

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 20 JULY 1970  
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Remimeo  
All Tech Hats  
COs Hat  
Exec Dir Hat  
Chaplain's Hat  
Qual Sec Hat  
Dept 13 Hat  
C/S Hats  
C/S Checksheets  
HCO Area Sec Hat  
EO Hat

(TECHNICAL)

CASES AND MORALE OF STAFF

Two recent circumstances have called to attention urgently a relationship of the VIABILITY (survival value) of an org and STAFF CASES.

X Org was failing. It was causing trouble on world publication lines. An independent survey on cases found 47 percent of the cases on that staff were failed cases, mainly because of lack of auditing. The 4th Mate Athena began a single handed project to straighten up these cases and get them functioning. Because of this (and other admin actions) the org began to function, outstanding actions were done and the org became solvent where it had previously not even been paying its staff. It is now fulfilling its obligations over the world.

Y major Org was found to be down morale, non-functional and dwindling. A survey showed 57 percent failed cases with 87% mentioning no wins. It was not paying its staff and was being bolstered by the SO. The early action is to handle staff cases. The SO has the situation well in hand. But it shows graphically what staff case neglect will do to an org.

Many earlier cases are on record. Varying degrees of poor tech, altered tech and almost total loss of tech have illustrated gruesomely that INATTENTION TO STAFF CASES CAN ALL BUT DESTROY AN ORG OR ACTIVITY.

The reason why squirrel groups fail in the first year or two is the alter-is and abandonment of actual tech plus guilt. Here the cases, if handled at all, get butchered.

The factor therefore is a very important one. The policy therefore is:

THE CASES OF STAFF MEMBERS REQUIRE ATTENTION  
AND CASE GAIN.

There are multitudes of reasons why this "can't happen". "No auditors", "have to handle the public", "GI would crash if any people were off post being audited", "can't afford extra auditors", and thousands more can be offered in excuse for not auditing staff. Financial reasons are so unreal as to be treasonable. As when cases aren't handled the GI crashes. It's all rather like "if we put any fuel in the car we won't have any money to make the trip".

It is not generally recognized that when lower grades and full tech slipped out, ethics came crashing in. It was just the time when quickie auditing began to be done that ethics in orgs became a problem. The HCO org board slipped from Dept 1 (Routing and Recruitment functions) to Dept 3 (Ethics functions) because Div IV (the Tech Division) ceased to handle staff cases as well as public. Div V (Correction) neglected to notice and tech slid into it. Div 2 (Dissemination) slid into the Public Divisions because new public had to be gotten -- there "wasn't enough to audit" to use Central Files pcs.

In short, when tech lost full use and was not used and used well on staff cases even the org board scrambled.

All this when analyzed and found is of course being put right.

But from this we learn:

- 1) SHORT CUTTING TECH DELIVERY IS FATAL.
- 2) LOSS OF AND FAILURE TO USE VALID DIANETICS AND SCIENTOLOGY TECH FOR WHATEVER REASON IS FATAL TO AN ORG'S SURVIVAL.
- 3) FAILURE TO HANDLE STAFF CASES WITH FULL TECH AND GOOD AUDITING CRASHES AN ORG.

Quite obviously then the intent of any of these counter intentions is treasonable. For it results in a crashed org.

Thus resistance to full tech delivery, dropping tech off checksheets and not auditing staff cases to good wins are charges of the most serious nature and should result in immediate dismissal of the instigator when proven beyond reasonable doubt in a properly instituted Comm Ev.

#### SYSTEMS

To get over this hump of staff cases where it backlogs there are several solutions.

A. The Staff Staff Auditor was an essential post in the 1950s and was very successful. It was never authorized to be abolished. There should be two Staff Staff Auditors for every fifty staff members, doing each other's C/Sing or C/Sed on usual lines. For 75 staff there should be two Staff Staff Auditors and a C/S.

B. A staff lacking Auditors can train part time and co-audit. The co-audit would be by groups of comparable levels of training. This is a more expensive (in terms of org time and GI) arrangement. It should be in progress anyway as far as part time training goes. It can be combined with A in which the staff trains but does not rely on co-auditing for case progress.

#### AUDITING PRIORITIES

Staff Staff Auditors should do their own scheduling or with cooperation from Tech Services exactly on this pattern and no other:

The folders of the staff are arranged in four files under these categories.

Staff Case Category 1: Those who have had VGIs F/Ns at Examiner and OK as to Case Gain.

Staff Case Category 2: Those who haven't had VGI F/Ns at Exam recently.

Staff Case Category 3: Medically ill in need of thorough Assists and Medical Attention.

Staff Case Category 4: Consistent no change, no case gain in their auditing history.

Obviously to pick up staff morale and general effectiveness

SO THAT MORE ATTENTION CAN BE AFFORDED it is of great interest that the cases are scheduled only in this fashion.

Staff Case Category 3 (Medically Ill) gets priority and full auditing to put them into Category No. 1.

Staff Case Category No. 2 (no recent VGIs F/Ns) are audited to get them into Category No. 1.

Staff Case Category No. 4 (consistent no case gain) is routed to Ethics lines for Sec Checks, production examination, etc. and if status unrelieved and unproductive, off staff lines into a pc category.

Staff Case Category No. 1 is programmed to bring them on up their grades (or Progress and Advance to get them back to their last grade) in an orderly fashion apportioning the auditing fairly.

If this scheduling is followed and continues to be followed and if the C/Sing and auditing are normal in quality, then the majority of staff will at all times be in good case condition. If other scheduling of staff is followed, then the cases and the org will suffer.

#### STATISTIC

The Staff Case Supervisor statistic is percentage of staff who are in good case gain condition measured by the last Examiner reports and cancelled by any adverse Exam report. The stat is simple to calculate. It is simply the number of folders in Staff Case Category No. 1 divided by the number on staff. If 39 staff cases were doing well out of 52 on staff, it would be about 75.1%.

The C/S would also have number of staff case folders C/Sed.

The Staff Staff Auditors would have number of hours of well done auditing sessions. If no C/S they would share the percentile stat.

#### STAFF AUDITING SECTION

This unit belongs in the new Department 13 -- Dept of Personnel Enhancement as the Staff Auditing Section.

Any purely auditing goofs in the last session can be repaired by Dept 15 Case Review and returned to the Staff Auditing Section. Or if there is any danger of wait, repaired by the Staff Staff Auditor (since any wait in repairing an auditing goof occasionally winds up in a Medical Category).

#### LACK OF SECTION

Lack of this section or a condition of no auditing on staff is an Ethics Charge that can result in removal. Its presence as a section and the state of staff cases should be the point of first importance to any investigatory body or SO Mission to that org.

It should be realized that an unflat or undone Grade I (Problems) when not fully handled causes no case gain and the suppressive tendencies of the society to move right on into the org.

Above and beyond any efficiency factor, staffs work hard ordinarily and it is very unjust to deny them by any excuse or mechanism the technology which they handle.

Any and all trouble occurring in orgs during a long period of heavy enemy attack on them was traced not to the enemy BUT TO LOSS OF TECH MATERIALS, REDUCTION OF THE USE OF TECH (as in quickie grades) AND IGNORING STAFF CASES.

Thus these points are spotted as the points most likely present when an org is failing or failing to take and hold its area.

THE IMPORTANCE OF THIS POLICY LETTER CANNOT BE OVERSTATED.

Follow it, get it in!

L. RON HUBBARD  
FOUNDER

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