



Cigna Resilience Index

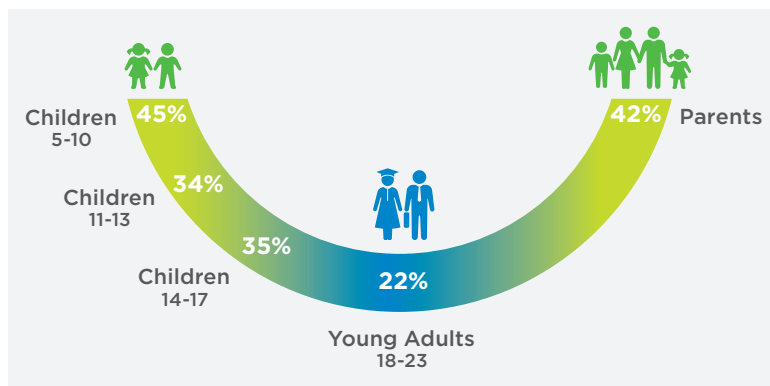
2020 U.S. Report

To better understand and help Americans build resilience in the face of today's challenges, Cigna fielded a multi-arm national survey of 16,500 school-aged children, their parents, young adults and working adults.

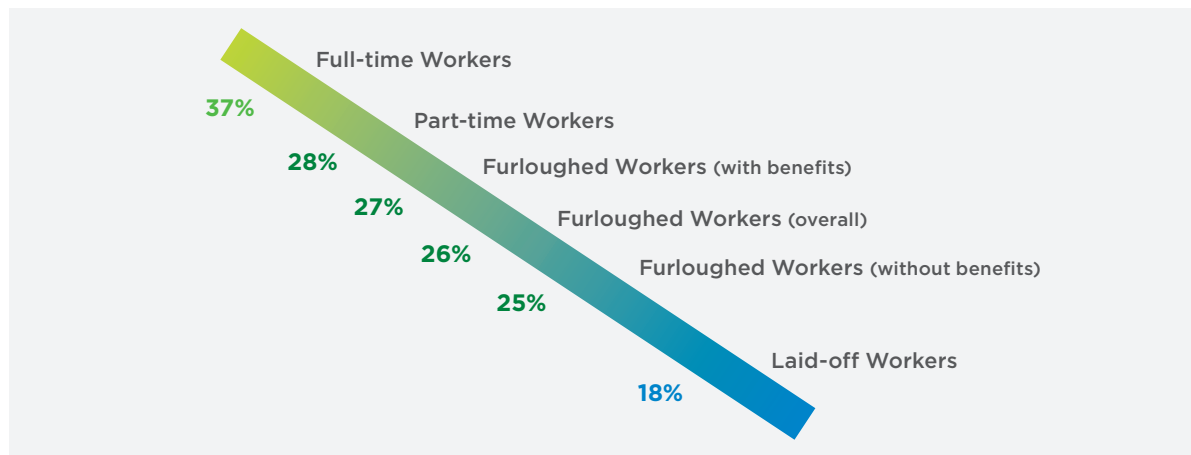
RESILIENCE IN AMERICA TODAY

The Cigna Resilience Index found that resilience is at risk in three in five Americans surveyed.

The child/young adult/parent arm of the survey **revealed a "resilience curve," with children entering their early pre-teen years (11-13) often experiencing a sharp decline in resilience that continues through age 23**, before becoming more resilient again when they eventually become parents.



The workforce arm of the survey showed that employment status is a key determinant of resilience, with **high resilience decreasing as workers move from full-time employment to part-time employment to unemployment**. But even among full-time employees, resilience is at risk, with **63% of full-time workers having only low or moderate resilience**.



The evaluation of resilience 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. The CYRM and ARM are self-report measures of resilience and all findings are based on this self-reported data.

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).



KEY DRIVERS OF RESILIENCE

Exposure to diversity (e.g. races/ethnicities, socio-economic statuses, religions)

Children, young adults and parents with racial and socio-economically diverse communities and friendships are significantly more likely to be resilient.

Mental/physical health and sense of community

Good physical and mental health is linked to resilience for all generations. Also important are social connectivity and support, a feeling of belonging and equal treatment and access to resources and tools like educational curricula, community support programs and employee assistance programs.

Perceived value of education

Academic aspirations and achievement are closely linked with resilience, as are feelings of self-worth and self-esteem.

Family support and purpose-driven pastimes

Children, young adults and parents who often spend time with extended family (even if online) are more likely to be resilient. Parents who regularly participate in religious/spiritual activities or volunteer work, even if online, are also more likely to be resilient.



RESILIENCE AND THE WORKPLACE

Workplace diversity, a sense of purpose, proactive communications from leadership and a positive work environment are critical

- Compared to people in non-diverse workplaces, those in diverse workplaces are more likely to be optimistic at work (73% vs. 66%), to say their ability to cope with COVID-19 is good (76% vs. 65%) and to be satisfied with their work relationships (89% vs. 74%).
- Full-time workers with lower resilience are 5x less likely to feel that they have opportunities to apply their abilities in life, and are 16x less likely to say that people like to spend time with them (97% vs. 19%; 95% vs. 6%).
- One-third of full-time workers (33%) and one-third of essential workers (32%) say they almost never have workplace discussions about the impact of COVID-19 on themselves, their families and their mental health.
- Full-time workers who are less resilient are also less likely to say that getting and improving qualifications and skills is important to them.
- Full-time workers who are likely to look for a new job in the next 12 months tend to have lower resilience.

Improving resilience at work

- Employees receiving regular communications from their employers about the state of the business, and those who are having frequent conversations at work about systemic racism, are more likely to have high resilience (41% vs. 19% (business), 48% vs. 36% (systemic racism)).
- Access to a full scope of general workplace resources and COVID-19-specific resources is associated with higher resilience in full-time workers.
 - 49% of full-time workers with access to caregiver support while working from home due to COVID-19 are resilient, versus 35% of those with no access.
 - Workers with access to expanded mental health services are more likely to be resilient than those without access (48% vs. 35%).



RESILIENCE: CHILDHOOD THROUGH ADULTHOOD

Children (5-17)

- Children whose caregivers talk with them about difficult matters, but don't overburden them with too-frequent conversations, show more resilience than children whose caregivers have frequent conversations with them about difficult subjects.
- Resilience is higher in children whose parents are engaged in their virtual learning during COVID-19.
- Among children whose parents don't allow them to fail, less than one-third (31%) have high resilience.
- Children who have regular, good-quality, affordable access to the internet are more likely to be resilient. Similarly, children who spend less than five hours a day on social media or playing video games are more likely to be resilient, have stronger family ties and feel a sense of belonging compared to children who are heavier users.
- Children who tend to create original content on social media have higher resilience than those who tend to consume content (39% resilient vs. 34% resilient).
- Over four in ten (45%) parents of Black children say an increased awareness of racism causes their child anxiety.

Young Adults (18-23)

- Young adults have the highest risk for low levels of resilience, with four out of five displaying lower propensity for resilience than the average adult.
- Young adults with low resilience are 8x less likely to feel they have opportunities to apply their abilities in life, and are 5x 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%).
- The recent deaths of Black Americans are significantly more stressful for young adults than the country's current economic uncertainty.
 - Half of young Black adults say they've experienced racial discrimination.
- Young adults with lower resilience are more likely to:
 - Be introverted
 - Be Black and/or a part of the LGBTQ+ community
 - Live in the U.S. West
 - Have been laid off due to COVID-19

Parents

- Four in five (82%) full-time employed parents feel that they have opportunities to apply their abilities in life, compared to 57% of unemployed parents.
- Over half of parents (54%) say that having to homeschool their child/children due to COVID-19 causes them anxiety; six in 10 essential worker parents (60%) feel this way.
- Hispanic parents or those who identify their race as "Other" are less resilient, while Black and White parents are the most resilient.

METHODOLOGY

Approximately 16,500 Americans ages five and over from the continental U.S., Alaska and Hawaii were surveyed online in August 2020 by Dynata, in English. 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 conducted in partnership with Michael Ungar, Ph.D., the centre's founder and current Director, as well as Edelman Intelligence. The CYRM and ARM are self-report measures of social-ecological resilience and are used by researchers and practitioners worldwide.



For more information, please visit CignaResilience.com.