



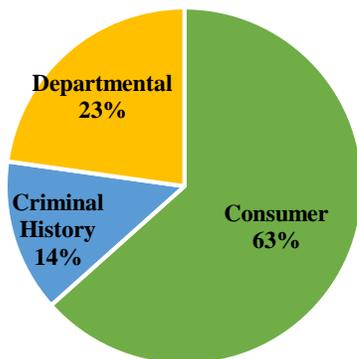
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

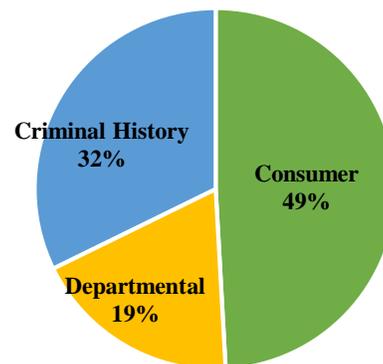
### Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	33,986	832,593
Complaints Received	3,833	37,043
Cases Opened	1,250	10,902
Cases Closed	1,263	10,113
Average Time to Close (days)	171.93	151.96
% of Cases Resolved Within 6 Months	58.19%	68.52%
% of Cases Resulting in Disciplinary Action	22%	21%
Open Cases Pending at End of Fiscal Year	567	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	13	204
Number of Contested Cases Heard at SOAH	4	92
Formal Case Outcomes	MAS Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	27	614
Agreed Orders	196	1,254
Average Penalty Assessed on Orders	\$1,945.30	\$2,092.92
Total Penalties Assessed	\$397,825.00	\$3,452,750
Licenses Revoked (Disciplinary)	9	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	58	358
Cases Heard in District Court	0	1
Informal Case Actions	MAS Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	0	\$324,299
Warning Letters	258	1,500
Other Informal Resolutions	730	6,434
Cease & Desist Orders	0	38

**Source of MAS cases opened Fiscal Year 2019**



**Source of All Cases Opened Fiscal Year 2019**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top 10 MAS Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Unlicensed establishment	353
Unlicensed therapist	214
Sexual misconduct	179
Criminal History	172
Consultation document	156
Allowed unlicensed therapist	87
Failed to separate residential quarters	72
Failed to maintain employee records	53
Sanitation violation	46
Advertising violation	31

**Top 10 MAS Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Consultation document	71
Criminal History	60
Unlicensed establishment	48
Unlicensed therapist	37
Allowed unlicensed/expired therapist	32
Sexual misconduct	15
Advertising violation	14
Failed to separate residential quarters	14
Failed to cooperate with Department	9
Failed to maintain employee records	6