



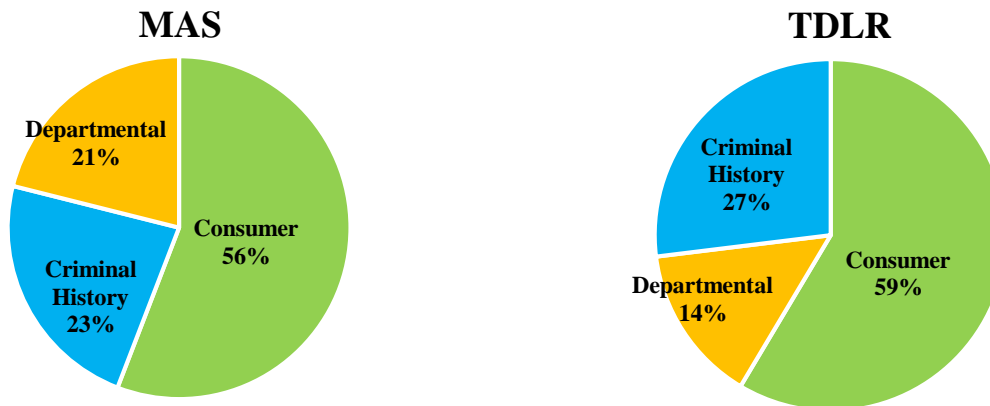
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	28,817	823,189
Complaints Received	3,284	32,683
Cases Opened	906	10,465
Cases Closed	868	9,763
Average Time to Close (days)	191.33	157.58
% of Cases Resolved Within 6 Months	57.37%	68.64%
% of Cases Resulting in Disciplinary Action	25.00%	13.48%
Open Cases Pending at End of Fiscal Year	592	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	16	140
Number of Contested Cases Heard at SOAH	8	63
Formal Case Outcomes	MAS Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	4	28
Default Orders	13	339
Agreed Orders	174	853
Average Penalty Assessed on Orders	\$2,776.84	\$2,199.86
Total Penalties Assessed	\$474,840.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	20	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	38	240
Cases Heard in District Court	0	2
Informal Case Actions	MAS Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$4,500.00	\$183,910.04
Warning Letters	166	1,615
Other Informal Resolutions	480	6,749
Cease & Desist Orders	13	46

Source of Cases Opened Fiscal Year 2020





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Top 10 MAS Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Criminal History	200
Unlicensed Establishment	177
Sexual Misconduct	147
Unlicensed Therapist	140
Consultation document	64
Allowed unlicensed/expired	48
Failed to separate residential/sleep	37
Advertising violation	37
Failed to maintain employee records	35
Sanitation	33

Top 10 MAS Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Consultation document	73
Allowed unlicensed/expired	57
Criminal History	37
Failed to separate residential/sleep	34
Unlicensed Therapist	27
Unlicensed Establishment	21
Failed to cooperate with Department	13
Sexual Misconduct	12
Obtained license by fraud	10
Failed to maintain employee records	9