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CITIZENS SUMMARY

Findings in the audit of the Board of Therapeutic Massage

Business Licenses	The Board of Therapeutic Massage does not have adequate follow-up procedures in place to ensure massage therapy businesses are licensed timely. As a result, the audit found a business operated for almost one year without a license. The internal licensing system tracks when applications are received and licenses are issued; however, board personnel do not periodically generate a report to determine which business licenses are in pending status to ensure timely action.
Continuing Education Requirements	The board does not have procedures in place to ensure continuing education requirements are met. As part of the license renewal process, the renewal application asks whether continuing education hours have been obtained, but the board relies on the applicant to confirm whether requirements were met. Board rules require licensees to keep documentation of completed continuing education courses. The board may request this documentation, but does not routinely do so, and periodic reviews are not in place to test compliance with continuing education requirements.
User Account Management	The board has not established adequate procedures to ensure access rights to the internal licensing system are appropriate. The licensing system is a division-wide system used by the various professional boards, which maintains confidential information on licensees, such as social security numbers and licensee complaints. Board personnel do not periodically review system access rights to ensure only proper personnel have access, which creates an increased risk that unauthorized changes could go undetected, and confidential data could be accessible to inappropriate users.

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.

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