



TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	32,148	848,268
Complaints Received	3,921	32,655
Cases Opened	904	10,121
Cases Closed	869	9,335
Average Time to Close (days)	220.68	209.86
% of Cases Resolved Within 6 Months	54.09%	60.00%
% of Cases Resulting in Disciplinary Action	24.17%	13.41%
Open Cases Pending at End of Fiscal Year	626	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	17	134
Number of Contested Cases Heard at SOAH	7	67
Formal Case Outcomes	MAS Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	9	44
Default Orders	47	455
Agreed Orders	135	711
Average Penalty Assessed on Orders	\$3,352.75	\$2,124.56
Total Penalties Assessed	\$640,375.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	43	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	33	240
Cases Heard in District Court	0	1
Informal Case Actions	MAS Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	195	1,768
Other Informal Resolutions	454	6,208
Cease & Desist Orders	11	19

Source of Cases Opened Fiscal Year 2021





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Top 10 MAS Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Unlicensed Establishment	221
Criminal History	186
Unlicensed Therapist	166
Sexual Misconduct	162
Consultation document	84
Allowed unlicensed or expired individual	83
Failed to maintain employee records	54
Allowed person to reside on premises	46
Sexual Assault	39
Expired Establishment License	35

Top MAS Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Allowed unlicensed or expired	59
Consultation document	45
Unlicensed Therapist	35
Criminal History	32
Sexual Misconduct	30
Unlicensed Establishment	29
Sexual Assault	10
Failed to separate residential or sleep quarters	10
Advertising violation	8
Allowed person to reside on premises	6
Failed to cooperate with Department	6
Failed to maintain employee records	6
Ethics violation	6