



Closet2Closet Referral Process

Closet2Closet serves youth who:

- are served by a social worker, CASA advocate, school counselor, or BBBS mentor
- are in foster care or are displaced (i.e., homeless)
- live in the Quad Cities and surrounding areas
- are ages 20 and younger

Registered clients may receive our service up to 1 time per quarter (i.e., every 3 months from the date that they last shopped or received a care package), and they must be referred by their social worker each time they request a shopping visit or care package.

We have 2 service delivery options:

- **Care package:** Social workers may submit a care package request on our website at www.closet2closet.org. Social workers will receive a confirmation email letting them know what day and time their care package will be available for pick-up at our facility (location: 2623-5th Ave in Rock Island).
- **In-person shopping:** Social workers may receive a ticket for their clients to shop by emailing info@closet2closet and providing the following information:
 - First name of child
 - Child's age
 - Date the child would like to shop at our facility (location: 2623-5th Ave in Rock Island)*referral requests must be sent from the social worker's agency email address
Referring social workers will receive via email a confirmation message with a ticket that registered guests will need to present (in paper form or as a screenshot on a phone) in order to shop.

Referrals for shopping trips are valid for up to 30 days. Care packages are held for 30 days; if they are not picked up in that time frame, contents are returned to inventory.

Our facility is open on Thursdays from 4-8 pm for shopping for registered guests. Guests must be accompanied by an adult.

Shopping visit items are subject to inventory on-hand—we are not able to allow “rain checks” or rescheduled shopping visits if we happen not to have a particular size in stock on

the date a child comes to shop.