



PLACER COUNTY SELF-HELP CENTER SERVICES MATRIX

EFFECTIVE FEBRUARY 9, 2026

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|--|--|---|--|--|
| MORNING | | | | |
| SHC Phone: 8am-12pm In-Person: 8am-12pm | SHC Phone: 8am-12pm In-Person: 8am-12pm | SHC Phone: 8am-12pm In-Person: 8am-12pm | SHC Phone: 8am-12pm In-Person: 8am-12pm | SHC Phone: 8am-12pm |
| Video Conferencing: 8am-12pm | Video Conferencing: 8am-12pm | Video Conferencing: 8am-12pm SHSS: 10:30am | Video Conferencing: 8am-12pm | Video Conferencing: 8am-12pm |
| AFTERNOON | | | | |
| Live Chat: 1:30pm-4pm SHSS: 1:30pm | SHC Phone: 12pm-4pm Video Conferencing: 1pm-4pm In-Person: 1pm-4pm | Live Chat: 1:30pm-4pm In-Person: 1pm-4pm SHSS: 1:30pm | Live Chat: 1:30pm-4pm SHSS: 1:30pm | Live Chat: 2pm-4pm |

DESCRIPTION OF SERVICES:

Remote:

- SHC Phone = Telephone Appointments
- Video Conferencing = Video Appointments
- SHSS = Video Self-Help Settlement Services
- Live Chat = Instant Remote Communication

Email Correspondence:

- Court users may email CIC@placer.courts.ca.gov with their procedural legal questions. General response time is within 1-2 business days.

In-Person:

- Windows 21 or 22 = one-on-one assistance at the Hon. Howard G. Gibson Courthouse. (Walk-in appointments: 8am-10am; Prescheduled appointments: 10am-12pm & 1pm-4pm).

