% vs. 6%).



Significant Cost of Low Resilience

Of note is the impact of low resilience, even among full-time workers — full-time workers with lower resilience are 5 times less likely to feel that they have opportunities to apply their abilities in life, and are 16 times less likely to say that people like to spend time with them (97% vs. 19%; 95% vs. 6%).

COVID-19 AS ACCELERANT

Workers who are less capable of coping with the impact of COVID-19 often also have lower resilience. Full-time workers who are personally struggling to cope with the impact of COVID-19 have lower resilience than workers who feel capable of coping. The extent of coping goes beyond the individual — those workers with managers and employers who are struggling to cope with the impact of COVID-19 have lower resilience than those with able managers and employers.

Building Resilience in the American Workforce

Work and personal stressors are impacting U.S. workers in a variety of ways, with COVID-19 exacerbating many of these dynamics. However, there is a lot employers can do to help build resilience and improve employee well-being by focusing on several interrelated factors.



A focus on holistic health is key: Resilience is significantly higher in full-time workers who are in good mental and physical health, and who have a good work-life balance.

- Among full-time workers specifically, those with good or better physical health (40% resilient) and mental health (40% resilient) are more than twice as likely to be resilient than those with fair or poor physical and mental health (15% resilient, 16% resilient, respectively).
- Full-time workers who exercise daily are more resilient than those workers physically exercising less than once a week, or never (46% resilient vs. 28% resilient).
- Practicing stress reduction activities also has a positive impact on resilience — 53% of those workers practicing daily are resilient, compared to 31% of those practicing less than once a week or never, a 22-percentage point difference..



Employers should actively encourage social connectivity and reward support at work:

Resilience levels are impacted by the quantity and quality of workers' communication and relationships with their coworkers and peers.

- Nearly four in ten full-time workers (39%) who have good relationships with their coworkers are considered to have high resilience, compared to just one in ten full-time workers (11%) with fair or poor coworkers relationships, a difference of 28 percentage points.
- Full-time workers who agree that their coworkers are supportive of them are more resilient than those without supportive coworkers (40% resilient compared to 14% resilient, a 26-percentage point difference).
- Half (51%) of full-time workers feel closer to their coworkers as a result of COVID-19, and those who do are more likely to be resilient (43% resilient).

- Full-time workers who feel they have a good relationship with their manager(s) are more likely to have high resilience than those who do not feel these relationships are good (40% resilient vs. 20% resilient).
- Nearly four in ten full-time workers (38%) who agree that they have a manager who advocates for them are highly resilient, compared to 35% of those who disagree.
- Full-time workers who say they use technology in the workplace to establish meaningful connections are more resilient (43% resilient) than those who are not using technology to make the same connections (21% resilient).



Create an inclusive workplace community: Workers who have higher resilience are more likely to feel a strong sense of camaraderie, friendship and inclusion in the workplace.

- Four in ten full-time workers (41%) who feel that they have a sense of shared goals with their colleagues are considered to have high resilience, compared to one in five workers (19%) who do not feel this way.
- Full-time workers who say they are part of a group of friends at work are more likely to have high resilience than workers who do not feel this way (42% vs. 37%).
- More than four in ten full-time workers (44%) with a best friend at work are considered to have high resilience compared to just 23% of those who do not have a best friend at work.
- Full-time workers who feel satisfied with their relationships at work are significantly more likely to have high resilience compared to those who are unsatisfied (40% resilient vs. 17% resilient).
- Those full-time workers who are members of workplace micro-communities, for example an employee resource group (ERG), are more likely to be resilient compared to workers who do not participate in an ERG (41% resilient vs. 35% resilient).



Create and promote a workplace where diversity is the standard: Differing races/ethnicities, socio-economic statuses, religions, etc. in one's workplace are connected to higher resilience.

- Four in ten (40%) full-time workers who have a diverse workplace are considered to have high resilience, compared to less than three in ten (28%) workers who do not have a diverse workplace.



Facilitate transparent two-way communication: Workers who proactively and frequently have difficult conversations at work, and who have equally communicative leadership, have higher resilience.

- Full-time workers who frequently discuss the impact of COVID-19 on mental health are more resilient than those having these conversations infrequently (48% vs. 33%).
- Full-time workers who are frequently able to talk through problems with their coworkers are more likely to be resilient than those having these conversations infrequently (48% vs. 31%).

- Not only are full-time workers who frequently have conversations about pay and promotions with a manager more likely to be resilient (49% vs. 35% of those who have such conversations infrequently), but full-time workers who often push back on direction from a manager are also more likely to have high resilience (46% vs. 38% of those doing this infrequently).
- Full-time workers who say that their employer is committed to regularly communicating the state of the business are more likely to be resilient than those who disagree (41% resilient vs. 19% resilient).
- Full-time workers who often discuss the impact of systemic racism on themselves, their families and their mental health are more likely to have high resilience than those having these discussions infrequently, or not at all (48% vs. 36%).



Promote the availability of and access to tools and resources that help manage personal and professional stressors — including programs that support employee well-being and offerings as part of an employee's health care:

- Workers with the ability to job share are more resilient than workers without the ability to job share (49% vs. 35%).
- Employers who provide caregiver leave are more likely to have resilient workers than employers who do not (45% vs. 35%).
- Paid parental leave positively impacts workers' likelihood to be resilient (41% vs. 34%).
- Workers who have access to ERGs are more likely to be resilient than workers without access (43% vs. 36%).
- Workers who participate in ERGs are more likely to be resilient than those who do not participate (41% vs. 35%).
- Access to mentorships, onboarding partners and coaching aids resilience (46% vs. 35%).



Provide workers with resources that specifically help manage and mitigate COVID-19 concerns: Full-time workers who currently have access to tools to help manage COVID-19-related stressors (both at work and at home) are more likely to be resilient.

- Full- and part-time workers' top concern with returning to work is that there is no vaccine available (43%, 35%), followed by limited office space to maintain social distancing (42%, 39%). Lack of sufficient cleaning/disinfecting products (31%, 24%) and a limited supply of personal protective equipment (PPE) (30%, 28%) are also top-of-mind.
- These concerns are reflected in workers' desired COVID-19-related resources — three in five full-time and part-time workers (60%, 63% respectively) want access to sanitizer and half (47%, 48% respectively) want access to PPE.
- Workers with access to expanded mental health services are more likely to be resilient than those without access (48% vs. 35%).
- Access to caregiver support when working from home due to COVID-19 aids resilience (49% vs. 35%).

- Employers providing access to a digital symptom checker are more likely to have resilient workers (45% vs. 36%).
- Workers with access to a digital COVID-19 monitoring app are more likely to be resilient (45% vs. 36%).
- Workers with access to expanded Employee Assistance Program (EAP) benefits are more likely to be resilient (44% vs. 36%).

Fostering and aiding resilience among the American workforce is crucial to not only the individual health and well-being of workers across the country, but also the well-being of businesses and companies as they continue to navigate the changing demands of a COVID-19 environment. By isolating the common elements that greatly impact resilience in the workforce, we can create and tailor solutions that help workers and companies manage their current stressors while preparing for what lies ahead and safeguarding resilience.





REGIONAL PROFILES

Within the Regional Profiles section:

- For Youth and Parent audiences, Young Adults ages 18-23 are not analyzed at the Metropolitan Statistical Area (MSA) level due to small sample size.
- For Youth and Parent audiences, an asterisk* denotes a parent-reported statistic.
- For Workforce audiences, part-time and furloughed/laid-off workers are not analyzed at the MSA level due to small sample size.



Cigna
Resilience
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Regional Profile: Northeast

(Includes New York and Philadelphia metropolitan areas)

The U.S. Census Bureau defines the Northeast region as: CT, ME, MA, NH, NJ, NY, PA, RI, VT

Resilience Among Workers in the Northeast

(n=661 Full-Time Workers; n=122 Part-Time Workers; n=117 Furloughed/Laid-Off Workers)

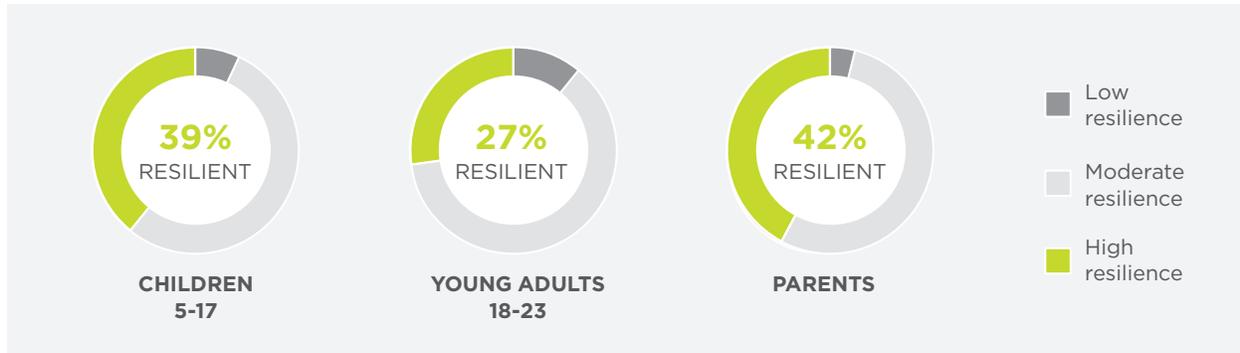


Only about a third of full-time workers in the Northeast (36%) are considered to have high resilience, meaning that more than six in ten (64%) could improve their resilience. Full-time workers in the Northeast are just as resilient as full-time workers nationally (37%). As with the national worker audience, high resilience among workers in the Northeast falls as employment levels fall, dropping to 29% high resilience among part-time workers and 25% high resilience among those workers who are furloughed or laid off.

- Four in ten full-time workers in the Northeast (42%) and more than half of part-time and furloughed/laid-off workers (51%, 54%) say they only sometimes feel they belong in their community, or don't belong at all.
- One in four full-time workers in the Northeast (23%) and about a third of part-time workers (31%) do not feel included in the social aspects of work.
- About one-third of full-time (34%) and part-time workers (31%) say they almost never have workplace conversations about the impact of COVID-19 on them, their families and their mental health.
- Six in ten full-time (59%) and part-time workers (60%) almost never talk about systemic racism and its impact on them at work.
- More than a third of full-time workers (34%), and three in ten part-time (31%) and furloughed/laid-off workers (32%) are almost never or never having conversations about the impact of COVID-19 on them, their families or their mental health.
- Six in ten full-time (59%) and part-time (60%) workers are almost never or never having conversations at work about the impact of systemic racism and social justice on them, their families or their mental health.

Resilience Among Children, Parents and Young Adults in the Northeast

(n=850 Children; n=850 Parents; n=255 Young Adults)



Resilience Among Children (5-17)

Fewer than four in ten children living in the Northeast (39%) are considered to have high resilience — meaning over six in ten (61%) could improve their resilience. Children living in the Northeast are slightly less resilient than children nationally (39% vs. 40%), though this difference is not statistically significant.

- COVID-19 is causing children in the Northeast distress: more than half (56%) feel stressed due to the pandemic (which is statistically significant compared to 51% of children in the Midwest).*
- Children in the Northeast are significantly more likely than children nationally to feel anxious about being homeschooled due to COVID-19 (49% vs. 45% nationally).*
- Children in the Northeast are significantly more likely to feel increased stress due to rising awareness of racism than children living in the Midwest (30% vs. 23%).*
- One in five children in the Northeast (20%) has received help, support or treatment for a mental, emotional or behavioral health issue in the last six months.

Resilience Among Young Adults (18-23)

Just one in four young adults living in the Northeast (27%) are considered resilient — meaning that about three in four (73%) could improve their resilience. Young adults in the Northeast are slightly more resilient than young adults nationally (27% vs. 22%), but this difference is not statistically significant. However, young adults living in the Northeast are significantly more likely to be resilient than young adults living in the West (27% vs. 18%).

- Though only half (56%) of young adults living in the Northeast say that they belong in their communities, this is significantly higher than young adults nationally (46%) and young adults in the Midwest (47%), the South (44%) and the West (43%).
- Young adults in the Northeast are also more likely to say that their family has supported them through life than young adults nationally and in other regions (74% vs. 65% [national and Midwest], 64% [West], 61% [South]).

- Compared to young adults nationally, young adults in the Northeast are significantly more likely to say that they can get food to eat if hungry (83% vs. 77%), that their families stand by them during difficult times (75% vs. 67%) and that they have opportunities to apply their abilities in life (66% vs. 59%).
- More than seven in ten young adults in the Northeast (71%) are suffering from stress and anxiety due to COVID-19 (compared to 74% of young adults in the West, 73% of young adults in the Midwest and 71% of young adults in the South).
- Two in three young adults in the Northeast (66%) are feeling anxious about the recent deaths of Black Americans like George Floyd; this issue is significantly more stressful to them than having to work from home due to the COVID-19 pandemic (43%). In comparison to other regions, 67% of young adults in the West, 63% of young adults in the Midwest and 65% of young adults in the South feel anxious about the recent deaths of Black Americans.
- Sixty-three percent of young adults in the Northeast say they are treated fairly in their communities, 8 percentage points higher than young adults living in the South (55%). This difference is statistically significant.

Resilience Among Parents

Parents living in the Northeast are equally as resilient as parents nationally. Forty-two percent (42%) of both parents in the Northeast and parents nationally are considered highly resilient. Still, about six in ten parents in the Northeast (58%) could improve their resilience.

- Though one in three parents living in the Northeast (32%) feel they belong in their community only somewhat, or not at all, the percentage that does feel they belong (68%) is significantly more compared to parents living in the West (63%).
- Parents in the Northeast are significantly more likely than parents in the West to say that their families know a lot about them (81% vs. 76%).
- Parents living in the Northeast are significantly more likely to be in good or better physical health than parents in other regions (89% vs. 86% [Midwest], 85% [South, West]).
- Three in four parents in the Northeast (76%) are feeling stressed due to COVID-19, and more than six in ten (63%) are stressed due to current economic uncertainty.
- Nearly six in ten parents in the Northeast (57%) say that having to homeschool their child/children due to COVID-19 causes them anxiety.

■ Resilience Among Full-Time Workers in New York

(n=302 Full-Time Workers)

Similar to the Northeast region in general and the national worker audience as well, only about a third of full-time workers in the New York metropolitan area (36%) are considered to have high resilience (compared to 37% of full-time workers nationally). This means that over six in ten New York workers (64%) could improve their resilience.

- Three-quarters of New York full-time workers (75%) also feel anxious about figuring out the safest childcare options for their child(ren), compared to 65% nationally.
- More than eight in ten New York full-time workers (83%) are stressed due to the COVID-19 pandemic, and two-thirds (66%) are feeling stressed due to the recent deaths of Black Americans like George Floyd.
- More than four in ten full-time workers in New York (41%) feel they belong in their community only somewhat, or not at all.
- Nearly one in three full-time workers in New York (31%) feel they are treated fairly in their community only sometimes, or not at all.
- Roughly a third of full-time workers living in New York (35%) feel that they do not have a best friend or close friend at work.



**FULL-TIME
WORKERS
(New York)**

■ Resilience Among Children and Parents in New York

(n=364 Children; n=364 Parents)

Resilience Among Children (5-17)

Roughly four in ten children in New York (42%) are considered highly resilient. This means that nearly six in ten (58%) could improve their resilience. Children living in New York are slightly more resilient than children nationally (42% vs. 40%), though this difference is not statistically significant.

- Children living in New York are significantly more likely to feel stressed about their parents working from home due to COVID-19 than children living in certain other metropolitan areas (33% vs. 22% (Houston), 23% (Philadelphia), 23% (Chicago)).*
- More than a third of New York children (34%) are feeling stress due to an increased awareness of racism.*
- Though children living in New York generally say they fit in with other children, one in five (22%) say they fit in only sometimes, or don't fit in at all.
- Nearly three in ten (27%) children in New York say they are treated fairly only sometimes, or not at all.



**CHILDREN 5-17
(New York)**

Resilience Among Parents

Parents living in New York are more resilient than parents nationally (46% high resilience among parents in New York vs. 42% high resilience among parents nationally), but this difference is not statistically significant. This also means that more than half of New York parents (54%) could improve their resilience.

- Nearly eight in ten New York parents (78%) feel stressed due to COVID-19, and more than six in ten (64%) are stressed by the current economic uncertainty.
- Close to six in ten (59%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Nearly a quarter of parents living in New York (23%) feel that they are treated fairly in their communities only sometimes, or not at all.
- Close to three in ten New York parents (29%) frequently feel their relationships with others are not meaningful, which is significantly higher than parents nationally (21%).
- However, New York parents are significantly more likely than parents nationally and parents in Philadelphia, Atlanta, San Jose/San Francisco and Chicago to talk to their family or partner about how they feel (79% vs. 73% (national), 70% (Philadelphia), 69% (Atlanta, San Jose/San Francisco, Chicago).



Resilience Among Children and Parents in Philadelphia

(n=130 Children; n=130 Parents)

Resilience Among Children (5-17)

Fewer than four in ten children in Philadelphia (36%) are considered to have high resilience — meaning over six in ten (64%) could improve their resilience. Children living in Philadelphia are less resilient than children nationally (36% vs. 40%), though this difference is not statistically significant.

- COVID-19 is having an impact on Philadelphia children’s stress and anxiety levels: more than half (56%) are stressed due to the pandemic, and half (50%) feel anxious about being homeschooled due to COVID-19.*
- Nearly three in ten Philadelphia children (28%) are feeling stress due to an increased awareness of racism.*
- Though children living in Philadelphia generally say they fit in with other children, about three in ten (29%) say they fit in only sometimes, or don’t fit in at all.
- Nearly one in five children in Philadelphia (19%) say other children like to play with them only sometimes, or don’t like to play with them at all.



Resilience Among Parents

Parents living in Philadelphia are equally as resilient as parents nationally (43% high resilience among parents in Philadelphia vs. 42% high resilience among parents nationally). However, this means that nearly six in ten Philadelphia parents (57%) could improve their resilience.

- Eight in ten Philadelphia parents (81%) are feeling stressed due to COVID-19, and more than six in ten (64%) are stressed by the current economic uncertainty. Close to six in ten (59%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Over half (55%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Philadelphia parents are more likely (58%) than parents nationally (49%) to be stressed and anxious about the recent deaths of Black Americans such as George Floyd and Breonna Taylor, but the difference is not statistically significant.
- More than three in ten parents living in Philadelphia (31%) feel they belong in their community only somewhat, or not at all.
- And, nearly a third (32%) of parents living in Philadelphia say that people like to spend time with them only sometimes, or not at all.



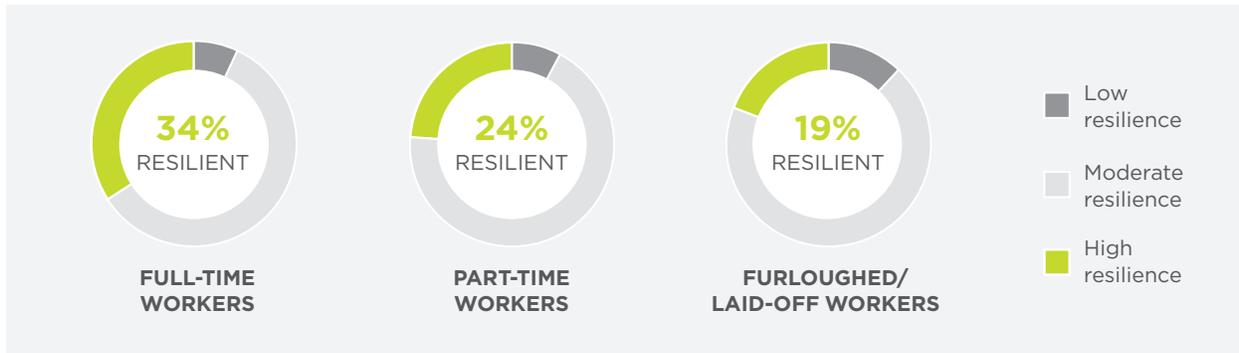
Regional Profile: West

(Includes Los Angeles and San Jose/San Francisco metropolitan areas)

The U.S. Census Bureau defines the West region as: AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY

Resilience Among Workers in the West

(n=792 Full-Time Workers; n=188 Part-Time Workers; n=220 Furloughed/Laid-Off Workers)

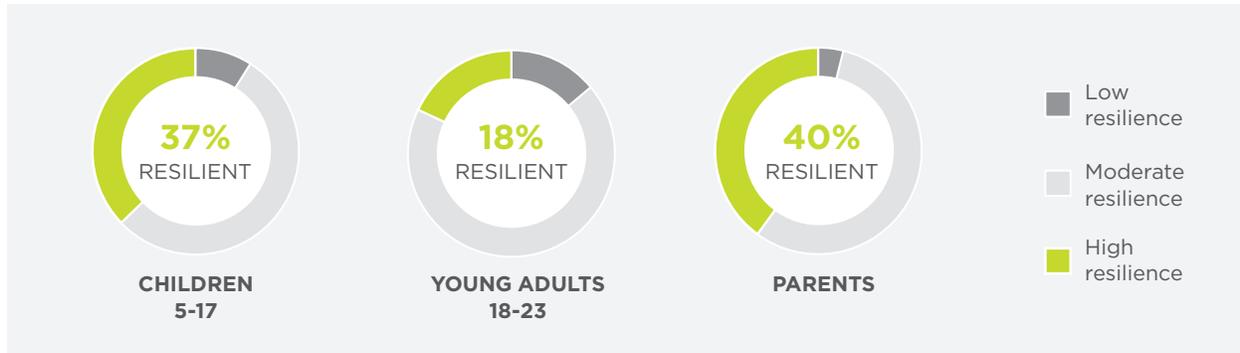


Similar to the Northeast, only a third of full-time workers in the West (34%) are considered highly resilient — meaning that two-thirds (66%) could improve their resilience. Full-time workers in the West are slightly less resilient than full-time workers nationally (37%), however this difference is not statistically significant. And, like the national worker audience, high resilience among workers in the West falls as employment levels fall, dropping to 24% high resilience among part-time workers and 19% high resilience among those workers who are furloughed or laid off.

- Forty-two percent of full-time workers in the West and more than half of part-time and furloughed/laid-off workers (52%, 56%) say they only sometimes feel they belong in their community, or don't belong at all.
- More than a third of full-time workers in the West (36%) and over half (52%) of part-time workers do not feel they have a best friend or close friends at work.
- More than half of full-time (53%) and nearly seven in ten part-time workers (68%) say they almost never have conversations with a manager about difficult topics like pay and promotions.
- More than half of full-time (55%) and over six in ten part-time workers (64%) in the West almost never talk about systemic racism and its impact on them at work.

Resilience Among Children, Parents and Young Adults in the West

(n=1,200 Children; n=1,200 Parents; n=360 Young Adults)



Resilience Among Children (5-17)

Fewer than four in ten children living in the West (37%) are considered to have high resilience — meaning over six in ten (63%) could improve their resilience. Children living in the West are slightly less resilient than children nationally (37% vs. 40%), though this difference is not statistically significant.

- Children in the West are significantly more likely to feel stressed or anxious about their parent(s) continuing to work in-person or with others during COVID-19 compared to children living in the Midwest (29% vs. 24%).
- Children in the West are significantly less likely to have very good or excellent relationships with their teachers compared to children in the Northeast (64% vs. 72%).
- Sixty-nine percent of children in the West feel they fit in with other children compared to 75% in the Northeast — meaning that over three in ten children in the West (31%) feel they fit in only sometimes, or not at all.

Resilience Among Young Adults (18-23)

Just one in five young adults living in the West (18%) are considered resilient. Young adults in the West are slightly less resilient than young adults nationally (18% vs. 22%), but this difference is not statistically significant. Young adults living in the West are significantly less likely to be resilient than young adults living in the Northeast (18% vs. 27%).

- Young adults living in the West are stressed by current events — three-quarters (74%) feel stress due to the COVID-19 pandemic, and half (50%) feel anxious due to an increased awareness of racism.
- Forty-three percent of young adults living in the West feel they belong in their community, which is the lowest among all regions (56% in the Northeast, 47% in the Midwest, and 44% in the South).
- Young adults in the West are significantly more likely to say that their families have not usually supported them through life compared to young adults in the Northeast (17% vs. 10%).
- Feelings of fair treatment are also lower, with 57% of young adults in the West feeling like they are treated fairly compared to 63% in the Northeast. This means that more than four in ten (43%) young adults feel they are treated fairly only sometimes, or not at all.

Resilience Among Parents

Four in ten parents living in the West (40%) are considered to have high resilience — meaning that six in ten (60%) could improve their resilience. Parents living in the West are slightly less resilient than parents nationally (40% vs. 42%), though this difference is not statistically significant.

- Seventy-three percent of parents in the West feel stressed or anxious due to COVID-19, and more than half (55%) are stressed by the need to homeschool their child or children following school closures due to the pandemic.
- Sixty-three percent of parents living in the West say that they belong in their communities compared to 68% of parents in the Northeast - meaning close to four in ten parents in the West (37%) feel they belong only sometimes, or not at all.
- Over one in four parents in the West (27%) feel like they are treated fairly only sometimes, or aren't treated fairly at all.
- Parents in the West are significantly less likely than parents in the Northeast to say that their families know a lot about them (76% vs. 81%).
- Nearly a third (32%) of parents living in Philadelphia say that people like to spend time with them only sometimes, or not at all.

■ Resilience Among Full-Time Workers in Los Angeles

(n=209 Full-Time Workers)

Full-time workers living in Los Angeles are slightly — though not significantly — less resilient than full-time workers nationally (35% vs. 37% resilient), and over six in ten (65%) could improve their resilience.

- Three-quarters of Los Angeles full-time workers (74%) are feeling stressed due to the COVID-19 pandemic, and six in ten (63%) are stressed due to an increased awareness of racism.
- Three-quarters of Los Angeles full-time workers (74%) also feel anxious about homeschooling their child or children after schools closed due to COVID-19.
- More than four in ten Los Angeles full-time workers feel they belong in their community (42%) only sometimes, or not at all. And more than a third (36%) only feel supported by friends sometimes, or not at all.
- Nearly one in five full-time workers in Los Angeles (17%) feel their work-life balance is fair or poor.
- More than four in ten (43%) Los Angeles full-time workers often feel abandoned by their manager when under pressure at work.



■ Resilience Among Children and Parents in Los Angeles

(n=333 Children; n=333 Parents)

Resilience Among Children (5-17)

Fewer than four in ten children in Los Angeles (37%) are considered to have high resilience – meaning that over six in ten (63%) could improve their resilience.

Children living in Los Angeles are slightly less resilient than all children nationally (37% vs. 40%), though this difference is not statistically significant.

- COVID-19 is having an impact on Los Angeles children’s stress and anxiety levels: more than half (55%) are stressed due to the pandemic, and nearly half (46%) feel anxious about being homeschooled due to COVID-19.*
- Nearly three in ten Los Angeles children (27%) are feeling stress due to an increased awareness of racism.*
- Though children living in Los Angeles generally say they fit in with other children, three in ten (32%) feel they fit in only sometimes, or that they don’t fit in at all.
- One in four children in Los Angeles (24%) say other children only sometimes – or never – like to play with them.



**CHILDREN 5-17
(Los Angeles)**

Resilience Among Parents

Parents living in Los Angeles are slightly more resilient than parents nationally (44% high resilience among parents in Los Angeles vs. 42% high resilience among parents nationally). However, this difference is not significant. This also means that nearly six in ten Los Angeles parents (56%) could improve their resilience.

- Three-quarters of parents in Los Angeles (74%) are feeling stressed due to COVID-19, and more than six in ten (65%) are stressed by the current economic uncertainty.
- Nearly six in ten (58%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Los Angeles parents are significantly more likely than parents nationally to feel anxious about having to work from home after offices closed due to COVID-19 (58% vs. 48%).
- Three in ten parents living in Los Angeles (32%) feel like they belong in their community only sometimes or not at all, and 26% feel like they are treated fairly in their community only sometimes, or not at all.
- A quarter (26%) of parents living in Los Angeles say that people like to spend time with them only sometimes, or not at all.



**PARENTS
(Los Angeles)**

■ Resilience Among Children and Parents in San Jose/San Francisco

(n=109 Children; n=109 Parents)

Resilience Among Children (5-17)

Around three in ten children in the San Jose/San Francisco metropolitan area (32%) are considered to have high resilience — meaning that nearly seven in ten (68%) could improve their resilience. Children living in San Jose/San Francisco are less resilient than all children nationally (32% vs. 40%), but the difference is not significant.

- COVID-19 is having an impact on San Jose/San Francisco children’s stress and anxiety levels: more than half (55%) are stressed due to the pandemic. Nearly four in ten (39%) are stressed and anxious about being homeschooled due to the pandemic.*
- Nearly three in ten San Jose/San Francisco children (28%) are feeling stress due to an increased awareness of racism.*
- Though children living in San Jose/San Francisco generally feel they fit in with other children, more than three in ten (32%) say they fit in only sometimes, or don’t fit in at all.
- Nearly four in ten children in San Jose/San Francisco (38%) say their friends care about them only sometimes, or don’t care about them at all.



CHILDREN 5-17
(San Jose/
San Francisco)

Resilience Among Parents

Parents living in San Jose/San Francisco are less resilient than parents nationally, though the difference is not significant (34% high resilience among parents in San Jose/San Francisco vs. 42% high resilience among parents nationally). Two-thirds of San Jose/San Francisco parents (66%) could improve their resilience.

- Close to eight in ten San Jose/San Francisco parents (78%) are feeling stressed and anxious due to COVID-19, and nearly seven in ten (69%) are stressed by the current economic uncertainty.
- Over half (56%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Half of San Jose/San Francisco parents are stressed by the recent deaths of Black Americans such as George Floyd (54%) and by the increased awareness of racism (54%).
- Over one-third (34%) of parents living in San Jose/San Francisco feel like they belong in their community only sometimes, or not at all. Close to one-third (32%) feel they are treated fairly in their community only sometimes, or not at all.



PARENTS
(San Jose/
San Francisco)

Regional Profile: Midwest

(Includes Chicago metropolitan area)

The U.S. Census Bureau defines the Midwest region as: IL, IN, IA, KS, MI, MN, MO, NE, ND, OH, SD, WI

Resilience Among Workers in the Midwest

(n=738 Full-Time Workers; n=178 Part-Time Workers; n=135 Furloughed/Laid-Off Workers)

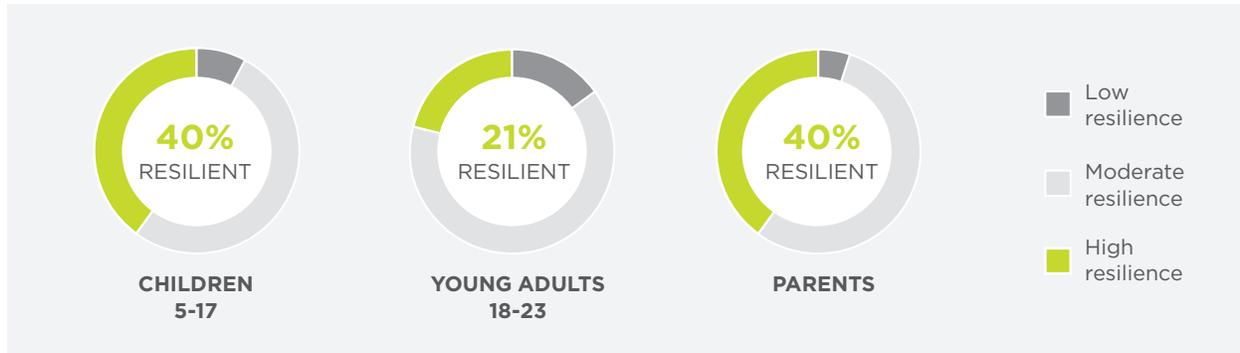


Fewer than four in ten full-time workers in the Midwest (37%) are highly resilient — meaning that six in ten (63%) could improve their resilience. Full-time workers in the Midwest are as resilient as full-time workers nationally (37%). Still, like the national worker audience, high resilience among workers in the Midwest falls as workers become less employed, dropping to 27% high resilience among part-time workers and 19% high resilience among those workers who are furloughed or laid off.

- Nearly three in ten full-time workers in the Midwest (27%) and three in ten part-time and furloughed/laid-off workers (31%, 30%) say they only sometimes feel they belong in their community.
- Half of full-time workers in the Midwest (50%) and more than six in ten part-time workers (62%) do not socialize or spend time with their colleagues outside of work.
- Three in ten full-time workers (30%) and one in five part-time workers (19%) living in the Midwest often feel alienated from their coworkers.
- A third of full-time workers in the Midwest (33%) and nearly four in ten part-time workers (38%) almost never have conversations at work about the impact of COVID-19 on them, their families and their mental health.

Resilience Among Children, Parents and Young Adults in the Midwest

(n=1,050 Children; n=1,050 Parents; n=315 Young Adults)



Resilience Among Children (5-17)

Children living in the Midwest are equally as resilient as children nationally. Forty percent of both children in the Midwest and children nationally are considered highly resilient. Still, six in ten children in the Midwest (60%) could improve their resilience.

- Children in the Midwest feel the impacts of current events — 51% currently feel stressed due to the COVID-19 pandemic, and nearly a quarter (24%) are anxious about their parents continuing to work in-person or with others during the pandemic.*
- As in the West, 69% of children in the Midwest feel they fit in with other children, compared to 75% in the Northeast. This means that more than three in ten children in the Midwest (31%) feel they fit in only somewhat, or not at all. One in four children in the Midwest (25%) feel they are treated fairly only sometimes, or not at all.
- Additionally, nearly one in three children in the Midwest (32%) only sometimes feel like their friends care about them when times are hard, or they don't feel this way at all.

Resilience Among Young Adults (18-23)

Just one in five young adults living in the Midwest (21%) are considered resilient. Young adults in the Midwest are slightly less resilient than young adults nationally (21% vs. 22%), but this difference is not statistically significant.

- The stress associated with COVID-19 is impacting young adults in the Midwest — 73% feel anxious due to the pandemic, and more than half (53%) feel stressed because they are continuing to work in-person or with others during the pandemic.
- Fewer than half of young adults living in the Midwest (47%) feel that they belong in their community, which is significantly lower than in the Northeast (56%).
- Young adults in the Midwest are significantly more likely to say they do not feel supported by their friends, compared to young adults in the Northeast and West (20% vs. 11%, 14%).
- Only about half (56%) of young adults in the Midwest feel like they are treated fairly.
- Young adults living in the Midwest are significantly more likely to have a fair or poor financial situation compared to young adults living in the Northeast (36% vs. 27%).

Resilience Among Parents

Similar to the West, four in ten parents in the Midwest (40%) are considered to have high resilience — meaning over six in ten (60%) could improve their resilience. Parents living in the Midwest are slightly less resilient than parents nationally (40% vs. 42%), though this difference is not statistically significant.

- Seven in ten parents in the Midwest (72%) feel stressed and anxious due to the COVID-19 pandemic, and half (52%) are anxious about homeschooling their child or children after school closures due to the pandemic.
- Nearly half of parents living in the Midwest (46%) feel stress due to the recent deaths of Black Americans like George Floyd.
- Over one-third (36%) of parents living in the Midwest feel that they belong in their communities only sometimes, or not at all.
- Parents living in the Midwest are significantly less likely to say that people like to spend time with them (73%) compared to parents living in the South (76%).
- Parents in the Midwest are more likely than those in the Northeast and South to have a fair or poor work-life balance (14% vs. 11%, 10%).
- And parents in the Midwest are significantly more likely than Northeastern parents to have fair or poor mental health (16% vs. 12%).

■ Resilience Among Full-Time Workers in Chicago

(n=136 Full-Time Workers)

Full-time workers living in Chicago are less resilient than full-time workers in the Midwest in general (31% vs. 37% resilient) and less resilient than full time-workers nationally (31% vs. 37% resilient) — however, these differences are not statistically significant. This means that nearly seven in ten workers in Chicago (69%) could improve their resilience.

- Full-time workers in Chicago are significantly more likely to feel stressed due to economic uncertainty than full-time workers nationally (85% vs. 76%).
- Nearly eight in ten full-time workers (78%) feel anxious due to the COVID-19 pandemic.
- Six in ten Chicago full-time workers (62%) feel stressed about handling an increased professional workload due to COVID-19.
- Close to half of Chicago workers (46%) feel they belong in their community only somewhat, or not at all.
- Nearly one in five full-time workers in Chicago (19%) say they have a fair or poor work-life balance.
- And four in ten full-time workers in Chicago (39%) feel they are treated fairly in their communities only sometimes, or not at all.
- Nearly three in ten full-time workers in Chicago (28%) often feel alienated by their coworkers, and close to four in ten (37%) experience a general sense of emptiness when at work.



■ Resilience Among Children and Parents in Chicago

(n=179 Children; n=179 Parents)

Resilience Among Children (5-17)

Just over four in ten children in Chicago (43%) are highly resilient. This means that close to six in ten (57%) could improve their resilience.

Children living in Chicago are slightly more resilient than children nationally (43% vs. 40%), though this difference is not statistically significant.

- COVID-19 is impacting Chicago children’s stress and anxiety levels: half (50%) are stressed due to the pandemic. Close to half (45%) feel stress from being homeschooled due to the pandemic.*
- More than one in four Chicago children (26%) are feeling stress and anxiety due to an increased awareness of racism, and 29% are stressed and anxious about the recent deaths of Black Americans such as George Floyd.*
- Though children living in Chicago generally say they fit in with other children, nearly three in ten (29%) say they fit in only sometimes, or don’t fit in at all.



**CHILDREN 5-17
(Chicago)**

Resilience Among Parents

Parents living in Chicago are equally as resilient as parents nationally (43% high resilience among parents in Chicago vs. 42% high resilience among parents nationally). However, this means that nearly six in ten Chicago parents (57%) could improve their resilience.

- Three in four Chicago parents (74%) are feeling stressed due to COVID-19, and nearly seven in ten (67%) are stressed by the current economic uncertainty.
- Over half (53%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Half of parents in Chicago are stressed and anxious about the recent deaths of Black Americans such as George Floyd (52%) and stressed due to an increased awareness of racism (45%).
- One-third of Chicago parents (33%) feel they belong in their community only somewhat, or not at all, and more than one-fourth (26%) feel they are treated fairly in their community only sometimes, or not at all.



**PARENTS
(Chicago)**

Regional Profile: South

(Includes Atlanta, DC/Baltimore, Houston, Miami and Orlando metropolitan areas)

The U.S. Census Bureau defines the South region as: AL, AR, DE, DC, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

Resilience Among Workers in the South

(n=1,308 Full-Time Workers; n=295 Part-Time Workers; n=247 Furloughed/Laid-Off Workers)

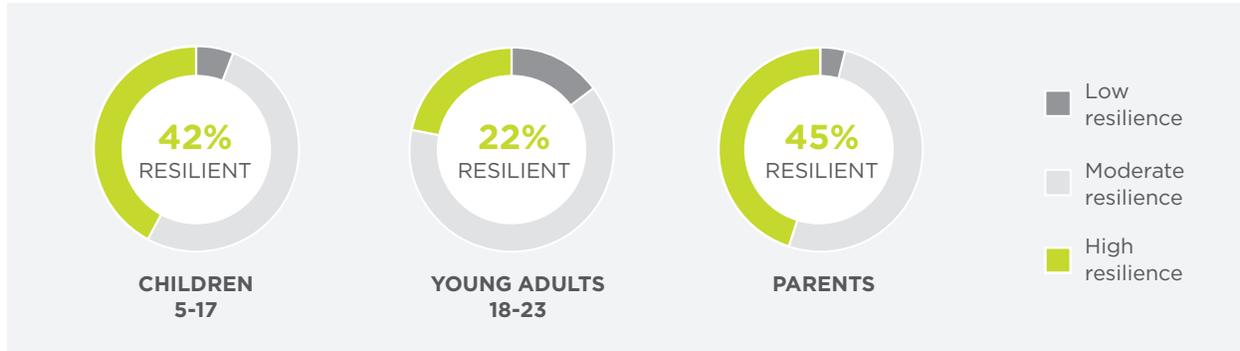


Thirty-eight percent of full-time workers living in the South are considered to have high resilience. However, this means that six in ten (62%) could improve their resilience. Full-time workers in the South are slightly more resilient than full-time workers nationally (37%), though this difference is not statistically significant. Like the national worker audience, high resilience among Southern workers falls as employment levels fall, dropping to 30% high resilience among part-time workers and 22% high resilience among those workers who are furloughed or laid off.

- More than a third of (37%) of full-time workers, nearly half of part-time workers (48%) and more than half (54%) of furloughed/laid-off workers living in the South say they only sometimes feel they belong in their community, or don't belong at all.
- Over one-third (35%) of full-time workers in the South say that they only talk to their family or partner about their feelings sometimes, or not at all — and nearly four in ten part-time workers (39%) and half of furloughed/laid-off workers (50%) feel similarly.
- More than four in ten full-time workers in the South (44%) and over half of part-time workers (52%) do not socialize or spend time with their colleagues outside of work.
- And more than a third of full-time (37%) and part-time workers (34%) living in the South do not find their work meaningful or fulfilling.
- Nearly six in ten full-time workers in the South (56%) and more than six in ten (63%) part-time workers almost never have conversations at work about systemic racism and its impact on them, their families and their mental health.

Resilience Among Children, Parents and Young Adults in the South

(n=1,900 Children; n=1,900 Parents; n=570 Young Adults)



Resilience Among Children (5-17)

More than four in ten children living in the South (42%) are considered to have high resilience. Children living in the South are slightly more resilient than children nationally (42% vs. 40%), though this difference is not statistically significant. However, children living in the South are significantly more likely to be resilient than children living in the West (37%).

- Nearly eight in ten (79%) Southern children say that getting an education is important to them, which is statistically significant compared to children in the Midwest (75%). And Southern children are more likely to have a mentor compared to children in the Midwest (55% vs. 50%).
- Southern children are significantly more likely than children in the West to feel that they fit in with other children (72% vs. 69%), but still, close to three in ten children in the South (28%) say they fit in only sometimes, or don't fit in at all.
- Three in ten children in the South (30%) say their friends care about them only sometimes, or not at all.
- However, children living in the South are also significantly more likely than children nationally to talk to their family about how they feel (71% vs. 68%).

Resilience Among Young Adults (18-23)

Young adults in the South are equally as resilient as young adults nationally. Twenty-two percent of both young adults in the South and young adults nationally are considered highly resilient. Still, nearly eight in ten young adults in the South (78%) could improve their resilience.

- Two-thirds (65%) of young adults living in the South feel stress due to the recent deaths of Black Americans like George Floyd, and close to half (47%) feel stress due to an increased awareness of racism.
- More than half (54%) of Southern young adults feel anxious about continuing to work in-person or with others during COVID-19.
- More than half (51%) of young adults in the South talk to their family or partner about how they feel.
- Just forty-four percent of Southern young adults feel they belong in their communities, which is significantly lower than in the Northeast (56%).
- Nearly one in three young adults in the South (32%) have poor or fair mental health.

Resilience Among Parents

Forty-five percent of parents living in the South are considered to have high resilience. Parents living in the South are slightly more resilient than parents nationally (45% vs. 42%), though this difference is not statistically significant. Over half of parents in the South (55%) could improve their resilience.

- Three-quarters (75%) of Southern parents feel stressed about the COVID-19 pandemic and six in ten (61%) are anxious due to the current economic uncertainty.
- More than four in ten parents living in the South (43%) feel stress due to an increased awareness of racism.
- Southern parents are significantly more likely than parents in the West to say that their family knows a lot about them (80% vs. 76%). Still, one in five parents in the South (20%) say their family knows a lot about them only somewhat, or not at all.
- More than two-thirds (67%) of parents living in the South feel that they belong in their community, which is significantly higher than parents living in the West (63%). Still, one-third of parents in the South (33%) feel they belong in their community only somewhat, or not at all.

■ Resilience Among Full-Time Workers in DC/Baltimore

(n=156 Full-Time Workers)

Fewer than four in ten (37%) full-time workers living in the DC/Baltimore metropolitan area are considered to be highly resilient, and DC/Baltimore workers are as equally resilient as workers nationally. However, more than six in ten full-time workers (63%) living in the DC/Baltimore area could improve their resilience.

- Close to nine in ten DC/Baltimore full-time workers (88%) are stressed due to the COVID-19 pandemic, significantly more than full-time workers nationally (81%).
- Nearly seven in ten (69%) are feeling stressed due to the recent deaths of Black Americans such as George Floyd.
- Three-quarters of DC/Baltimore full-time workers (74%) also feel anxious about the upcoming November elections, which is significantly more than full-time workers nationally (64%).
- More than a third (36%) of DC/Baltimore full-time workers feel they belong in their community only sometimes, or not at all.
- One in five full-time workers in DC/Baltimore (18%) feel they have a fair or poor financial situation.
- One-quarter (25%) of full-time workers in DC/Baltimore do not feel included in the social aspects of work, and 25% do not feel part of a group of friends at work either.



■ Resilience Among Children and Parents in Atlanta

(n=110 Children; n=110 Parents)

Resilience Among Children (5-17)

Just over four in ten children in Atlanta (43%) are highly resilient. This means that nearly six in ten (57%) could improve their resilience. Children living in Atlanta are slightly more resilient than children nationally (43% vs. 40%), though this difference is not statistically significant.

- COVID-19 is having an impact on Atlanta children’s stress and anxiety levels: six in ten (60%) are stressed due to the pandemic, and half (52%) feel anxious about being homeschooled due to COVID-19.*
- Nearly four in ten Atlanta children (39%) are feeling stress due to an increased awareness of racism. And close to four in ten (38%) are stressed and anxious about the recent deaths of Black Americans like George Floyd.*
- Though children living in Atlanta generally say they have friends that care about them, more than three in ten (31%) say their friends care about them only sometimes, or don’t care at all.



Resilience Among Parents

Parents living in Atlanta are slightly less resilient than parents nationally (40% high resilience among parents in Atlanta vs. 42% high resilience among parents nationally). This means that six in ten Atlanta parents (60%) could improve their resilience.

- Three in four Atlanta parents (74%) are feeling stressed due to COVID-19, and two-thirds (66%) are stressed by the current economic uncertainty.
- Ongoing racial tensions are creating significant stress for parents in Atlanta: the recent deaths of Black Americans (63% vs. 49%), an increased awareness of racism (57% vs. 42%), and Black Lives Matter protests (58% vs. 44%) are causing Atlanta parents more stress and anxiety than parents nationally.
- Over six in ten Atlanta parents (63%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Close to three in ten Atlanta parents (28%) feel they belong in their community only somewhat, or not at all. More than one in four (26%) say they have opportunities to apply their abilities in life only sometimes, or not at all.
- Over one-third of Atlanta parents (36%) frequently feel they are unable to control the important things in their life, which is significantly higher than parents nationally (25%).



■ Resilience Among Children and Parents in DC/Baltimore

(n=179 Children; n=179 Parents)

Resilience Among Children (5-17)

Around four in ten children living in DC/Baltimore (43%) are highly resilient. This means that nearly six in ten (57%) could improve their resilience. Children living in DC/Baltimore are slightly more resilient than children nationally (43% vs. 40%), though this difference is not statistically significant.

- COVID-19 is having an impact on DC/Baltimore children’s stress levels and mental health: more than half (56%) are stressed due to the pandemic, and four in ten (39%) feel anxious about being homeschooled due to COVID-19.*
- Nearly four in ten DC/Baltimore children (37%) are feeling stress and anxiety due to an increased awareness of racism.*
- Children living in DC/Baltimore generally say they fit in with other children (77%) — but nearly one in four (23%) say they fit in only sometimes, or not at all.



**CHILDREN 5-17
(DC/Baltimore)**

Resilience Among Parents

Parents living in DC/Baltimore are more resilient than parents nationally (47% high resilience among parents in DC/Baltimore vs. 42% high resilience among parents nationally). However, this difference is not significant. Over half of DC/Baltimore parents (53%) could improve their resilience.

- Seven in ten DC/Baltimore parents (73%) are feeling stressed due to COVID-19, and six in ten (60%) are stressed by the current economic uncertainty.
- Over half (51%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Close to half (49%) of parents in DC/Baltimore feel stressed by the upcoming November presidential election (vs. 45% of parents nationally, though this difference is not statistically significant).
- Nearly two-thirds of parents living in DC/Baltimore (65%) feel like they belong in their community — meaning that more than one in three (35%) feel they belong only sometimes, or not at all.
- Three in ten DC/Baltimore parents (30%) frequently feel their relationships with others are not meaningful, which is significantly higher than parents nationally (21%).



**PARENTS
(DC/Baltimore)**

■ Resilience Among Children and Parents in Houston

(n=99 Children; n=99 Parents)

Resilience Among Children (5-17)

More than four in ten children in Houston (45%) are considered highly resilient. However, this means that over half (55%) could improve their resilience. Children living in Houston are slightly more resilient than children nationally (45% vs. 40%), though this difference is not statistically significant.

- COVID-19 is having an impact on Houston children’s stress and anxiety levels: half (50%) are stressed and anxious due to the pandemic, and four in ten (42%) feel anxious about being homeschooled due to COVID-19.*
- Though children living in Houston generally say they fit in with other children, nearly three in ten (26%) say they fit in only sometimes, or don’t fit in at all.
- One-third (33%) of children in Houston feel that their friends just sometimes care about them when times are hard just sometimes, or don’t care at all.



**CHILDREN 5-17
(Houston)**

Resilience Among Parents

Parents living in Houston are significantly more resilient than parents nationally (53% high resilience among parents in Houston vs. 42% high resilience among parents nationally). However, nearly half of Houston parents (47%) could improve their resilience.

- Nearly eight in ten Houston parents (78%) are feeling stressed due to COVID-19, and close to six in ten (57%) are stressed by the current economic uncertainty.
- Nearly six in ten (58%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- Nearly one in three Houston parents (27%) say that their friends will stand by them during difficult times only somewhat, or not at all.



**PARENTS
(Houston)**

■ Resilience Among Children and Parents in Miami

(n=102 Children; n=102 Parents)

Resilience Among Children (5-17)

Half of Miami children (50%) are considered highly resilient. Children living in Miami are more resilient than children nationally (50% vs. 40%) — this 10 percentage point difference is statistically significant. Still, half of Miami children could improve their resilience.

- COVID-19 is impacting Miami children’s stress and anxiety levels and mental health: nearly six in ten (59%) are stressed due to the pandemic, and four in ten (40%) feel anxious about being homeschooled due to COVID-19.*
- Children living in Miami (94%) are more likely than children nationally (88%) to say that they have a parent/caregiver who knows where they are and what they are doing most of the time. They are also more likely than children nationally to agree that they like the way their family celebrates things like holidays or learning about their culture (90% vs. 82%).
- Additionally, children in Miami are more likely than children nationally to feel like they fit in with others (80% vs. 71%).
- Still, one in five children in Miami (20%) feel they fit in only sometimes, or not at all.



Resilience Among Parents

Parents living in Miami are significantly more resilient than parents nationally (53% high resilience among parents in Miami vs. 42% high resilience among parents nationally). This still means that nearly half of Miami parents (47%) could improve their resilience.

- Nearly eight in ten Miami parents (77%) are feeling stressed due to COVID-19, and six in ten (60%) are stressed by the current economic uncertainty.
- Nearly half (48%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety.
- More than seven in ten parents living in Miami (73%) say their friends will stand by them during difficult times, but close to three in ten (27%) feel this way only sometimes or not at all.



■ Resilience Among Children and Parents in Orlando

(n=116 Children; n=116 Parents)

Resilience Among Children (5-17)

Around four in ten children in Orlando (43%) are highly resilient. This means that nearly six in ten (57%) could improve their resilience. Children living in Orlando are slightly more resilient than children nationally (43% vs. 40%), though this difference is not statistically significant.

- COVID-19 is having an impact on Orlando children’s stress and anxiety levels: more than six in ten (61%) are stressed due to the pandemic, and over half (54%) feel anxious about being homeschooled due to COVID-19.*
- More than three in ten Orlando children (33%) are feeling stress due to an increased awareness of racism.*
- Close to half of the Orlando children surveyed (47%) are stressed and anxious about their parent(s) having to continue working in-person during the pandemic — significantly more than in almost every other metro area analyzed and the national average.*
- Two-thirds of children in Orlando (65%) feel like their friends care when times are hard — meaning that more than one-third of children do not feel this way. And more than one in four Orlando children (26%) talk to their family/caregiver(s) about how they feel only sometimes, or not at all.



Resilience Among Parents

Parents living in Orlando are significantly more resilient than parents nationally (54% high resilience among parents in Orlando vs. 42% high resilience among parents nationally). However, this means that nearly half of Orlando parents (46%) could improve their resilience.

- Eight in ten Orlando parents (81%) are feeling stressed due to COVID-19, and more than six in ten (62%) are stressed by the current economic uncertainty.
- Two-thirds (65%) say that having to homeschool their child/children due to COVID-19 causes them stress and anxiety, significantly more than the national percentage (54%).
- Parents in Orlando are also stressed and anxious about the recent deaths of Black Americans such as George Floyd (56% compared to 49% nationally, though not a statistically significant difference), and stressed by an increased awareness of racism (52% compared to 42% nationally).
- More than one in four parents living in Orlando (26%) only sometimes feel that their friends will stand with them during hard times, or don’t feel this way at all.
- Four in ten parents living in Orlando (40%) frequently feel isolated from others, which is significantly higher than parents nationally (28%).



About the Cigna Resilience Index

The **Cigna Resilience Index: Children** surveyed 5,000 parents and their children ages 5-17, and 1,500 young adults ages 18-23. The research is based on the Child and Youth Resilience Measure (CYRM) and Adult Resilience Measure (ARM), two 17-item questionnaires developed by the Resilience Research Centre at Dalhousie University and used widely by researchers and practitioners worldwide. The CYRM and ARM are self-report measures of social-ecological resilience and are used by researchers and practitioners worldwide. The survey was conducted in partnership with Michael Ungar, Ph.D., the founder and current Director of the Resilience Research Centre. The online survey was conducted in partnership with Edelman Data x Intelligence. It has an overall margin of error of 31.4 percentage points among parents and children, and 32.5 percentage points among young adults.

The **Cigna Resilience Index: Workforce** surveyed 5,000 U.S. working-aged adults. The research is based on the Adult Resilience Measure (ARM), a 17-item questionnaire developed by the Resilience Research Centre at Dalhousie University. The ARM is a self-report measure of social-ecological resilience and is used by researchers and practitioners worldwide. The survey was conducted in partnership with Michael Ungar, Ph.D., the founder and current Director of the Resilience Research Centre. The online survey was conducted in partnership with Edelman Data x Intelligence. It has an overall margin of error of 31.7 percentage points among full-time workers, 33.5 percentage points among part-time workers and 33.7 percentage points among furloughed/laid-off workers.

The Cigna Resilience Index was administered by Dynata, the world's largest first-party data and insights platform. Demographic data was weighted to nationally representative samples. All comparisons reported on are statistically significant unless otherwise noted.

For the purposes of this study and report, "resilient" refers to high resilience. High (H), Moderate (M) and Low (L) resilience scores were measured as follows (based on a total possible score of 85 for Adults and Children ages 11-17 and 51 for Children ages 5-10): Adults (H:85-75; M: 74-50; L: 49-17), Children 11-17 (H: 85-78; M: 77-55; L: 54-17), Children 8-10 (H: 51-49; M: 48-40; L: 39-17), Children 5-7 (H: 51-49; M: 48-40; L: 39-17).



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