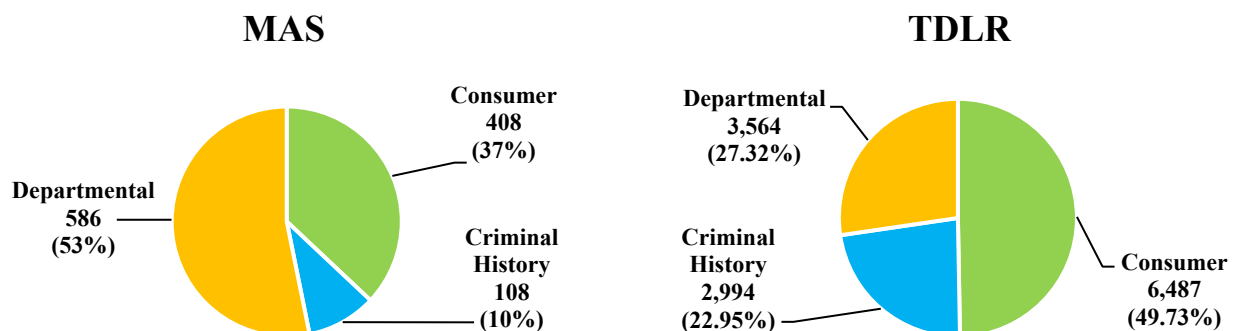


Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	6,973	111,084
<i>Consumer complaints</i>	608	14,240
<i>Department initiated complaints</i>	566	3,535
<i>Criminal History Records reviewed for licensure</i>	5,799	93,309
Cases Opened	1,102	13,045
<i>Consumer</i>	408	6,487
<i>Departmental</i>	586	3,564
<i>Criminal History</i>	108	2,994
Cases Closed	1,019	11,284
Average Time to Close (days)	290.31	215.01
% of Cases Resolved Within 6 Months	42.00%	55.52%
% of Cases Resulting in Disciplinary Action	24.53%	12.46%
Open Cases Pending at End of Fiscal Year	824	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	7	68
Contested Cases Heard at SOAH	2	28
Formal Case Outcomes	MAS Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	243	1,329
<i>Agreed Orders</i>	178	843
<i>Commission Orders</i>	1	12
<i>Default Orders</i>	64	472
Average Penalty Assessed on Orders	\$3,980.25	\$2,217.58
Total Penalties Assessed	\$967,200.00	\$2,947,160.00
Total Penalties Collected	\$455,678.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	39	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	16	145
Cases Heard in District Court	0	2
Informal Case Actions	MAS Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	362	2,757
Other Informal Resolutions	400	7,121
Cease & Desist Orders	6	8

Cases Opened Fiscal Year 2023



Top 10 MAS Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Unlicensed therapist	285
Consultation document	252
Unlicensed establishment	158
Allowed unlicensed or expired therapist to work	135
Sexual misconduct	123
Criminal history	108
Failed to separate residential or sleep from establishment	77
Sexual assault	75
Expired establishment license	54
Failed to maintain employee records	48

Top 10 MAS Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Consultation document	95
Allowed unlicensed or expired therapist to work	78
Sexual misconduct	51
Unlicensed establishment	45
Unlicensed therapist	44
Allowed person to reside on premises	20
Criminal history	16
Failed to maintain employee records	16
Failed to drape	14
Failed to cooperate with the Department	10