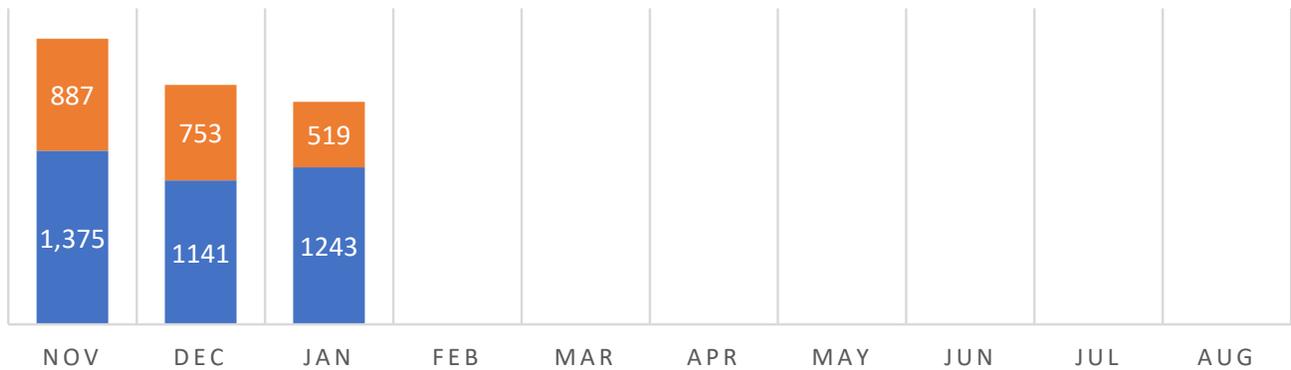


MASSAGE THERAPY STATISTICAL REPORT
February 26, 2018

MASSAGE THERAPIST	FY18
New Licenses Issued	458
Renewed Licenses Issued	2,918
Total Population	30,775
MASSAGE THERAPY INSTRUCTOR	
New Licenses Issued	46
Renewed Licenses Issued	90
Total Population	1,353
MASSAGE ESTABLISHMENTS	
New Licenses Issued	202
Renewed Licenses Issued	114
Total Population	1,800

**MASSAGE THERAPY
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2018
EFFECTIVE NOVEMBER 1, 2017**

■ Call ■ Email



MESSAGE THERAPY ADVISORY BOARD

FEBRUARY 26, 2018

CURRENT UPDATES

EDUCATION, EXAMINATION, AND SCHOOL SERVICES

NEW TECHNOLOGY

We are glad to welcome Dynamics, a new software that is replacing Touchpoint, our e-mail communication technology. Dynamics will allow us to filter e-mails by program.

PERSONNEL UPDATES



Jennifer Prinz comes to us from DSHS where she was the acting Team Lead for various programs including Mold a program being transferred to TDLR. She has experience in Provider applications, examination development and administration including knowledge on research, workload/performance measures, Criminal background checks and proficient with the VERSA system.



Please help us welcome our new Education Inspector for the North Region, **Amy Henshaw**. Amy joined the agency on January 3, 2018.

Amy graduated from the University of Texas at Arlington with a bachelor and Masters in Criminal Justice. She holds a Cosmetology License and a Texas Civil Process Server Certification from the Executive Services and Investigators School. Amy career has gain her experience in home and facility inspections for alleged child abuse with the Texas Department of Family and Protective Services. Amy was the Manager for Procuts salon in Hurst TX. Please help us welcome Amy to the team.



Please help us welcome **Angela "Angie" Schmidt**. She will take on the Driver, Offender and Safety Education Team Lead position effective January 16, 2018.

Angela's Bachelor's degree is from Cameron University where she majored in Criminal Justice. She also has an Associate of Science degree from Lawton, Ok in Law Enforcement. Angela has worked for the Oklahoma Department of Human Services as a Child Welfare Supervisor for 7 years. She moved to Texas and worked at the Texas Department of Public Safety, as a Program Supervisor for the Handgun Licensing.

She has scheduled, developed and provided instructional classes for more than 4,000 instructors. Angela's educational presentation skills for schools and community organizations will be an asset for TDLR's DES and Offender education industries.

STATISTICS AND TRENDS

Massage Therapy License Holders take a National Examination; those examination numbers are not available.

JURISPRUDENCE EXAMINATION

(AS OF JANUARY 31, 2018)

EXAMINATIONS COMPLETED
FY 2018
530

Massage Therapy Advisory Board

Enforcement Division Staff Report February 26, 2018

Case Highlights

Case No. MAS20180003462

- On December 17, 2017, the Department notified Ali Alavian that on November 18, 2015, his Massage Therapist license had been revoked by operation of law. On March 31, 2014, the Department of Health and Services received a complaint that alleged Respondent had performed “sexually inappropriate massages” on multiple clients. The complaint included a disciplinary notice from Respondent’s employer that recorded multiple complaints of Respondent’s sexually inappropriate behavior filed by his clients, one of whom was Respondent’s then-General Manager. November 18, 2015, Respondent was convicted of Attempted Sexual Assault and received the maximum sentence of 10 years in state prison. TEX.OCC.CODE 455.251(b) states that if an individual in convicted of or receives deferred adjudication for sexual offense (like Attempted Sexual Assault), their massage therapist license must be revoked.

Case No. MAS20180003239

- December 12, 2017, the Department notified Qiaofang Yang that on January 28, 2015, her Massage Therapist license had been revoked by operation of law. On January 28, 2015, Respondent received deferred adjudication for the charge of prostitution, a class B misdemeanor. TEX.OCC.CODE 455.251(b) states that if an individual in convicted of or receives deferred adjudication for sexual offense (like prostitution), their massage therapist license must be revoked.

Case No. MAS20180003239

- On January 11, 2018, the Executive Director signed an agreed order that finalized the settlement agreement between the Department and Shelley Christine Zenheart Greenleaf assessing an administrative penalty of \$350 for failing to provide clients a written consultation document prior to their initial massage session on two different clients.

Recent Accomplishments and Current Projects

- We have begun scheduling meetings of the enforcement workgroup to work on the Criminal Conviction Guidelines for the Massage Therapy program. The advisory board members assigned to this workgroup are Russell Rust, Carol Willess, Karen Vasquez, and Antonio Gracia Jr.
- On December 11, representatives from Enforcement provided training on the Massage program to the Dallas City Attorney’s Office. This training included a history and overview of the program, common violations found during an investigation, and intra-agency collaboration with law enforcement agencies. The training also covered changes made by House Bill 2552, passed by the 85th Texas Legislature.

- On January 22, 2018, representatives from Enforcement provided training on the Massage program to representatives from the El Paso County Attorney’s Office and El Paso Police Department. This training included a history and overview of the program, common violations found during an investigation, and intra-agency collaboration with law enforcement agencies. The training also covered changes made by House Bill 2552, passed by the 85th Texas Legislature.
- On January 30th and 31st, 2018, representatives from Enforcement provided three trainings on the Massage program to over 150 representatives from 11 different law enforcement agencies in the Houston area. These trainings included a history and overview of the program, common violations found during an investigation, and intra-agency collaboration with law enforcement agencies. The trainings also covered changes made by House Bill 2552, passed by the 85th Texas Legislature.

Key Statistics

Shown below are key statistics for the Massage Therapy program and for all TDLR programs combined through January of Fiscal Year 2018.

<u>Statistic</u>	<u>MAS</u>	<u>TDLR</u>
• Number of cases opened:	218	3,852
• Number of cases resolved:	48	3,831
• Number of Agreed Orders:	1	612
• Total amount of penalties assessed:	\$350	\$1,400,375
• Total amount of penalties collected:	\$350	\$530,286

Massage Therapy Advisory Board Meeting

Field Operations Staff Report



The Face of TDLR
February 26, 2018

Recent Accomplishments/Current Projects

Out-Reach

In December, CamTu Tran, East Region Manager, with Inspectors Tisha Miller, Duc Nguyen, Robyn Finney, Donnis Estelle, and Julia Lee, attended several events sponsored by the Vietnamese community to assist victims of Hurricane Harvey. These events this month were not just located in Houston, other locations for these community outreach events include Rock Port, Port Arthur, and Sour Lake, Texas. They assisted over 1,100 licensees in obtaining replacement licenses, checking license statuses, as well as assisting consumers in navigating TDLR's website.

On December 12, CamTu Tran, East Region Manager, discussed how to file a complaint with TDLR on Viet TV Houston.

Implementation of Massage Therapy Establishment Inspections

The proof of inspection form is ready for use and the reference guide is being updated.

All three regions are currently scheduling and performing mock inspections of various massage therapy facilities with Enforcement and the Exams & Education divisions. During the mock inspections, they discuss procedures, test the reference guide and answer any questions the licensees may have.

Mock Inspections

Date	Facility Name	Facility Address
December 11, 2017	Massage Envy	19720 Katy Fwy Houston TX 77094
December 11, 2017	Massage Envy	1415 E Renner Rd Ste 210 Richardson TX 75082
December 11, 2017	Massage Heights - Cinco Ranch	6501 S Fry Rd Ste 900 Katy TX 77494
January 24, 2018	Foot Palace	1105 E Parker Rd Ste 105 Plano TX 75074
January 30, 2018	Villa Sport Athletic Club and Spa	12951 Barker Cypress Rd Cypress TX 77429
January 31, 2018	Harmony Massage & Spa	12303 Scarsdale Blvd Houston TX 77089
January 31, 2018	Erawan Thai massage	2715 Bissonnet St Ste 509 Houston TX 77005
January 31, 2018	Thai Experts	12221 Alief Clodine Rd Houston TX 77082
February 8, 2018	King Massage	3340 Chimney Rock Rd Houston TX 77057
February 8, 2018	Orchid Beauty Salon & Day Spa	5610 SW Fwy Ste A Houston TX 77057
February 8, 2018	Thai Massage & Day Spa	2707 Fountain View Dr Ste B Houston TX 77057
February 8, 2018	A Asian Massage	3223 Hillcroft St Houston TX 77057

Division Personnel Updates

Field Operations hired two inspectors on January 2, 2018 for the North Region. Camaleisha Spencer is located in DeSoto and Ron Gericke is in Fort Worth. We will post an inspector position based in Collin county soon.

Compliance Division Staff Report
Texas Department of Licensing and Regulation
Massage Therapy Advisory Committee Meeting
February 26, 2018

Update and discussion regarding massage therapy program activities

- Compliance staff joined the Field Operations Division on a mock inspection of a massage therapy establishment in Cypress, TX on January 30, 2018.
- Compliance Division and General Counsel staff are supporting the Standard of Care workgroup, which met for the first time on February 13, 2018.
- Compliance staff is assisting the Licensing Division in processing applications.

Public Outreach

- Staff will be giving a presentation regarding licensing and regulation at the AMTA-Texas Chapter annual conference in League City, TX on April 5, 2018.

Medical and Health Professions Section Update

- Section staff are continuing their work on the SB 202, Phase II program transition, which occurred on 11/1/2017. In Phase II, six additional programs from DSHS transferred to TDLR (massage therapy, sanitarians, code enforcement officers, offender education providers, mold assessors/remediators, and laser hair removal facilities/personnel).