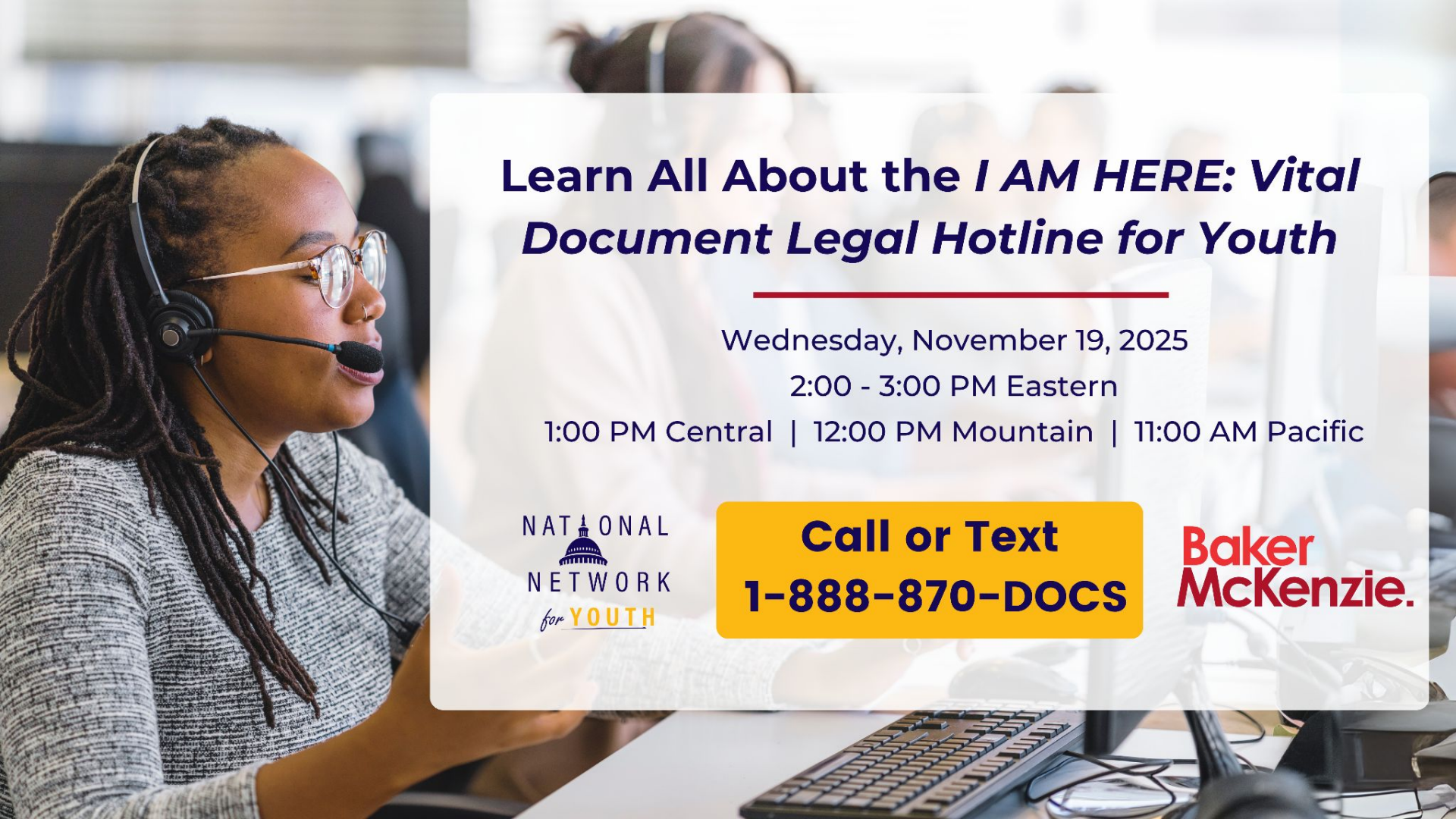




Learn All About the *I AM HERE: Vital Document Legal Hotline for Youth*

Wednesday, November 19, 2025

2:00 - 3:00 PM Eastern

1:00 PM Central | 12:00 PM Mountain | 11:00 AM Pacific



Call or Text
1-888-870-DOCS

**Baker
McKenzie.**

Welcome!

- Introduce yourself in chat: Name, pronouns, organization, location, and an emoji of how your day is going so far. 😊 😄 😞 😲 😡 🙏
- Ask questions in the Q&A throughout the presentation.
- The webinar slides and a recording will be available on our website.
- Please complete the survey following the webinar so we can improve for next time.



I AM HERE: Vital Document Legal Hotline for Youth

A free, dedicated state-specific legal assistance hotline for **youth experiencing homelessness** to help obtain:

State ID cards and licenses

Social Security Cards

Birth certificates

Documents needed to obtain an ID and license

**Text or
Call!**

1-888-870-DOCS

*Voicemails and texts are welcome and will be returned.

Every Wednesday

12 to 8 PM Eastern | 11 AM to 7 PM Central

10 AM to 6 PM Mountain | 9 AM to 5 PM Pacific

**Baker
McKenzie.**

NATIONAL

NETWORK
for **YOUTH**

Agenda

- 1 Overview the Hotline
- 2 Barriers to Accessing Vital Documents
- 3 Guidance Hotline Provides
- 4 Hotline Findings + Impacts
- 5 Q&A

Our Speakers



DARLA BARDINE

Executive Director
National Network for Youth



JACLYN PAMPEL

Partner and Director of North America Pro Bono
Baker McKenzie

About National Network for Youth

**NN4Y is on a mission to
transform systems so that no
young person in America
experiences homelessness.**



collaborate • advocate • transform

<http://nn4youth.org/>

NN4Y works with youth who have experienced homelessness and youth service providers from across the country to prevent and end youth, young adult, and young parent family homelessness and human trafficking. Together, we envision a future in which all young people have a safe place to call home, with endless opportunities to achieve their fullest potential.

Our Programs

- Federal Policy Advocacy
- Youth + Youth Adult Partnerships
- Community-Based Solutions

About Baker McKenzie

**Baker
McKenzie.**

Building a law firm for the future

Through our pro bono work, Baker McKenzie engages teams of problem-solvers on the most compelling social justice challenges around the globe where our teams, both inside our Firm and from our corporate colleagues, can make an impact.

1-888-870-DOCS

Homeless Youth Handbook



Know your
rights.
Understand your
options.

California 	Florida 	Illinois
Massachusetts 	Minnesota 	Missouri
New Jersey 	New York 	North Carolina
Oklahoma 	Oregon 	Texas
Washington 	Washington, D.C. 	

[Learn
More!](#)

Barriers Youth Experiencing Homelessness Face to Obtain Vital Documents.

What Vital Documents Are

Birth Certificates



Government-Issued Identification (IDs)



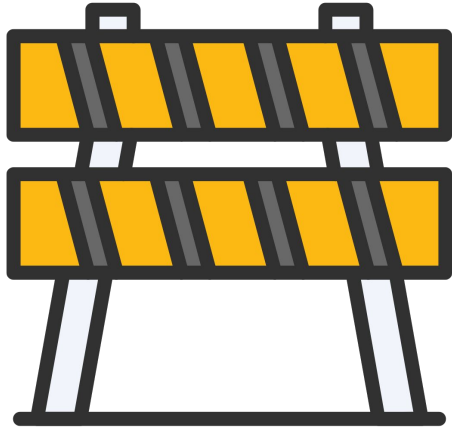
Social Security cards



These documents are **essential for navigating everyday life** in the United States. They are required to access housing, employment, healthcare, education, public benefits, transportation, and financial institutions.

BARRIERS : Youth Experiencing Homelessness Face

1-888-870-DOCS



- ★ **Lack of Existing Documentation**
- ★ **Parent or Guardian Consent**
- ★ **Lack of Support for Required Signatures and Verification**
- ★ **Inability to Prove Residency**
- ★ **Cost of Documents and Fees**
- ★ **Complex and Inaccessible Application Processes**

BARRIERS : Examples

Varies widely by state, but some examples include:

Birth Certificate

- ❑ **Cost:** \$15
- ❑ **Requires Identification:** State ID, Passport, Certificate of Citizenship
- ❑ **Additional Information:** mailing address, mothers full + maiden name, fathers full name

Social Security (SS) Card

- ❑ **As a minor:** If no parent or legal guardian, you need to call SSA and navigate complex bureaucratic systems
- ❑ **As a young adult with no mailing address:** an in-person appointment w/ a original copy of state ID, passport, health insurance/medical record, or employee ID.
- ❑ If approved, SS Card must be mailed to you.

REAL ID

- ❑ **Documentation:** Birth Certificate, SS Card, Passport, or Permanent Resident Card.
- ❑ **Verification of SS:** physical card or pay stub with SS number.
- ❑ Two proofs of address.

BARRIERS : Specific Groups Experiencing Homelessness

Transgender Youth

- ❑ A court order for legal name change.
- ❑ Medical documentation for gender marker change.
- ❑ **Best Practice:** Allow changes without involving the courts and health care.

Immigrant Youth

- ❑ Language barriers, limited translation services, and inconsistent verification policies.
- ❑ Uncertainty around immigration status.
- ❑ Fear the the process will involve immigration enforcement.

Identity Theft Among Homeless and System-Involved Youth

- ❑ Elevated theft risk for these groups, sometimes from family members, caregivers, or the adults they live with.

Youth with Disabilities

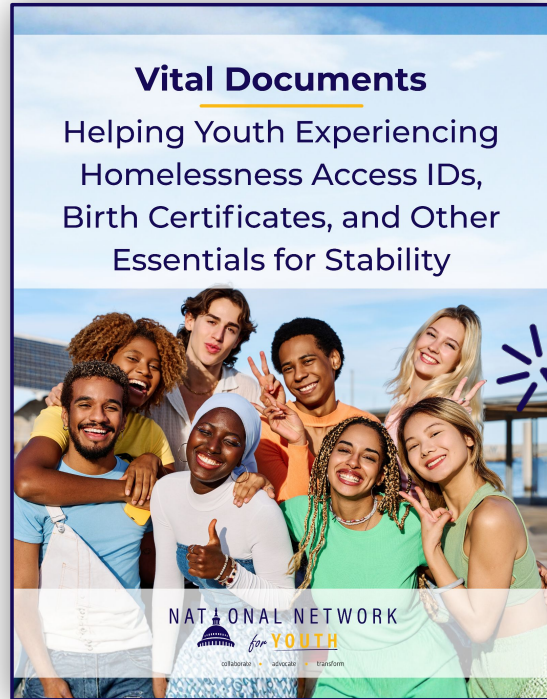
- ❑ Application processes, websites, and in-person office visits or often not accessible.

Life for a youth experiencing homelessness is already hectic enough. The challenges they face don't occur in isolation—they are layered on top of what are already chaotic and unstable living conditions.

Young people navigating homelessness are often focused on immediate survival: securing food, avoiding unsafe situations, finding a place to sleep. Requiring them to complete complex bureaucratic processes, travel to agencies, or track down documents across state lines places an enormous burden on youth already stretched beyond their limits.

– William Woelki, National Youth Advisory Council

New Publication



A new policy brief examining vital document barriers and providing federal and state policy recommendations.

Overview of the I Am Here: Vital Document Legal Hotline for Youth

HOTLINE : Development

- ★ National Network for Youth + Baker McKenzie have worked together for many years to prevent + end youth homelessness.
 - **National Network for Youth** works to end youth, young adult, and young parent homelessness through better policy, regulations, and increased funding for federal programs that serve young people.
 - **Baker McKenzie** Pro Bono have developed a state-specific [Homeless Youth Handbook](#) with rights, responsibilities, and resources in every major aspect of life.
- ★ NN4Y's National Youth Advisory Council stated that access to vital documents was a top three issue faced by young people and that NN4Y should work to address this.
- ★ Developed the [I Am Here: Vital Document Legal Hotline for Youth](#) to create real support to answering questions and navigating these complicated bureaucracies.

HOTLINE : What it Is



- ★ A **free, dedicated legal hotline for youth experiencing homelessness** to help obtain essential identification and vital documents like birth certificates, state IDs, and Social Security cards.
- ★ A partnership between the National Network for Youth and Baker McKenzie.
- ★ Provides **state-specific legal information** on obtaining vital documents. This hotline does not provide legal advice.
- ★ Answers questions about obtaining **IDs, birth certificates, and Social Security cards**.
- ★ It began July 23, 2025.

HOTLINE : FAQs



- ★ Who is answering the phone?
 - Pro bono legal professionals and lawyers from Baker McKenzie.
- ★ What happens when I call or text?
 - **During Operating Hours:** Call or text with someone directly.
 - **Outside of Operating Hours:** text or leave a voicemail to be returned, possibly outside of Wednesday.
- ★ Do I need to be experiencing homelessness to call?
 - **No!** Anyone can call. Youth experiencing homelessness are highly encouraged, as they often face steep barriers to accessing their vital documents.

Type of Guidance the Hotline Provides

GUIDANCE : Volunteer Training

- All operators undergo training about vital documents, homelessness, and trauma-informed care.
- Given an overview of common barriers, and how to address them.
- Have a list of state specific guidance so they can help people regardless of state.
- All volunteers from Baker McKenzie (currently)
- Working on creating a list of legal clinics for referrals - [Join our referral list!](#)



GUIDANCE : FAQs



- ★ Where do you get your information?
- ★ What personal information do you need from callers?
- ★ Do you complete forms for youth?
- ★ Are there age limitations for helping callers?
- ★ Do you provide guidance for changing a legal name/gender marker?
- ★ Do you provide guidance for those with different immigration statuses?
- ★ What happens if you are unable to provide the guidance they need?
- ★ Can you help with cost if there is no waiver and youth can't cover?
- ★

Hotline Findings + Impacts

FINDINGS : Who is Calling

★ Youth are reaching out for help.

35%

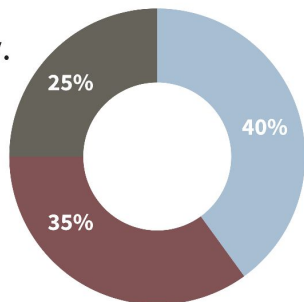
Youth under age 26 seeking help in obtaining their vital documents.

40%

Providers or school workers calling on behalf of a young person.

25%

Did not specify.



★ Many youth in need of help are minors.

Some minors, including as young as 16, had been kicked out of their home and had no familial support.

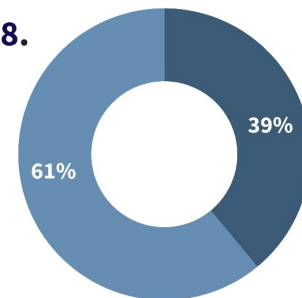
39%

Callers **under the age of 18**.

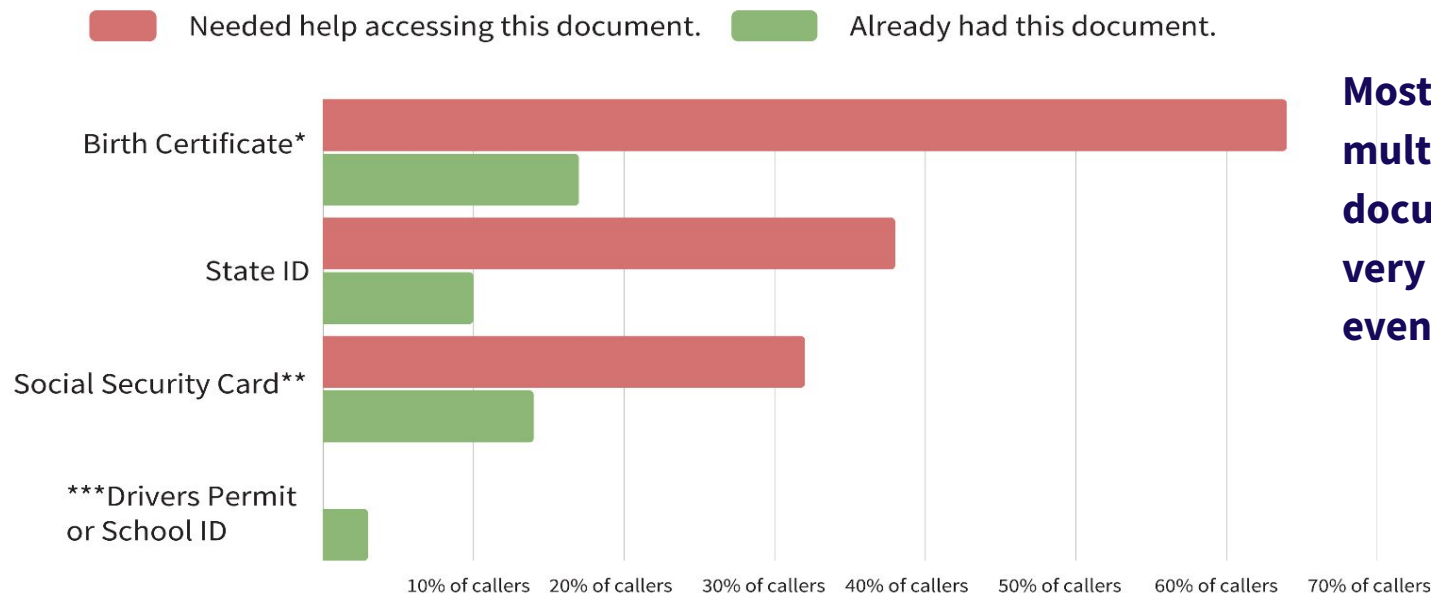
61%

Callers **18-26 years old**.

*this graph is of total callers under the age of 27.



FINDINGS : What Callers Need



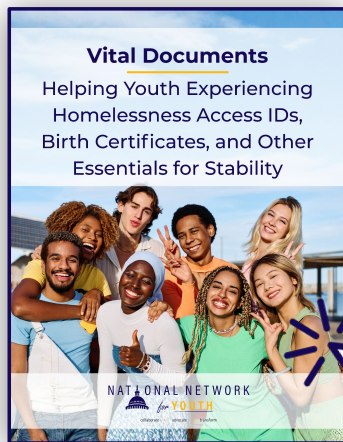
Most youth require multiple documents, but very few possess even one.

*For some that had their birth certificate, it was not the original, or it had recently been stolen.

**For some that had their social security card, they only had the number and not the physical card.

***Fewer than 1% of callers requested help accessing a drivers permit or school ID.

IMPACTS: Increasing Our Impact



CREATING WRITTEN RESOURCES

A new policy brief examining vital document barriers and providing federal and state policy recommendations.

Legal Vital Document Hotline for Youth: Referral Network Sign-Up

We are currently seeking legal clinics interested in accepting referrals to provide follow-up legal assistance for callers of the [Vital Document Legal Hotline for Youth](#) (Call or Text 1-888-870-DOCS). While the majority of questions can be resolved directly through the hotline, some of our callers' questions are more complex and need legal counsel.

We are working to build a referral network of legal clinics and advocates who can assist with these more challenging cases about accessing vital documents (thank you to everyone who is helping!). If your clinic can assist with these types of legal issues, we'd love to partner with you to ensure these young people get the help they need.

Once your information is reviewed, a member of our team will reach out to confirm your availability before any referrals are made. **You will never be contacted directly without your prior confirmation.**

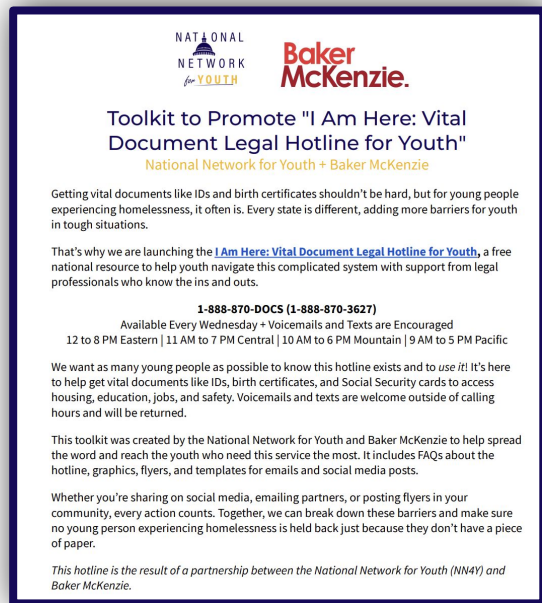
For any questions, please contact Kaila at kaila.craw@nn4youth.org.

The I Am Here: Vital Document Legal Hotline for Youth (Call or Text 1-888-870-DOCS) is a free, dedicated legal assistance hotline for youth experiencing homelessness to help obtain essential identification and vital documents. It is the result of a partnership between the National Network for Youth and Baker McKenzie.

BUILDING A REFERRAL NETWORK

15-20% of callers required additional assistance. We are working on building out a referral network for legal clinics.

Help Spread the Word!



The Communications Toolkit:

- ★ Answers frequently asked questions
- ★ Provides sample newsletter + social media text
- ★ Includes graphics + flyers

Whether you're sharing on social media, emailing partners, or posting flyers in your community, **every action counts!**

Q&A



National Summit on Youth Homelessness + Hill Day



March 12-13, 2026 | Washington DC, Hyatt Regency on Capitol Hill

Next Open Cohort: Registration opens February 2026, starts April 2026
2026 NN4Y Members get discounts!



NATIONAL NETWORK
for **YOUTH**

presents...



Sharpen Your Skills in:

-  Youth Advocacy
-  Partnership Development
-  Systems & Funding
-  Administration
-  Project Management
-  Facilitation

Join the open cohort or connect with Sarah (sarah.billings@nn4youth.org) to bring a customized certificate program to your community!

**Together, we
can end youth
homelessness.**

Contact Us:

darla.bardine@nn4youth.org

Visit Our Website:

nn4youth.org

Join Our Listserv:



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