

OCTOBER 2024

The R&H Newsletter



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Training/CLE

Hello attorneys and LLPs, we have entered the fourth quarter (Q4), and some of you are approaching the cutoff of your compliance period which ends on December 31, 2024. To view and enter CLE credits, go to the [MCLE tracking website](#).

Colorado requires *45 CLE credit hours* in the compliance period. Seven of the credits must be approved for professional responsibility. Of the seven PR credits, two must be approved for Equity, Diversity and Inclusivity (EDI).

This is a personal responsibility. According to the Colorado Supreme Court website, "Failure to comply with this requirement may result in an administration suspension of your Colorado law license." Suspension of your license could result in termination of your employment at R&H.

End of Year

2024 has been a fantastic year with most timekeepers, and most timekeepers are easily within striking distance of their annual goal. Q4 is traditionally slow, particularly as we approach the holiday period between Thanksgiving and New Years. Keep up the good work, and don't wait until the last minute to get your hours.

Reducing Matters with Balances

The firm has made great strides in reducing the number of matters with an Accounts Receivable (AR) balance. The average AR balance is down to around \$50 from about \$100, a reduction of nearly \$100,000 at any given time over last year. This is important because we do not have great success collecting AR after a matter is closed, and it doesn't happen by accident. Your attention to working from trust is greatly appreciated. Keep up the good work!

Thank you, Paralegals!



National Paralegal Day has been informally celebrated each October 23rd. But this year on August 6, U.S. Rep. Kevin Hern (OK) recognized the day in the Congressional Record, an accomplishment made possible from the efforts of various paralegal associations.

Congressman Hern noted the nearly 60 years that paralegals have "provided essential support in legal offices" around the country.

"'Liberty and justice for all' is more than just a line in our national Pledge of Allegiance," Hern said. "It's the day-in, day-out mission for those in the legal profession. Paralegals are essential to that profession."

Thank you to all of our paralegals for your exceptional work and dedication. We are fortunate to have such a talented group supporting our practice. You are truly the backbone of our legal teams.

Customer Service Week!



The Sales Operations Team (SOT) celebrated Customer Service Week earlier this month by recognizing the Contact Center and their support staff on their dedication to our clients. Each team member received a tumbler and sweet treats to celebrate the week!

SOT takes inbound calls every day and delivers exceptional customer service and empathy to our clients. They deserve to be commended for their hard work.



Welcome to the Team!



Denver Hampden
Kevin Farrell, Partner
Robyn Wilkins, Senior Paralegal
Cassidy Linnan, Paralegal
Glenn Germany, Associate
Harvey Skees, Partner
16th Street
Brandon Maggiore, Senior Associate
Castle Rock
Isabella Darrah, Marketing Assistant

Colorado Springs South
Cindi Gregory, Senior Paralegal

Happy Anniversary!



Bill Henry
10/1/08

Donald Eby
10/29/12

Jessie Sack
10/16/18

Mark Galler
10/17/22

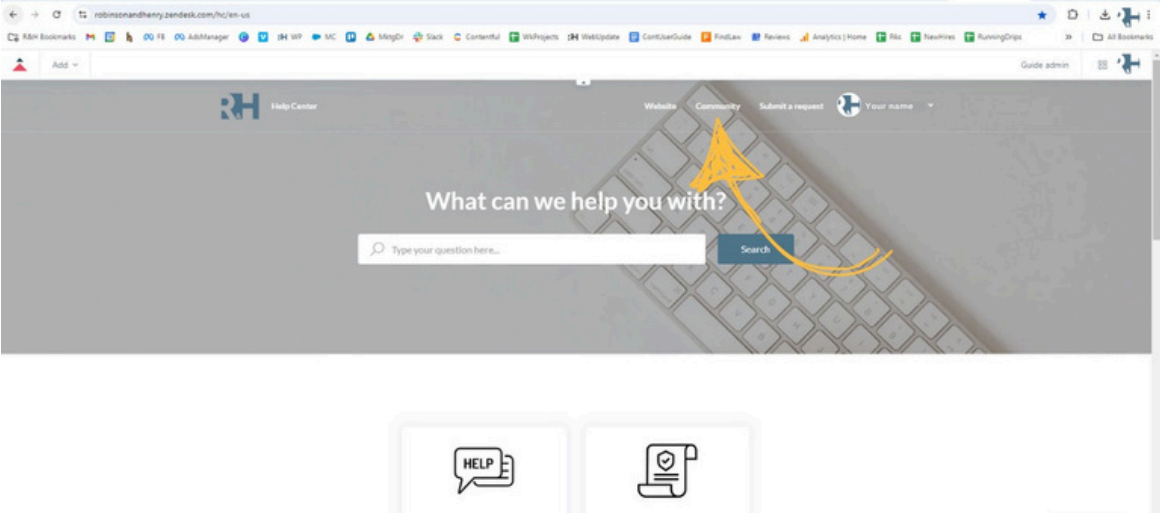
Benjamin Whitney
10/16/23

Offices across the firm recently celebrated coworkers' anniversaries, including a number of team members who reached milestones.

The Employee Recognition Program honors the following milestones with these gifts of appreciation:

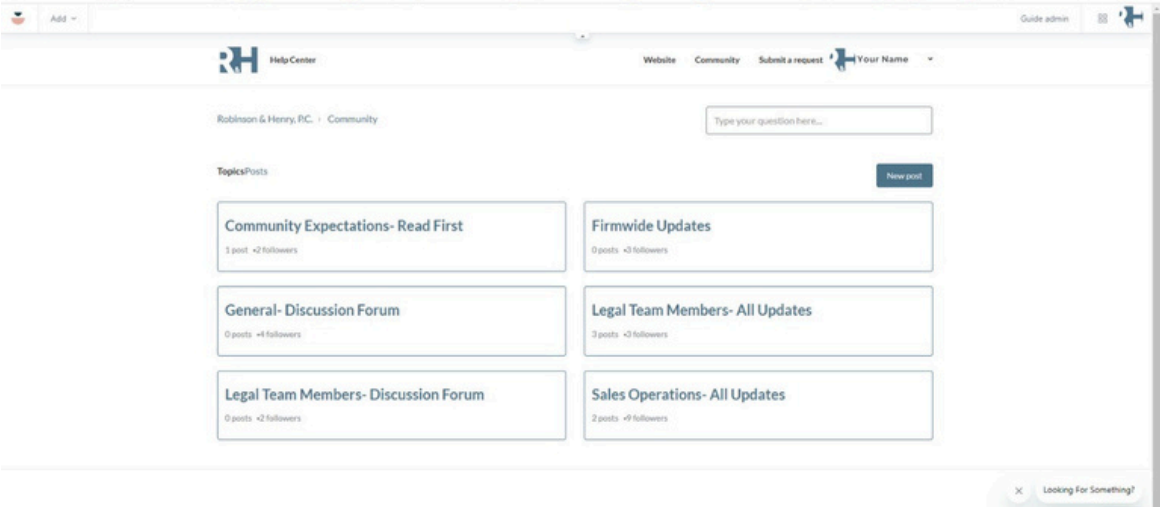
- 1 Year - R&H Portfolio
- 3 Years - R&H Yeti Mug
- 5 Years - Personalized Bobblehead & Plaque
- 10 Years - Leather Desk Mat & Plaque
- 15 Years - Hourglass & Plaque
- 20 Years - Employee's Choice & Plaque

Zendesk Community Link



Zendesk is an information hub for R&H employees. It's the go-to place to submit IT tickets, get R&H policies, and retrieve info about various other departments. Now, there's Zendesk **Community!**

At Community, you can follow general and job-related forums to get the latest news relevant to you and your team.



Zendesk also provides a forum to ask general questions and participate in discussions. Additional resources about Community will be on Zendesk soon.

Career Opportunities



Robinson & Henry champions professional growth and development. Our commitment to career advancement is reflected in our 'promote from within' philosophy, creating opportunities for team members to progress whenever possible.

Follow and apply for [current R&H job opportunities](#) on the firm's Careers page.