

Working Without Limits: An Employer Summit

Promising Practice: The TJX Companies, Inc.

About The TJX Companies, Inc.

The TJX Companies, Inc. is the leading off-price retailer of apparel and home fashions in the United States and worldwide is ranked 132 in the most recent Fortune 500 rankings. With nearly \$19 billion in revenues in 2007, more than 2,500 stores and almost 130,000 Associates, its off-price mission is to deliver a rapidly changing assortment of quality, brand name merchandise at prices that are 20-60% less than department and specialty store regular prices, every day. Guided by the principals of Value, Customer Service and Associate Relations, TJX prides itself on being a responsive, caring and involved neighbor in the communities where its stores, home offices and distribution centers are located.

What is the Clubhouse Coalition?

The Clubhouse Coalition is a community-based organization that offers people with mental illness the hope and opportunities necessary to achieve their full potential. The Coalition's services aim to recognize and encourage the talents and abilities of Clubhouse members through the promotion of member participation in consensus-based decisions, the development of job skills and job placement services, assistance securing safe, affordable and sustainable housing and assistance accessing medical, psychological, substance abuse, wellness and other community support resources.

In the 1990's TJX became involved with the Clubhouse Coalition by hiring individuals that happened to be Clubhouse members. In 2001, TJX developed a formal partnership with the Clubhouse Coalition with the hope of significantly increasing the number of individuals with disabilities in their workforce. In order to do so, TJX became active in the Coalition's Transitional Employment Program, a program designed to provide members with the opportunities to obtain paid employment in mainstream businesses and industries. TJX worked with Clubhouses to recruit Transitional Employment Program participants, helping them to build promising careers.

Impact and Response

To date, TJX has filled 2,500 positions with Clubhouse Coalition members. Initially, the response to the influx of members into the TJX workforce was mixed due to the stigma attached to mental illness. However, by educating Store Managers and their employees and addressing issues that may have arisen within the company, placement of Clubhouse members is now met with enthusiasm.

As a result of the positive outcomes associated with the placement of Clubhouse members in the TJX workforce, Patrick Flavin, Manager of Workforce Initiatives at TJX, has signed on as Co-Chair of the Clubhouse's Employment Expansion Project. The Project has successfully implemented TJX's processes for recruiting and hiring Clubhouse members in 75 other companies and organizations across the country.

Recommendations

If your business is interested in working with the Clubhouse Coalition, TJX recommends meeting with your local Clubhouse Director and Employers he/she may work with. Remain open to reaching out to anyone interested in forming a relationship between your business and the Clubhouse Coalition including Clubhouse members, TJX employees and individuals within your organizations.

For more information on this promising practice, contact Patrick Flavin, Manager of Workforce Initiatives at TJX at Patrick_flavin@tjx.com or 508-390-3639.

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