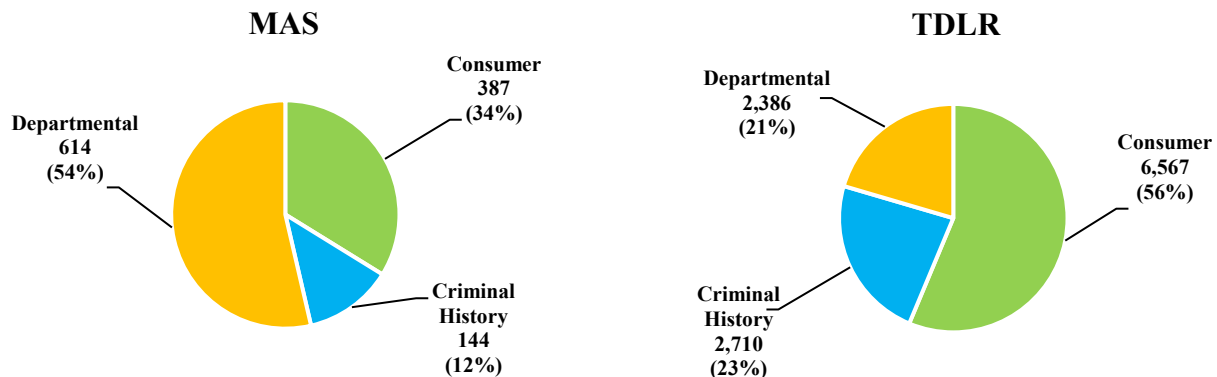


Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	36,268	890,735
Complaints Received by Source	2,299	64,954
Consumer complaints	652	14,098
Department initiated complaints	600	2,368
Criminal History Records reviewed for licensure	1,047	48,488
Cases Opened	1,145	11,663
Consumer	387	6,567
Departmental	614	2,386
Criminal History	144	2,710
Cases Closed	1,031	11,754
Average Time to Close (days)	183.68	215.79
% of Cases Resolved Within 6 Months	66.25%	57.64%
% of Cases Resulting in Disciplinary Action	16.10%	10.81%
Open Cases Pending at End of Fiscal Year	740	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	10	61
Contested Cases Heard at SOAH	4	30
Formal Case Outcomes	MAS Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	145	1,160
Commission Orders	6	27
Default Orders	34	384
Agreed Orders	105	749
Average Penalty Assessed on Orders	\$3,478.45	\$2,231.30
Total Penalties Assessed	\$504,375.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	26	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	35	182
Cases Heard in District Court	3	7
Informal Case Actions	MAS Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$167,430.73	\$390,011.62
Warning Letters	499	3,378
Other Informal Resolutions	359	7,108
Cease & Desist Orders	10	17

Cases Opened Fiscal Year 2022



Top 10 MAS Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Consultation document	264
Unlicensed establishment	218
Unlicensed therapist	195
Criminal history	147
Allowed unlicensed or expired to work	127
Sexual misconduct	113
Failed to separate residential or sleep area	102
Failed to maintain employee records	71
Expired establishment license	67
Sexual assault	56

Top MAS Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Consultation document	45
Criminal history	36
Unlicensed therapist	31
Allowed unlicensed or expired to work	28
Unlicensed establishment	27
Sexual misconduct	24
Allowed person to reside on premises	9
Fraud, deceit, negligence, or incompetence	6
School failed to maintain records	5
Failed to drape	4
Failed to cooperate with Department	4
Failed to maintain employee records	4