

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex
HCO BULLETIN OF 25 JUNE 1970

Remimeo

C/S SERIES 11

The following HCO Bs have been combined in this issue:

HCO B 31 Aug '68	"Written C/S Instructions"
HCO B 1 Sept '68	"Points on Case Supervision"
HCO B 11 Sept '68	"Case Supervisor Data"
HCO B 17 Sept '68	"Gross Case Supervision Errors"
HCO B 17 Sept '68	"Out Admin – Liability"
HCO B 22 Sept '68	"Auditors must always..."
HCO B 8 Oct '68	"Case Supervisor – Folder Handling"
HCO B 15 Mar '70	"Double Folder Danger"
HCO B 29 Mar '70	"Auditing and Ethics"

and reference to LRH ED 101 Int "Popular Names of Developments".

C/S DATA

Case Supervision instructions are *always* written. A Case Supervisor always writes his C/S instructions on a separate sheet of paper for the pc folder.

Repair Programs (now called Progress Programs) are on red sheets.

Return Programs (now called Advance Programs) are on bright blue sheets.

All C/Ses are written in duplicate (a carbon copy is made). The C/S keeps the carbon copy for reference in case the original ever gets lost.

HIGH CRIME

It is a High Crime for a Case Supervisor not to *WRITE* in a preclear's folder what the case supervised instructions are and a High Crime for an auditor to accept verbal C/S instructions.

To commit this crime causes:

1. Extreme difficulty when doing a folder error summary as there is no background of what was ordered and why.
2. Gives the auditor leave to do anything he likes as not in writing.
3. Is open to misduplication and can cause squirrel processes to be run and so mess up a preclear with Non-standard Tech.

Any C/Supervisor found guilty of this from this date is to be removed as this could only be considered a deliberate attempt to mess up preclears.

POINTS ON CASE SUPERVISION

1. Check your orders to find out if auditor did them.
2. Check to see if commands correct and if pc's reaction was expected reaction for those commands.
3. Check any list and find out if there was mislisting.
4. Advise against a background of Standard Tech.
5. Order any errors corrected or get the case on further up the grades.
6. Beware of over-correction.
7. Beware of false, pessimistic or over-enthusiastic auditor reports. They are detected by whether the case responded to usual actions as they all do.
8. Beware of talking to the auditor or the pc.
9. Have implicit confidence in Standard Tech. If it is reported not working the auditor's report is false or the application terrible but not reported.
10. Above all else hold a standard and NEVER listen to or use unusual solutions.

DOUBLE FOLDER DANGER

When a preOT has a Solo and an Auditing folder, both, there is a great danger if the Case Supervisor does not look at BOTH before C/Sing.

There has been an instance of a preOT running strange C/Ses on himself. Another ran C/Ses out of other folders on himself. In both cases the consequences were hard to repair when finally found.

In another case in the Solo folder the preOT had gone exterior with full perception. But the Non-Solo Auditing folder was being C/Sed. The TA shot up for 2 months without any C/S except myself calling for *all* folders.

PreOTs unfortunately run on a Solo folder and an audited folder. Unless both are to hand when C/Sing wild errors can be made by the C/S.

There is *also* the case of a person having two audited folders, being C/Sed at the same time. This is an Admin error.

The firm rule is C/S ONLY WITH ALL FOLDERS TO HAND.

The embarrassing situation where one can't get a folder from another org or field auditor or where the old folder is lost has to be made up for somehow. It mustn't halt auditing totally.

CASE SUPERVISOR – FOLDER HANDLING

Analyzing Folders

Go back in the folder to the session where the preOT was running well and come forward from it doing a folder error summary.

Reviewing Folders

In reviewing a folder, the first thing to do is to look at the C/S to see if it was done.

Use the Summary Sheet to get the Auditor's attitude and pc mannerism changes.

Use the Auditor's Report Form to get the time of processes.

Read and take all your data from Worksheets and compare it to and see that C/S was complied with and ensure Standard Tech was applied.

If you can't read the reports, send it back to have the Auditor over-print illegible words. Never try to case supervise (C/S) an illegible worksheet as you'll only run into headaches.

The After Session Examiner's Report gives you the first clue of how suspicious you should be in examining the folder and whether or not auditing reports contain falsities.

Standard Tech

You're never led by anything into departing from Standard Tech. The *only* reason it doesn't work is that it hasn't been applied.

The main question of a Case Supervisor is:

WAS IT APPLIED?

If you follow this exactly, you'll never miss.

CASE SUPERVISOR DATA

A Case Supervisor should watch for Ethics record of pcs who have been C/Sed.

If they fall on their head, get into low conditions, the folder should be reviewed.

Most probably the auditor did not do what was ordered and, if folder looks okay, chances are the auditing report is false as *something is wrong* or pc would not be in trouble.

AUDITING AND ETHICS

Cases undergoing Ethics actions, Comm Evs, amends projects or low conditions should not be audited until the Ethics matter is cleared up and complete. It only louses up their cases to audit them when under such stress.

ADMIN

Auditors must always put the pc's grade or OT level very prominently on the Auditing Report.

A Case Supervisor cannot properly C/S a case without having this data.

To not do this is out admin.

OUT ADMIN – LIABILITY

Much has been said about the importance of admin in auditing but auditors just aren't getting it – so..... it now becomes a **LIABILITY** to have out admin in pcs' folders.

Folders are to be submitted with the latest session on top. Auditor's report form is stapled to Worksheets which are dated, numbered and in order, latest on top. Summary Report is then attached to the auditing report and W/Ss with a *paper clip*. This of course is as well as the

usual admin such as legible writing, re-writing illegible words, marking reads and F/Ns, and all End Phenomena, etc.

The C/S instructions for that session go *under* that session, so you get C/S 4/6/68, Auditing Session 4/6/68, C/S 5/6/68, Auditing Session 5/6/68, C/S 7/6/68, etc, etc.

As the whole purpose of Class VIII is to minimize the time in auditing, by doing perfect Standard Tech, this cannot be done if it takes 15 minutes to put the folder in order, so it can then be case supervised, so it can then be audited.

GROSS CASE SUPERVISION ERRORS

1. FAILING TO USE PROGRESS AND ADVANCE PROGRAMS WHEN NEEDED.
2. Ordering unnecessary repairs.
3. Trying to use repair processes to get case gain instead of getting the pc onto the next grade.
4. Not writing down C/S instructions, but giving them to an auditor verbally.
5. Talking to the auditor re the case.
6. Talking to pc re his case.
7. Failing to send pc to examiner if you're unsure why his folder has been sent up for C/S.
8. Being reasonable.
9. Not having enough Ethics presence to get his orders followed.
10. Issuing involved repair orders.
11. BIGGEST GROSS CASE SUPERVISION ERROR for C/S is not to read through the pc folder.

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