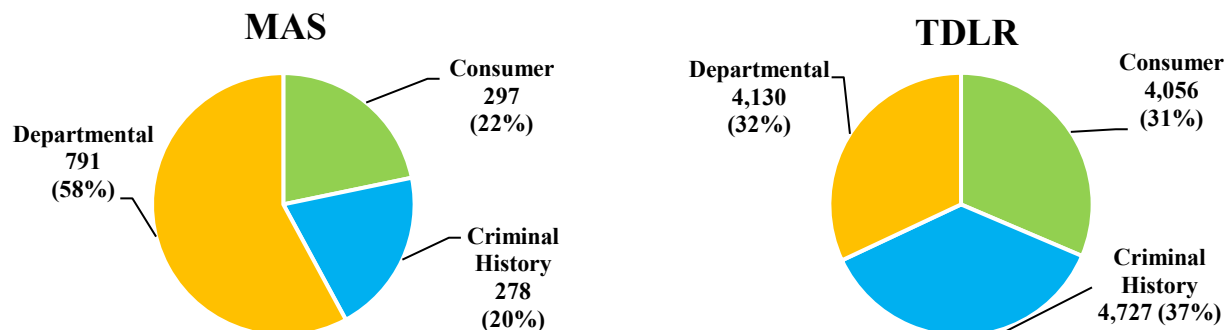


Massage Therapy (MAS)

Key Statistics	MAS Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	48,797	1,019,176
Complaints Received by Source	10,101	134,663
Consumer complaints	814	12,216
Department initiated complaints	784	4,096
Criminal History Records reviewed for licensure	8,503	118,351
Cases Opened	1,366	12,913
Consumer	297	4,056
Departmental	791	4,130
Criminal History	278	4,727
Cases Closed	901	12,694
Consumer	237	4,467
Departmental	430	3,487
Criminal History	234	4,740
Average Time to Close (days)	223.38	206.68
% of Cases Resolved Within 6 Months	60.16%	64.46%
% of Cases Resulting in Disciplinary Action	19.76%	12.94%
% of Cases Not Resulting in Disciplinary Action	80.24%	87.06%
Open Cases Pending at End of Fiscal Year	1,084	7,651
Cases Referred to SOAH	65	133
Contested Cases Heard at SOAH	17	62
Formal Case Outcomes	MAS Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	178	1,643
Agreed Orders	130	918
Commission Orders	4	20
Default Orders	35	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	3	3
Revocation by Operation of Law	5	92
Revocation by Prior Agreement	1	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$2,255.92	\$3,095.17
Total Penalties Assessed	\$381,250.00	\$4,769,650
Total Penalties Collected	\$191,050.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	81	171
Licenses Revoked (Disciplinary)	78	162
Licenses Suspended (Disciplinary)	3	9
Licenses Denied/Suspended/Revoked (Criminal History)	21	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	3	5
Other Case Actions	MAS Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	301	4,993
Informally Resolved	69	526
Insufficient Evidence	79	2,516
Warning Letters	273	2,939
Withdrawn by Complainant	1	77
Cease & Desist Orders	4	19
Emergency Orders	51	54

Cases Opened Fiscal Year 2025



Top MAS Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Allowed a person to reside on premises	296
Consultation document	287
Criminal history	279
Sexual misconduct	188
Unlicensed therapist	186
Unlicensed establishment	177
Allowed an unlicensed or expired therapist to work	175
Ethics violation	100
Sexual assault	67
Failed to maintain employee records	39

Top MAS Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Department believed there was an offense of Chapter 20A	74
Allowed an unlicensed or expired therapist to work	41
Consultation document	36
Sexual misconduct	31
Criminal history	20
Allowed a person to reside on premises	10
Unlicensed establishment	10
Unlicensed therapist	9
Expired establishment license	6
Failed to drape	6