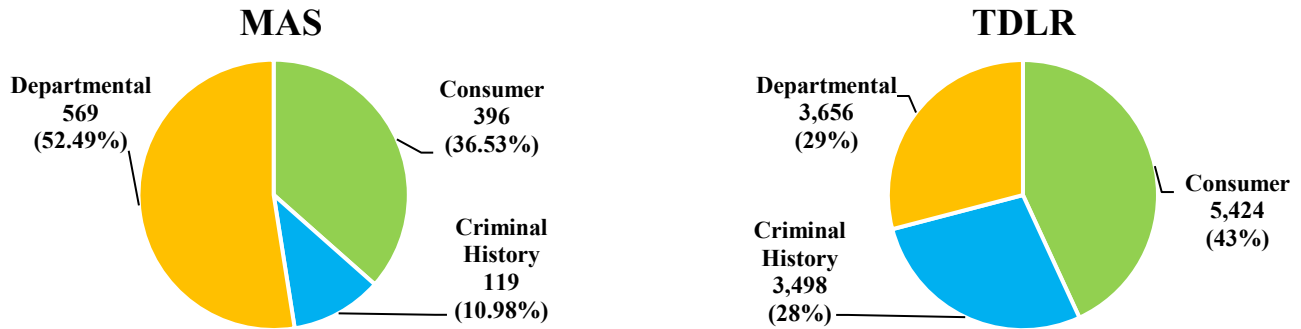


## Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2024	TDLR Fiscal Year 2024
<b>Complaints Received by Source</b>	<b>6,528</b>	<b>122,942</b>
<i>Consumer complaints</i>	840	13,669
<i>Department initiated complaints</i>	585	3,733
<i>Criminal History Records reviewed for licensure</i>	5,103	105,540
<b>Cases Opened</b>	<b>1,084</b>	<b>12,578</b>
<i>Consumer</i>	396	5,424
<i>Departmental</i>	569	3,656
<i>Criminal History</i>	119	3,498
<b>Cases Closed</b>	<b>1,289</b>	<b>13,449</b>
<i>Consumer</i>	410	5,511
<i>Departmental</i>	768	4,554
<i>Criminal History</i>	111	3,384
<b>Average Time to Close (days)</b>	<b>240.45</b>	<b>199.58</b>
% of Cases Resolved Within 6 Months	47.32%	57.67%
% of Cases Resulting in Disciplinary Action	16.76%	9.56%
% of Cases Not Resulting in Disciplinary Action	83.24%	90.44%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>619</b>	<b>7,433</b>
Cases Referred to SOAH	14	52
Contested Cases Heard at SOAH	3	22
Formal Case Outcomes	MAS Fiscal Year 2024	TDLR Fiscal Year 2024
<b>Final Orders</b>	<b>216</b>	<b>1,287</b>
<i>Agreed Orders</i>	151	672
<i>Commission Orders</i>	1	14
<i>Default Orders</i>	60	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	4	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$4,091.75	\$3,205.97
<b>Total Penalties Assessed</b>	<b>\$867,450.00</b>	<b>\$3,792,665.00</b>
<b>Total Penalties Collected</b>	<b>\$425,585.00</b>	<b>\$2,092,876.00</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>63</b>	<b>110</b>
<i>Licenses Revoked (Disciplinary)</i>	62	103
<i>Licenses Suspended (Disciplinary)</i>	1	7
Licenses Denied/Suspended/Revoked (Criminal History)	14	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	1	2
Other Case Actions	MAS Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	741	4,907
Other Cases Closed without Disciplinary Actions	332	7,256
Cease & Desist Orders	1	5
Emergency Orders	5	6

### Cases Opened Fiscal Year 2024



### Top MAS Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Consultation document	289
Unlicensed therapist	229
Sexual misconduct	218
Unlicensed establishment	164
Allowed unlicensed or expired therapist	149
Criminal history	120
Failed to maintain employee records	86
Allowed person to reside on premises	77
Sexual assault	68
Ethics violation	62

### Top MAS Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Allowed unlicensed or expired	76
Consultation document	74
Sexual misconduct	61
Unlicensed establishment	40
Unlicensed therapist	21
Allowed person to reside on premises	21
Criminal history	14
Failed to cooperate with the Department	14
Allowed nude or inappropriate clothes	9
Failed to drape	9