



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Board of Directors Meeting

AGENDA

November 15, 2018

Hyatt Regency Los Angeles International Airport

Los Angeles, CA



TABLE of CONTENTS

Item #	Document(s)	Page
	Notice & Agenda	6
4 -	Chief Executive Officer's Report	9
5 -	Treasurer's Report	19
6 -	Preliminary 2019 Budget	25
11 -	Amendments to the Policies and Procedures for Approval of Schools	29
12 -	Reducing Re-Application Wait Times for Individuals Denied Based Solely on Education from Two Years to One Year	57
13 -	Publicly Posting All Denials on CAMTC's Website	60
19 -	Director of Governmental Affairs and Special Projects' Report	63
20 -	Director of Operations' Report	66
21 -	Director of ESD's Report	72
22 -	Director of PSD's Report	73
23 -	Outreach Director's Report	75
26 -	Board Meeting Schedule for 2019	76

MISSION STATEMENT

California Massage Therapy Council's mission is to protect the public by certifying massage professionals in California that meet the requirements in the law and approving massage programs that meet the minimum standards for training and curriculum.

California Massage Therapy Council

Board Members

Mark Dixon, Chairman, Appointed by American Massage Therapy Association, California Chapter

Jeff Forman, Vice Chair, Appointed by the Office of the Chancellor of the California Community Colleges

Michael Marylander, Treasurer, Appointed by Board

Allison Budlong, Secretary, Appointed by California Association of Private Postsecondary Schools

Ronald Bates, Appointed by League of California Cities

Michael Callagy, Appointed by Board

Shana Faber, Appointed by Board

Heather Forshey, Appointed by San Mateo County Department of Health

Minouche Kandel, Appointed by Department of Consumer Affairs

Stephany Powell, Appointed by Journey Out, Anti-Human Trafficking Organization

Sean Thuilliez, Appointed by California Police Chiefs Association

Dixie Wall, Appointed by American Massage Council



RULES OF DEBATE AND DISCUSSION

1. Only one item, the item on the floor, is discussed at a time.
2. Only one person speaks at a time:
 - The person introducing the item;
 - The person speaking for or against the item;
 - Or the person asking or answering a question or raising a point of order.
3. Side conversations will be ruled out of order.
4. Directors debating a motion will have two minutes to speak, once on each motion, with three each from supporting and opposing sides, at which time the motion will go to a vote. The board may vote to extend time for debate.
5. When you want to speak, raise your hand and wait to be called on by the Chair.
6. A question is not an occasion to make an argument.

See accompanying Parliamentary Procedures At-A-Glance

Parliamentary Procedures At-A-Glance

To Do This (1)	You Say This	May You Interrupt Speaker?	Must You Be Seconded?	Is the Motion Debatable?	Is the Motion Amendable?	What Vote is Required?
Adjourn the meeting (before all business is complete)	“I move that we adjourn.”	May not interrupt speaker	Must be seconded	Not debatable	Not amendable	Majority vote
Recess the meeting	“I move that we recess until...”	May not interrupt speaker	Must be seconded	Not debatable	Amendable	Majority vote
Complain about noise, room temperature, etc.	“Point of privilege”	May interrupt speaker	No second needed	Not debatable (2)	Not amendable	None (3)
End debate	“I move the previous question”	May not interrupt speaker	Must be seconded	Not debatable	Not amendable	Majority vote
Amend a motion	“I move that this motion be amended by...”	May not interrupt speaker	Must be seconded	Debatable	Amendable	Majority vote
Object to a procedure or to a personal affront	“Point of Order”	May interrupt the speaker	No second needed	Not debatable	Not amendable	None (3)
Request information	“Point of information”	If urgent, may interrupt speaker	No second needed	Not debatable	Not amendable	None

Notes:

- These motions or points are listed in established order of precedence. When any one of them is pending, you may not introduce another that’s listed below it. But you may introduce another that’s listed above it.
- In this case, any resulting motion is debatable.
- Moderator decides.



CALIFORNIA MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 800 | Sacramento, CA 95814
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Sent and Posted: November 2, 2018

NOTICE OF PUBLIC MEETING

Thursday, November 15, 2018 – 9:30 a.m.
Hyatt Regency Los Angeles International Airport
6225 West Century Blvd.
Los Angeles, CA 90045
Meeting Room: Core 2-3

AGENDA

1. Call to order, roll call, and establish quorum
2. Chair's Comments
 - Welcome/Introductions
 - Rules of Debate
3. Approval of minutes from September 26-27, 2018 meeting
4. Chief Executive Officer's report
 - 2018 strategic priorities - update
 - Operations
 - Finance
 - Outreach
5. Treasurer's report
 - Applications received
 - Financial statements
 - Conclusions
 - Comments/discussion on financial reports
6. Preliminary 2019 budget
7. Closed session with CAMTC legal counsel pursuant to California Government Code Section 11126(e) – schools; lawsuits
8. Closed Session regarding the appointment, employment, evaluation of performance, or dismissal of an employee pursuant to California Government Code Section 11126(a) - CEO performance review

9. Return to open session and announce action taken in closed session, if any, under item 8
10. CEO contract and Compensation Committee recommendation on a compensation consultant
11. Amendments to the Policies and Procedures for Approval of Schools
12. Reducing re-application wait times for individuals denied based solely on education from two years to one year
13. Publicly posting all denials on CAMTC's website
14. Audit Committee update
15. Replacement of an outgoing Board member
16. Continuation of Schools Advisory Committee
17. Sunset review - Process for Board's recommendations for legislative amendments
18. Outreach to certified massage providers on how to report sexual misconduct
19. Director of Governmental Affairs and Special Projects' report
 - Local government update
 - Human Trafficking
 - Legislative updates
 - Certification and Application Management System (CAMS)
20. Director of Operations' report
 - 2019 Preparations
 - Application Processing
 - Customer Service
21. Director of ESD's report
 - School Statuses
 - ESD- outreach
 - Looking forward
22. Director of PSD's report
 - Interaction with law enforcement agencies
 - Training
23. Outreach Director's report
 - Upcoming Events
 - ESD Outreach
 - PSD Outreach
 - GA Outreach
24. Presentation from American Massage Therapy Association

25. Presentation by Federation of State Massage Therapy Boards
26. Board meeting schedule for 2019
27. Public comments regarding issues not in this agenda/suggested agenda items for future meetings
28. Closed Session regarding the appointment, employment, evaluation of performance, or dismissal of an employee pursuant to California Government Code Section 11126(a)
29. Return to open session and announce action taken in closed session, if any, under item 28
30. Items/suggestions from Board members for future meeting agendas
31. Adjourn

All agenda items are subject to discussion and possible action. All interested parties are invited to attend the meeting. Time will be allowed for members of the public to make comments on each agenda item (up to 2 minutes). To make a request for more information, to submit comments to the Board, or to make a request regarding a disability-related modification or accommodations for the meeting, please contact Jon Walters at (916) 669-5336 or One Capitol Mall, Suite 800 Sacramento CA 95814 or via email at info@camtc.org. Requests for disability-related modification or accommodation for the meeting should be made at least 48 hours prior to the meeting time. This notice and agenda is available on the Internet at <http://www.camtc.org>



CEO Report November 6, 2018

October 2018 was another busy month for CAMTC's staff. The following are a few highlights of some significant developments and activities.

SB 1480

As expected, the enactment of SB 1480 (Hill, Low) generated a significant interest from a wide range of stakeholders. Generally speaking, most applicants, schools, business owners, and massage providers from the Thai community have welcomed the suspension of the exam requirement. Criticism of this change came from the American Massage Therapy Association (AMTA), the Federation of State Massage Therapy Boards (FSMTB), state massage boards in other states, some cities and counties, and several CAMTC certificate holders.

Many callers have been inquiring about why the massage and bodywork competency assessment examination requirement change was occurring and why the change is for two years. To help facilitate a clear and consistent message we provided our customer service representatives the following response:

"The Legislature decided to remove the exam requirements for a period of two years, starting on January 1, 2019. CAMTC did not play a role in this legislative change. If you have additional questions, concerns or comments about why this change was made, please contact your government representatives directly."

We also published a short, easy-to-understand explanation of the options applicants have at this point (attached).

On October 5, 2018, I was asked to explain and address concerns regarding SB 1480 to all the delegates at the annual FSMTB meeting in Salt Lake City. On October 19, 2018 Joe Bob Smith and I addressed SB 1480 at the Royal Thai Consulate. There were approximately 100 massage professionals in attendance and the presentation was streamed live on Facebook. On October 31, 2018 I addressed SB 1480 and other related issues with Board members of the Massage Envy California Franchisees Association.

Code Enforcement Officers

On October 10-14, 2018, CAMTC participated in the annual convention of the California Association of Code Enforcement Officers (CACEO). CAMTC was a Sponsor and a Platinum Exhibitor. Rick McElroy's law enforcement training was well received. We have had several constructive discussions with CACEO's leadership regarding future collaboration. On November 13, 2018, Chairman Dixon will be meeting with CACEO's Board in Costa Mesa to discuss the formation of a strategic partnership between our respective organizations. CAMTC's senior staff will accompany him to this important meeting.

San Jose

The San Jose Police Department's increased enforcement has made a big dent in the illicit massage business. After a yearlong crackdown, SJPd purged most shops with suspected ties to prostitution and human trafficking. All but 45 of 191 massage establishments identified as fronts for prostitution were shut down. On October 16, 2018 Rick McElroy and I attended the city council meeting where I addressed the city council after SJPd presented their report. In addition, I had a conversation with SJPd Police Chief Edgardo Garcia and city council member Dev Davis regarding further collaboration between CAMTC and San Jose. We are in the process of setting up law enforcement training for SJPd and surrounding cities and possibly a meeting with the City Manager and the City Attorney to discuss improvements to the city's ordinance.

Media

From November 2017 to present there were 98 stories written about the massage industry. These stories ranged from massage regulations through city and county ordinances, moratoriums and closures; massage and human trafficking busts, to school funding cuts for massage programs. For a 12-month timeframe, we split up these stories into categories to better understand how the media shapes the public perspective on the massage industry. This exercise also allows CAMTC to look at possible trends and problems that may arise.

We were able to track 33 news stories that covered city/county massage regulations, ordinances, crackdowns, zoning, and moratoriums. Sixteen stories were surrounding arrests for prostitution. Nine stories covered human trafficking (not claiming it is happening but relating it the massage industry). There were seventeen stories on sexual assault, nine of which were associated with the explosive BuzzFeed news story on sexual assault on Massage Envy's customers alleging sexual assault during massage treatments. There were five stories on the safety of massage therapists where therapists have been attacked by customers in Southern California and recent reports of a massage therapist killed near Sacramento. There was one report about 3,300 erotic massages business operating nationwide with a third of them in California. There were two stories relating to massage businesses that treat therapists as independent contractors (spurred by a recent California Supreme Court ruling regarding who can be classified as an independent contractor).

I was contacted on September 25, 2018 by an NBC Bay area investigative reporter who was working on a story about Claremont Hotel and Spa getting sued for alleged sex assault by a

massage therapist. The accused therapist was CAMTC certified until November 2017 and has not been certified by CAMTC since. The alleged assault took place in December 2017. We had extensive communication with the reporter and the story finally aired on October 8, 2018. As a result, two additional media outlets, KRON4 (Oakland) and the San Francisco Chronicle, contacted me for comments.

Disciplinary Performance Measures

Attached are CAMTC's Disciplinary Performance Metrics for the last quarter of 2017 and first three quarters of 2018. To ensure that all stakeholders can review CAMTC's progress in meeting its public protection mission, CAMTC regularly tracks these measures and makes them easily available by prominently posting them on the website. While we exceeded our goals in all four categories, the most significant measure is the average number of days to complete formal discipline against a certificate holder (PM4).

Finances

As of August 31, 2018:

Actual cash position was \$2,897,285 (budgeted was \$1,737,474)

Actual YTD net deficit was - \$306,270 (budgeted deficit was -\$1,191,121)

As of September 30, 2018, Actual cash position was \$2,652,733 (budgeted deficit was \$1,353,709)

Organizational Chart

CAMTC's updated organizational chart is attached to this report.



NOTICE TO CAMTC APPLICANTS

On September 19, 2018, the Governor signed SB 1480 into Law. Among other things, this bill changes the Massage Therapy Act so that starting on January 1, 2019 through December 31, 2020, passage of a CAMTC approved exam will not be required for CAMTC Certification.

If you are seeking CAMTC Certification you have three options:

1. Apply now or anytime before January 1, 2019, take and pass a CAMTC approved exam, and meet all of the other requirements for certification. This option allows you to be certified the fastest, but also requires that you take and pass a CAMTC approved exam.
2. Apply now or anytime before January 1, 2019, DON'T take or pass a CAMTC approved exam, but meet all of the other requirements for certification. If you choose this option, CAMTC will hold your application until the law becomes effective on January 1, 2019, and it will then be processed after that time.
3. WAIT to apply until on or after January 1, 2019. If you choose this option, no exam requirement will apply.

PERFORMANCE METRICS – 1st, 2nd, and 3rd Quarters, 2018

PM1 – VOLUME

TOTAL NUMBER OF COMPLAINTS RECEIVED – ALL (actionable and non-actionable)

FIRST QUARTER 2018: 45 complaints received on average per month.

SECOND QUARTER 2018: 64 complaints received on average per month.

THIRD QUARTER 2018: 45 complaints received on average per month.

PM1.1 – VOLUME – CERTIFICATE HOLDERS

TOTAL NUMBER OF COMPLAINTS RECEIVED AGAINST CERTIFICATE HOLDERS

FIRST QUARTER 2018: 26 complaints against certificate holders received on average per month.

SECOND QUARTER 2018: 42 complaints against certificate holders received on average per month.

THIRD QUARTER 2018: 26 complaints against certificate holders received on average per month.

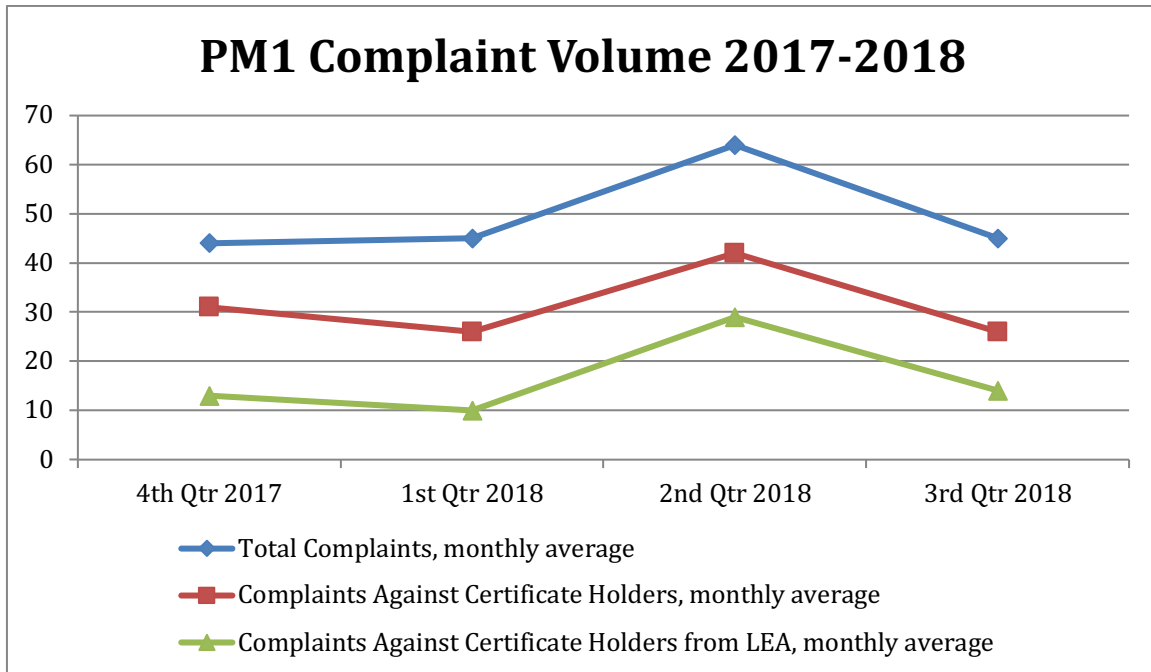
PM 1.2 – VOLUME – CERTIFICATE HOLDERS – COMPLAINTS FROM LAW ENFORCEMENT

Total number of complaints received against certificate holders from law enforcement agencies or government agencies with the responsibility to regulate massage. Does not include complaints against those who are not certified.

FIRST QUARTER 2018: 10 complaints from LEA received against certificate holders on average per month.

SECOND QUARTER 2018: 29 complaints from LEA received against certificate holders on average per month.

THIRD QUARTER 2018: 14 complaints from LEA received against certificate holders on average per month.



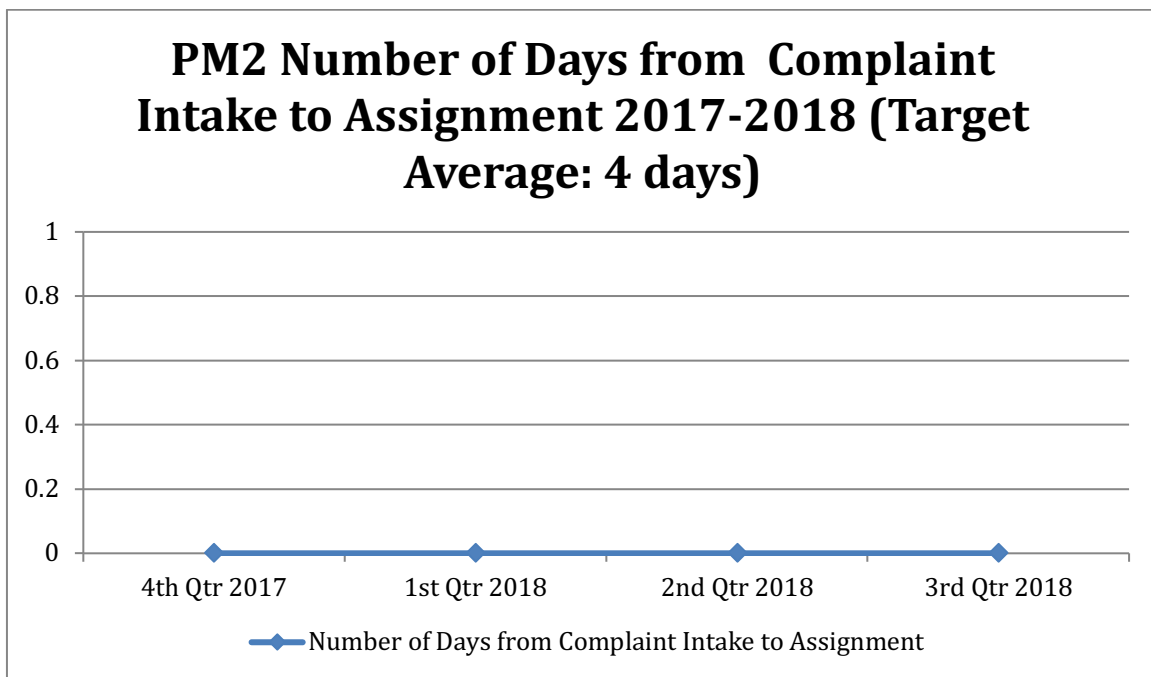
PM2 – INTAKE – ALL COMPLAINTS

Number of days from when a complaint is received to when it is sent to an investigator. All complaints received are immediately forwarded to an investigator.

FIRST QUARTER 2018: 0 days to assignment.

SECOND QUARTER 2018: 0 days to assignment.

THIRD QUARTER 2018: 0 days to assignment.



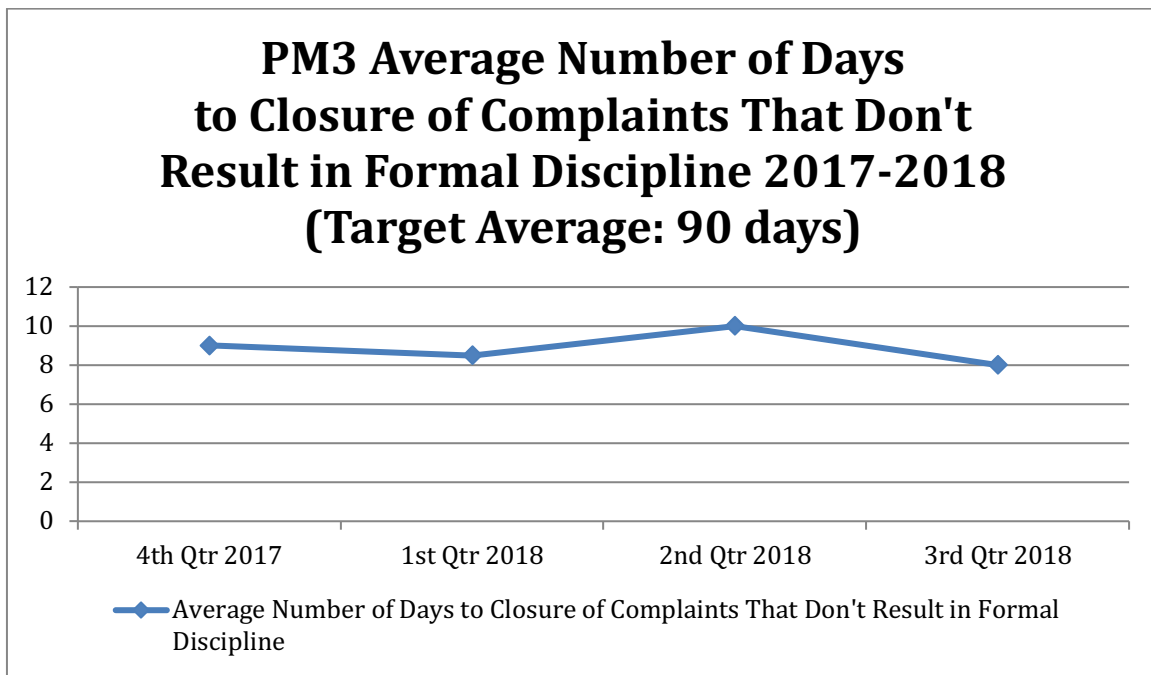
PM3 – INTAKE AND INVESTIGATION

Average time in days from date complaint was received to date complaint was resolved/closure of the investigation process. This number includes ALL complaints, not just those against Certificate Holders, which are resolved prior to being referred to Legal for formal discipline. It does NOT include cases against certificate holders sent to Legal for formal discipline (proposed revocation, suspension, or imposition of probationary conditions).

FIRST QUARTER 2018: 8.5 days is the average number of days to closure.

SECOND QUARTER 2018: 10 days is the average number of days to closure.

THIRD QUARTER 2018: 8 days is the average number of days to closure.



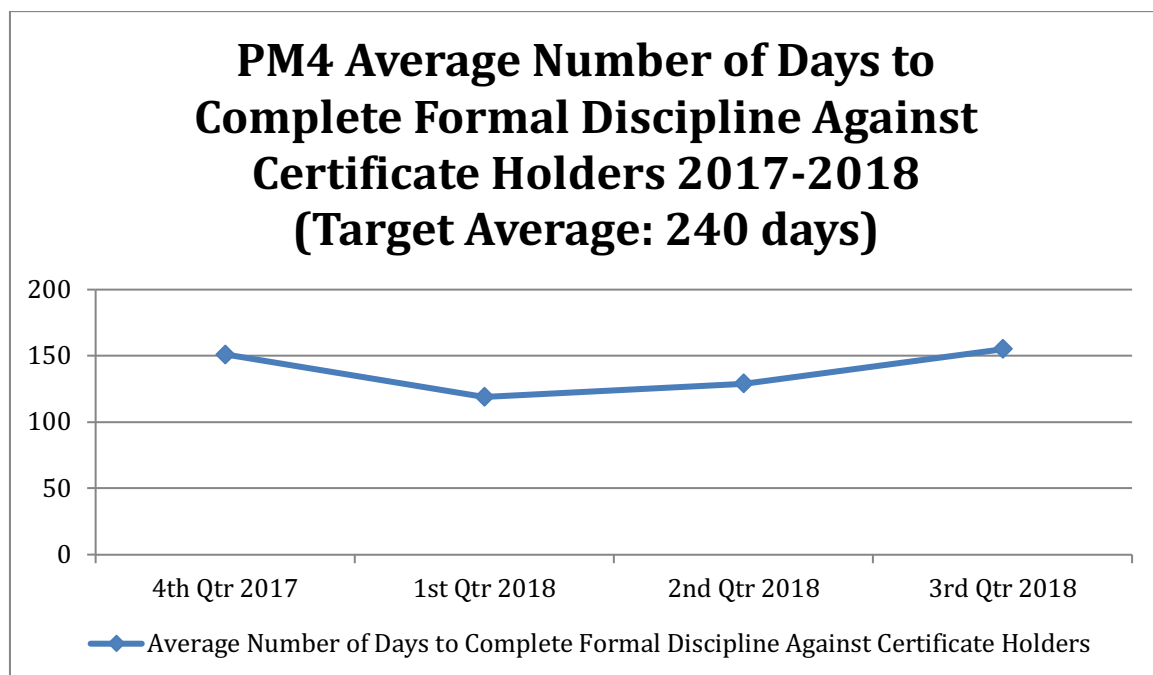
PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS

Average number of days to complete the entire disciplinary process against certificate holders for cases resulting in formal discipline by CAMTC. Formal discipline includes permanent revocation, revocation, suspension, and imposition of probationary conditions. Average number of days is calculated from date of intake to final date of disciplinary action.

FIRST QUARTER 2018: 119 days is the average number of days from intake to final date of formal discipline.

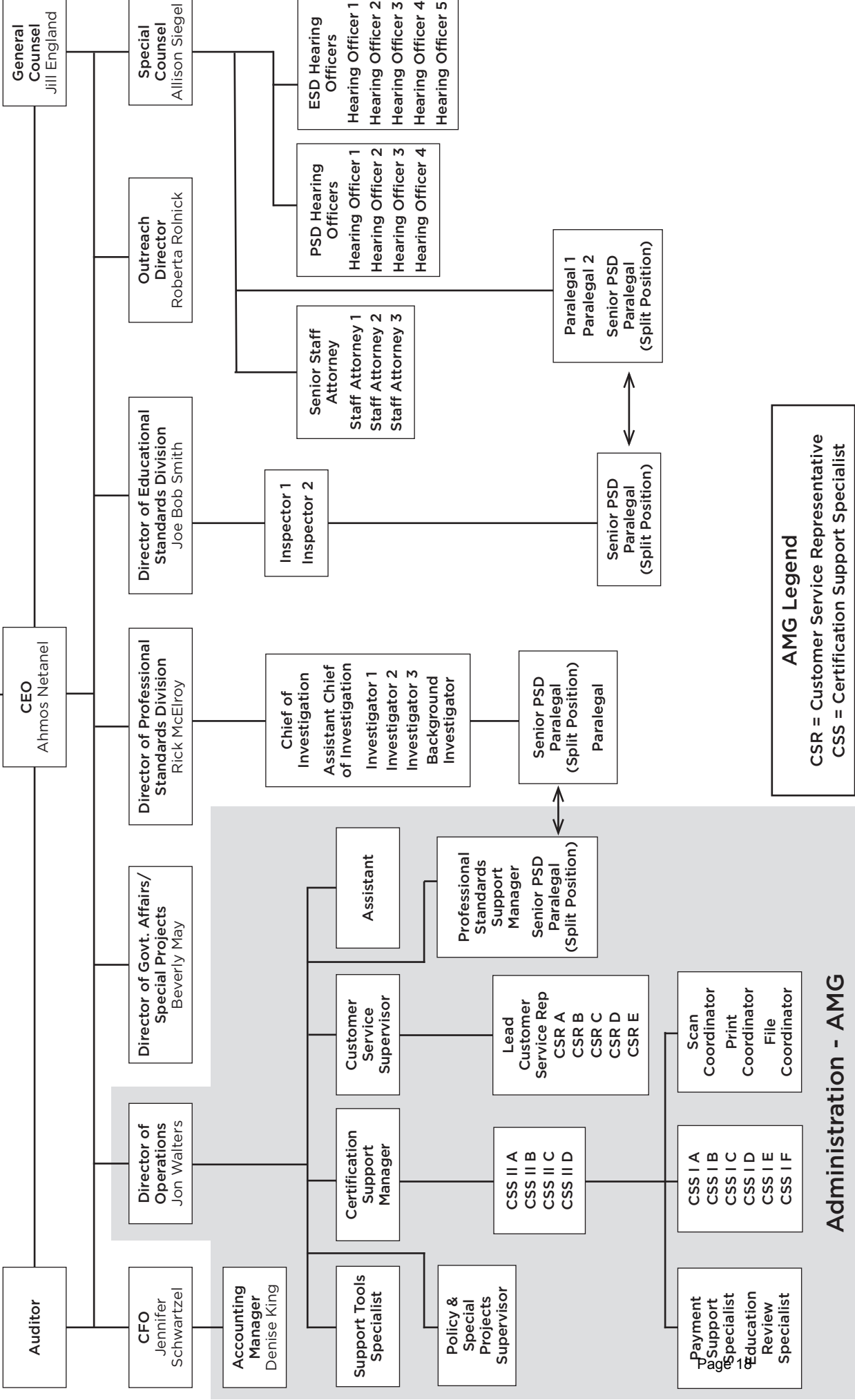
SECOND QUARTER 2018: 129 days is the average number of days from intake to final date of formal discipline.

THIRD QUARTER 2018: 155 days is the average number of days from intake to final date of formal discipline.



CAMTC Organizational Chart as of September 24, 2018

13 Member Board of Directors



Treasurer's Report, August 31, 2018

Board Meeting November 15, 2018

It has been one month since the previous Treasurer's Report, which covered the year-to-date through July 31, was presented. There have been no changes during that time which would affect the analysis or resulting conclusions. For that reason, the detail in some sections of this report has been abbreviated or eliminated.

Applications Received and Re-Certifications Billed

The Number of Certificate Holders

Two important overall measures of CAMTC's performance are the total number of Active Certificate Holders and whether growth in that number is keeping pace with industry development.

Active Certificate Holders on August 31, 2018, at 49,764, is down 9% from the high level of a year-ago. This decline is of concern since there is no reason to believe that the number of working therapists has declined. The figure for this month is the lowest level this year (the high was 51,323 in March).

DATE	NUMBER OF CERTIFICATE HOLDERS
August 31, 2018	49,764
March 31, 2018	51,323
December 31, 2017	51,038
August 31, 2017	54,728
December 31, 2016	46,801
December 31, 2015	51,499
December 31, 2014	49,997
December 31, 2013	44,750
December 31, 2012	35,214

New Applications and Re-Certifications

Active Certificate Holders is the sum of New and Re-Certified certificate holders.

Two thousand and eight (2,008) New Paid Applications were received through August of 2018, 13% below the comparable number, 2,328, on August 31, 2017.

Although New Applications was down, Re-Certifications Billed increased 36%, to 18,956 from 12,842 on August 31, 2017.

Through August 31, 2018, Re-Certifications accounted for 90% of the total activity. (The table below shows the data on a weekly basis for comparability between full-year and partial-year data.) As previously noted, the higher levels of Re-Certifications Billed in even-number years may be explained by the two-year recertification schedule.

Year	New Applications Received Per Week	Re-Certifications Billed Per Week	Total	Re-Certifications as a % of Total
2018*	57	542	599	90%
2017*	67	399	466	86%
2017	45	444	489	91%
2016	95	512	607	84%
2015	80	409	489	84%
2014	244	451	696	65%
2013	219	248	467	53%
2012	207	296	503	59%
2011	264	54	318	17%
2010	259	0	259	0%

*Through August 31

In the period ended August 31, 2018 the percent of billed Re-Certifications that were paid was 87%, somewhat below the comparable period of 2017. The level for both 2018 and 2017 through August 31, however, are above the historical levels of about

80% for the Re-certifications Billed that are Paid. Nonetheless for the entire year 2017 (as opposed the period ending August 31) the level fell back near the historical pattern of 80%. We will have to see whether that is the case for 2018 as well.

The net difference of 480, between the 2,488 expired certificates (see table below) and the 2,008 new applications (noted above) helps to explain part of the decline in the total number of Certificate Holders through August 31, 2018.

	Re-Certifications Billed	Re-Certifications Paid	Certificates Expired	% Billed That Are Paid
2018*	18,956	16468	2488	87%
2017*	13976	12842	1134	92%
2017	23,079	18,702	4,377	81%
2016	26,632	21,844	4,788	82%
2015	21,309	16,136	5,173	76%
2014	23,484	18,618	4,866	79%
2013	12,913	9,871	3,042	76%
2012	15,368	11,687	3,681	76%
Through August, 31				

Processing Time

Processing time through August 31, 2018 continues to be substantially improved over the comparable period in 2017. The average numbers of days required to process and approve documents (assuming no background or education issues) so far this year is 14 days, compared to 77 days during the comparable period of 2017.

What It All Might Mean

The total number of Active Certificate Holders is down 9% from a year-ago. The decline certainly provides reason for concern. The number of new applicants so far in 2018 has not kept pace with the number of expired certificates. How serious this decline in Active

Certificate Holders is depends on the extent to which the industry has grown. There is no universally agreed upon reference for the number of massage therapists.

Financial Statements

Statement of Functional Activities (Income Statement)

Overview – A Major Change in Reporting of Revenue

As previously discussed, a major change in the recognition of revenue was made late in 2017. The new procedure is that 88% of all revenue for New Applications and Re-Certifications will be recognized at the time of receipt. The balance, 12%, will be accounted for over the subsequent 24 months at 0.5% per month. This change applies not only to revenues received during 2017, but to revenues collected in previous years.

This differs with the past procedures in which:

- Revenue for New Applications has been recognized as follows: 37% of the \$150 initial application when the application is received, 39% when the certificate is issued and the balance, 24%, over 24 months
- Recertification revenue has been reported as follows: 46% when received, 42% when approved and the balance over 24 months.

The result of this change in accounting procedure is to substantially increase the revenue going forward over what it would have been under the previous revenue allocation. This practice will tend to make revenues look much stronger during periods of substantial certification and re-certification activity and weaker during slower periods than would have been the case before.

Because of the accounting change, comparisons with previous periods cannot yet be meaningfully made.

Revenue through August 31, 2018 was less than expenses, resulting in a loss of \$306,270. However, this loss is much smaller than the budgeted performance which projected a loss of \$1,191,121. This lower than budgeted loss resulted from both revenues exceeding budget and expenses falling below the budgeted amount. It might be kept in mind, however, that revenue performance benefits from the new accounting procedure.

SUMMARY OF FUNCTIONAL ACTIVITIES

August 31, 2018

	Actual (\$)	Budget (\$)	Actual Compared to Budget
Total Revenue	3,199,109	2,841,838	113%
Total Expenses	3,505,379	4,032,959	87%
Net Income	-306,270	-1,191,121	26%

Revenue and Expense Detail

As previously noted, this Treasurer's Report follows by just one month the report on CAMT's financial condition on July 31, 2018. The patterns and conclusions regarding the detail of Revenue and Expense differ little from those of the previous month. For that reason, that information has not been included in the current report.

Statement of Financial Position (Balance Sheet)

Overview

As of August 31, 2018, CAMTC continues in a healthy financial position. Equity is strong and liabilities (the majority of which are composed of deferred fees which will soon become revenue) are relatively low. But, as one might expect, the position is not as strong as it was on August 31, 2017 because of the decline in the number of certificate holders and the accounting change.

- The asset position is strong. Assets, at \$3,247,146 are composed primarily (89%) of cash or cash equivalents. However, assets are down somewhat from the year-ago level of \$3,424,180. Cash and cash equivalents fell slightly, by 4%, to \$2,897,285 from \$3,024,112
- Liabilities are up 38% from a year ago, but remain at a level which does not warrant concern. Liabilities are \$715,305, just 15% of the total of assets + liabilities. Further, the majority of the liabilities are composed of Deferred Fees, which will become earned income.
- Equity is \$2,531,841 down 13% from \$2,905,367 a year-ago..

Conclusions

- Major challenges for CAMTC are to ensure that (1) the number of certified therapists is high relative to the number of active therapists in the marketplace and (2) that the growth in certified therapists keeps up with growth in the category. This means that Re-Certification rates need to be kept high and that New Applicants should be brought in at a greater rate than those who do not re-certify.
- That Expenses exceeded Revenues raises some major operational issues:
 - On the one hand, the loss was substantially smaller the budgeted amount, in part because revenues are recognized sooner.
 - However the quicker recognition of revenue under the new accounting system only helps boost revenues in the short run, so a longer term look at finances is warranted.
- CAMTC continues to make a meaningful improvement in the time required to process documents.

Respectfully submitted by
 Michael Marylander,
 Treasurer
 November 6, 2018

CALIFORNIA MASSAGE THERAPY COUNCIL

(11/8/18)

PROPOSED PRELIMINARY BUDGET 2019

Presented by Ahmos Netanel, CEO

CAMTC is a young organization that has been constantly adjusting to perpetually changing legislation. In addition, CAMTC operates in a highly dynamic industry ecosystem. The Board has always been keenly aware of the impact these factors have on the organization's revenues and expenses and has chosen to take an agile approach to the development of the budget, consisting of a two-step protocol as follows:

1. Initial introduction and a preliminary budget approval at the November 15, 2018 Board meeting.
2. A final updated budget approval at the February 2019 Board meeting.

This approach has served the organization well and has played an important role in CAMTC's fiscal viability. I recommend that the Board continue this protocol for the 2019 budget for the following reasons:

1. Cash flow projections in the budget presented in February 2019 will be based on actual 2019 starting cash, not a projected figure.
2. Key assumptions will be more accurately recalibrated.
3. The Board will be better able to evaluate the 2019 budget in comparison to the actual financial results of 2018 and not just 2018 budgeted numbers.

The projected revenue of \$5,126,302 exceeds the 2018-budgeted revenue by 28%. This increase is mainly due to the new fee schedule. For the purpose of this preliminary budget we calculated revenue from new applications based on 300 new applications per month. Because of the new fee schedule and the suspension of the exam requirement, it is too early to project with confidence, what the actual number of new applications will be. The **\$6,040,822** total operating expenditures for 2019 is 1% less than the 2018 budget and will be offset with **\$5,126,302** from 2019 operating revenues and **\$914,580** of prior years retained earnings. The cash reserve at the end of 2019 is projected to be **\$1,189,912**, which is equal to almost two and a half months of annual operating expenses. I recommend that

CAMTC maintain at least three months of operating budget in of cash reserve. I will not be surprise if starting cash will be higher than current projection. Therefore I recommend that the Board wait until the next Board meeting prior to contemplating any cuts to this preliminary budget.

CA Massage Therapy Council
Proposed 2019 Budget

	2018 Budget	Board & Committee	Education Standards/S chools	Executive Staff	General Administrative	Outreach/M arketing	Professional Standards Division	Proposed 2019 Budget	\$ Change	% Change
4000 • REVENUE										
4100 • Certification Fees - Individual										
4110 • New Certification Fees - CY	326,700	0	0	0	653,400	0	0	653,400	326,700	100%
4115 • New Certification Fees - PY	51,740	0	0	0	43,446	0	0	43,446	-8,294	-16%
4120 • Recertification Fees - CY	2,814,130	0	0	0	3,462,818	0	0	3,462,818	648,688	23%
4125 • Recertification Fees - PY	276,530	0	0	0	298,776	0	0	298,776	22,246	8%
4130 • Recertification Late Fees	94,000	0	0	0	248,000	0	0	248,000	154,000	164%
Total 4100 • Certification Fees - Individual	3,563,100	0	0	0	4,706,440	0	0	4,706,440	1,143,340	32%
4200 • Hearing Fees - Individuals	24,000	0	0	0	69,000	0	0	69,000	45,000	188%
4300 • APPLICATION FEES - SCHOOLS										
4310 • New Application Fees - CY	8,302	0	16,380	0	0	0	0	16,380	8,078	97%
4315 • New Application Fees - PY	1,283	0	1,579	0	0	0	0	1,579	296	23%
4320 • Reapplication Fees - CY	200,993	0	18,743	0	0	0	0	18,743	-182,250	-91%
4325 • Reapplication Fees - PY	38,205	0	6,660	0	0	0	0	6,660	-31,545	-83%
Total 4300 • APPLICATION FEES - SCHOOLS	248,783	0	43,362	0	0	0	0	43,362	-205,421	-83%
4400 • Background Check Fees - School	16,605	0	4,100	0	0	0	0	4,100	-12,505	-75%
4500 • Hearing Fees - Schools	10,800	0	14,400	0	0	0	0	14,400	3,600	33%
4800 • Interest & Other Income	22,000	0	0	0	24,000	0	0	24,000	2,000	9%
4900 • Miscellaneous Fees	131,860	0	0	0	265,000	0	0	265,000	133,140	101%
Total 4000 • REVENUE	4,017,148	0	61,862	0	5,064,440	0	0	5,126,302	1,109,154	28%
Expense										
5000 • Salaries										
5010 • Sr. Management	365,890	0	0	380,380	0	0	0	380,380	14,490	4%
5020 • Management	207,410	0	102,380	0	0	0	114,050	216,430	9,020	4%
5030 • Outreach Director	76,140	0	0	0	0	79,580	0	79,580	3,440	5%
5040 • Field Investigations	446,900	0	0	0	0	0	197,510	197,510	-249,390	-56%
5050 • School Inspectors	68,060	0	134,050	0	0	0	0	134,050	65,990	97%
5060 • Hearing Officers	87,670	0	11,250	0	0	0	17,690	28,940	-58,730	-67%
5070 • Legal In-House	422,640	0	0	0	0	0	499,470	499,470	76,830	18%
5080 • Paralegals	481,430	0	0	0	0	0	574,630	574,630	93,200	19%
5090 • Data Analytics	48,300	0	0	0	0	0	0	0	-48,300	-100%
Total 5000 • Salaries	2,204,440	0	247,680	380,380	0	79,580	1,403,350	2,110,990	-93,450	-4%
5100 • Payroll Taxes	144,460	0	19,810	30,430	0	6,370	112,270	168,880	24,420	17%
5200 • Benefits	203,690	0	18,480	87,010	0	6,390	91,320	203,200	-490	0%
5300 • Workers' Compensation Insurance	13,860	0	1,760	2,700	0	570	9,970	15,000	1,140	8%
5400 • Payroll Services	8,580	0	1,170	1,800	0	380	6,650	10,000	1,420	17%
6110 • Travel	84,690	26,000	23,000	49,000	2,500	1,300	16,800	118,600	33,910	40%
6120 • Facility/Banquet	46,460	31,000	0	0	0	0	0	31,000	-15,460	

CA Massage Therapy Council
Proposed 2019 Budget

	2018 Budget	Board & Committee	Education Standards/S chools	Executive Staff	General Administrative	Outreach/M arketing	Professional Standards Division	Proposed 2019 Budget	\$ Change	% Change
6140 • Cell Phones/Land Lines/Fax	36,860	0	2,850	4,570	1,760	2,000	22,900	34,080	-2,780	-8%
6150 • Public Relations	40,430	0	0	0	0	37,000	0	37,000	-3,430	-8%
6160 • Communications & Outreach	133,270	0	0	0	0	194,000	0	194,000	60,730	46%
6170 • Office Supplies	16,120	0	3,460	1,350	9,950	5,100	2,500	22,360	6,240	39%
6180 • Office Furniture/Equipment	55,330	0	370	200	0	0	0	570	-54,760	-99%
6190 • Rent	26,765	0	0	27,832	0	0	0	27,832	1,067	4%
6200 • Printing/Copying	23,890	1,210	0	0	20,500	0	250	21,960	-1,930	-8%
6230 • Postage/Mailing	29,630	100	400	100	19,900	2,000	2,800	25,300	-4,330	-15%
6240 • Dues/Subscriptions/Licenses	29,750	0	330	950	32,500	0	600	34,380	4,630	16%
6250 • Insurance-D&O/E&O/GL	54,970	0	0	0	51,300	0	0	51,300	-3,670	-7%
6260 • Banking/Credit Card Fees	72,950	0	0	0	85,000	0	0	85,000	12,050	17%
6270 • On/Off-Site Storage	4,175	0	0	0	4,770	0	0	4,770	595	14%
6290 • Certification/Mat's/Print/Mail	110,320	0	0	0	128,000	0	0	128,000	17,680	16%
6300 • Database Development	203,000	0	0	0	120,118	0	0	120,118	-82,882	-41%
6310 • Database Maintenance	33,470	0	0	0	62,622	0	0	62,622	29,152	87%
6320 • Conference Calls	9,290	0	620	0	0	0	10,200	10,820	1,530	16%
6340 • Legal	529,370	0	119,000	0	42,300	0	338,000	499,300	-30,070	-6%
6350 • Court Record Fees	760	350	0	0	1,100	0	150	1,600	840	111%
6350 • Staff Training	9,000	0	0	0	0	0	9,000	9,000	0	0%
6380 • Committee Travel & Meetings	5,000	0	2,500	0	0	0	0	2,500	-2,500	-50%
6410 • School Background Checks	5,650	0	4,100	0	3,400	0	200	7,700	2,050	36%
6430 • Application Processing	1,783,000	0	0	0	1,814,800	0	0	1,814,800	31,800	2%
6450 • Accounting/Tax/Audit	36,660	0	0	0	31,000	0	0	31,000	-5,660	-15%
6460 • IT Consultant	60,000	0	0	0	0	0	0	0	-60,000	-100%
7900 • Depreciation Expense	2,760	0	0	0	2,760	0	0	2,760	0	0%
7999 • Miscellaneous	3,040	1,600	2,200	0	370	0	270	4,440	1,400	46%
8000 • Miscellaneous Contingencies	100,000	0	0	0	150,000	0	0	150,000	50,000	50%
Total Expense	6,121,640	60,260	447,730	586,322	2,584,650	334,690	2,027,230	6,040,882	-80,758	-1%
Net Income	-2,104,492	-60,260	-385,868	-586,322	2,479,790	-334,690	-2,027,230	-914,580	1,189,912	57%
Starting Cash	3,173,327							1,907,581		
Cash Received	3,649,390							5,204,080		
Cash Expended	6,121,640							5,888,122		
Ending Cash	701,077							1,223,539		



CALIFORNIA MASSAGE THERAPY COUNCIL

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November 7, 2018

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL

FROM: JOE BOB SMITH, DIRECTOR, EDUCATIONAL STANDARDS DIVISION

RE: REASONS FOR PROPOSED CHANGES TO POLICIES AND
PROCEDURES FOR APPROVAL OF SCHOOLS

Per the Board motion on changes to policies, the following information is provided.

The language of the current policy and when the policy was adopted:

See attached current Policies and Procedures as revised September 26, 2018.

A short description of why the policy should be changed.

1. Section 4 amendments eliminate the need to submit a written binder of information when submitting an application for approval or reapproval. The requirement to submit documents electronically remains.
2. Section 5.H. has been amended to reflect changes to CAMTC approved exam requirements. Since passage of a CAMTC approved exam will not be required in 2019 and 2020, suspension of the application of this provision makes sense.
3. Sections 7.c.1 and 7.c.3 amendments end the acceptance of education from schools that are denied CAMTC school approval for those schools whose applications for school approval are received on or after January 1, 2019. By definition, schools that are denied CAMTC school approval are not meeting minimum standards for training and curriculum, therefore it does not make sense to accept education from these schools for certification purposes.
4. Section 7.c.1.(b)(1) adds an additional grace period from January 1, 2019 through March 31, 2019, for students from schools currently denied CAMTC school approval. This provision is to address the hardship faced by students who were given the opportunity to participate in education hearings but who could not complete their applications because they were unable to sit for the MBLEx during that time.

5. Section 7.c.1.(c) adds a provision allowing students who attended a school with a pending application for CAMTC school approval that has been pending for 1.5 years or more and is listed on CAMTC's website to request an education hearing upon their written request. This provision is intended to alleviate the hardship experienced by students when school applications for school approval are pending for long periods of time.

The language of related statutes that may have an impact on the decision:

Not applicable

The fiscal impact the proposed changes may have on CAMTC and certificate holders and applicants:

May result in increased operating expenses to implement education hearings for all those who request them in writing.

Potential pros and cons if the new policy is adopted:

Pros – Shortens wait time for students to come to hearing, if required or requested, for those who have attended schools with applications pending for 1.5 years or more.

Cons – Predicted to increase volume of education hearings.

The impact on current certificate holders and applicants.

May increase wait times for education hearings due to an increase in volume.

A suggested date for the change to be implemented.

Effective either immediately or the dates identified in the proposed amendments.



POLICIES AND PROCEDURES FOR APPROVAL OF SCHOOLS

Effective October 1, 2018

The California Massage Therapy Council ("CAMTC") hereby adopts the following policies and procedures for the approval of schools, pursuant to California Business and Professions Code sections 4600 et. seq. (hereinafter the "Law"). In accordance with the Law, CAMTC approved schools shall meet minimum standards for training and curriculum.

1. Eligibility for approval.

In order to receive and maintain CAMTC school approval, a massage school, and any CAMTC approved satellite and branch locations, shall meet ALL of the following requirements:

- A. The school must offer at least one eligible program clearly identified as a professional massage program that grants students a certificate, diploma, or degree in massage. Other professional education programs that include massage as a component of their programs are not eligible.
- B. Massage program(s) provides an organized plan of study of massage and related subjects for a minimum of 500 supervised clock hours (or credit unit equivalent) containing, at minimum, 100 hours of instruction addressing subjects specified by the Law and CAMTC, including but not limited to: anatomy and physiology; contraindications; health and hygiene; and business and ethics. The massage program(s) shall also incorporate appropriate school assessment of student knowledge and skills. CAMTC does not accept online or distance learning hours, including but not limited to, externships, homework, and self-study or credits through challenge examinations, achievement tests, or experiential learning.
 - a. For programs qualifying at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, units must be for academic credit and appear on an official college transcript. Certificates from non-credit adult education classes and programs are inapplicable. Community College degrees and certificates must be approved by the California Community Colleges Chancellor's Office.
- C. The school and/or massage program is not currently un-approved by CAMTC.

- D. The school and corresponding massage program(s) shall also meet at least one of the following requirements:
- a. Approved by the California Bureau for Private Postsecondary Education (BPPE).
 - b. Approved by the California Department of Consumer Affairs.
 - c. Accredited by the Accrediting Commission for Senior Colleges and Universities or the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges and that is one of the following:
 - (1) A public school.
 - (2) A school incorporated and lawfully operating as a nonprofit public benefit corporation pursuant to Part 2 (commencing with Section 5110) of Division 2 of Title 1 of the Corporations Code, and that is not managed by any entity for profit.
 - (3) A for-profit school.
 - (4) A school that does not meet all of the criteria in subparagraph (2) that is incorporated and lawfully operating as a nonprofit public benefit corporation pursuant to Part 2 (commencing with Section 5110) of Division 2 of Title 1 of the Corporations Code, that has been in continuous operation since April 15, 1997, and that is not managed by any entity for profit.
 - d. A college or university of the state higher education system, as defined in Section 100850 of the Education Code.
 - e. A school requiring equal or greater training than what is required pursuant to the Law and is recognized by the corresponding agency in another state or accredited by an agency recognized by the United States Department of Education.
- E. To prevent a possible lapse of CAMTC School Approval, CAMTC needs to receive an application for re-approval at least six months prior to the school's approval expiration date as stated in the letter of approval. While CAMTC may send a complimentary reminder, it is the school's responsibility to submit the application for re-approval on time.

2. Approval and Re-Approval Process.

- A. Complete either the application for school approval or application for school re-approval packet entirely and submit all requested documents.
- B. Pay the initial application fee of \$3,000 and any required background check fees. All fees are non-refundable. If approved, the initial application fee provides for 2 full years of CAMTC approval, so long as the school maintains the requirements for approval set forth herein and is not in violation of these Procedures. A school that has been continuously approved for the full 2-year initial approval period, with no disciplinary action taken against it by CAMTC and no break in the approval period, may apply for re-approval. The

re-approval fee shall be \$3,000 and provides for 4 full years of CAMTC approval, so long as the school maintains the requirements for approval set forth herein and is not in violation of these Procedures. Schools with a break in the approval period, or who have had disciplinary action taken against them by CAMTC, must apply and meet the requirements of a new applicant, including paying the initial application fee, which shall provide for 2 full years of CAMTC approval if approval is obtained.

- C. From the date an application for school approval is received by CAMTC, through and until the date that a decision on the application becomes final and effective, the school shall distribute Notice (in a form determined by CAMTC) to all prospective students before they enroll in the program and to all students currently enrolled in the program regarding the implications of attending a school that is not yet approved by CAMTC.
- D. Schools applying for initial approval shall host a scheduled site visit from a CAMTC representative(s) who will verify information submitted in the application packet and compliance with requirements for approval set forth herein. Schools applying for re-approval may also be required to host a scheduled site visit from a CAMTC representative(s) who will verify information submitted in the application packet and compliance with requirements for approval set forth herein, at CAMTC's discretion. Unscheduled site visits may also occur at any time for both approved schools and applicants for approval or re-approval.
- E. Within 180 days from the date an application is deemed complete by CAMTC, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, provisionally approve the school, propose to deny the school, propose to otherwise act against the school in accordance with these Procedures, or notify the school that corrective action is needed in accordance with the procedures set forth herein.
 - a. Provisional School Approval for New Schools and/or New Massage Programs. For new schools and new massage programs, CAMTC will follow the same application review process set forth in these procedures, except for those procedures applicable to the site visit. For schools seeking CAMTC provisional school approval, a minimum of two site visits will occur. The initial site visit will follow the guidelines of a regular site visit except for class observations, student interviews, and student file review. A follow-up site visit will be performed once students have started the program to complete these items. If granted, CAMTC provisional school approval is valid for only 180 days, unless otherwise extended by CAMTC in its sole discretion.
 - b. Request for Corrective Action. CAMTC, in its sole discretion, may determine that specific corrective action is needed. If CAMTC determines that corrective action is needed, it will send a letter to the school notifying it of the specific corrective action requested and specify a time period for the school to take the requested corrective action and provide proof to CAMTC that the requested corrective action has been taken. Once CAMTC has reviewed submitted proof that the school has taken the specific corrective action requested pursuant to this section and made a determination as to whether the action taken satisfies the request for corrective action, CAMTC will send a letter to the school notifying it of CAMTC's decision to approve the school, provisionally approve the school, propose to deny the school, or propose to otherwise

act against the school in accordance with these Procedures or notify the school that additional corrective action is needed.

3. Important Dates.

- A. July 1, 2016. As of this date, CAMTC will accept, for purposes of certifying individuals who received massage education in California, only those hours completed from CAMTC approved programs offered at CAMTC approved schools unless otherwise allowed pursuant to these procedures. The 500 hours required for CAMTC Certification may be completed at more than one approved school and/or more than one approved massage program. Students do not have to register for or complete an entire CAMTC approved program for CAMTC to consider the education sufficient to meet the requirements in the Massage Therapy Act; CAMTC will consider hours from a partially completed program for certification so long as those hours are part of a CAMTC approved massage program.
- a. CAMTC will accept education for CAMTC certification purposes from schools or programs closed on or before June 30, 2016, with either no lawful custodian of records or a lawful custodian of records that is not a CAMTC approved school as long as all of the following conditions are met:
 - 1) The education occurred at a time when the closed school or program was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school or program is or was not subject to any disciplinary actions or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities;
 - 3) The applicant for CAMTC certification provides verifiable proof that the education received at the closed school or program meets minimum standards for training and curriculum and the statutory education requirements for certification; and
 - 4) The individual application for CAMTC CMT certification is received in the CAMTC office on or before December 31, 2018. Applicants whose applications are received after this date may still use education from closed schools or programs described in this section 3.A.a. for CAMTC certification purposes as long as they either provide proof of current and continuous city and/or county permit(s) to provide massage for compensation or they pass a CAMTC education hearing (oral telephonic hearing or consideration of a written statement).
 - b. CAMTC will accept education for CAMTC certification purposes from schools or programs closed on or before June 30, 2016, that have a CAMTC approved school as their lawful custodian of records as long as all of the following conditions are met:
 - 1) The education occurred at a time when the closed school or program was approved or accredited by at least one of the organizations listed in California Business and Professions Code section 4601;
 - 2) The closed school or program is or was not subject to any disciplinary actions or pending investigations by any approval or accrediting agencies, Law Enforcement

Agencies (LEA), government agencies, CAMTC or other massage or school related entities;

- 3) The CAMTC approved school identified as lawful custodian of records remains approved by CAMTC; and
- 4) The CAMTC approved school identified as lawful custodian of records adheres to the following requirements:
 - A. Submits transcripts from closed school(s) or program(s) in accordance with these Procedures, noting either on the transcript or in an attached letter that the transcript is being submitted by the lawful custodian of records;
 - B. When education is completed at multiple schools, submits either 1) one transcript listing education from all schools clearly identifying when and at which school specific education was received, or 2) provides a separate transcript for each school identifying when and at which school specific education was received;
 - C. Maintains detailed information including, but not limited to, attendance records, syllabi, instructor names, and course catalogs for the programs and curriculum from the closed school(s) or program(s) as they are listed on transcripts for CAMTC review; and
 - D. Maintains detailed information on the purchase, merger, or other legal transaction that resulted in the CAMTC approved school becoming the lawful custodian of records for the closed school or program for CAMTC review.
- c. CAMTC approved schools or programs that are closed, expired, or merged with a CAMTC approved school on or after July 1, 2016 and are in good standing with CAMTC at the time of closure, expiration, or merger: Education will be accepted from the lawful custodian of records as long as the closed, expired, or merged school or program is or was not subject to any disciplinary action or pending investigations by any approval or accrediting agencies, Law Enforcement Agencies (LEA), government agencies, CAMTC or other massage or school related entities.
- d. CAMTC reserves the right to review and accept or deny all or part of any education submitted or require individual applicants for CAMTC certification to provide additional proof of adequate education by passing a CAMTC education hearing from any school or program including, but not limited to approved, closed, expired, sold, or merged school or program described herein.
- e. For schools that have been un-approved by CAMTC, and who had an effective un-approval date on or after April 2, 2016, a 90-day grace period from the date of the adoption of this provision (March 9, 2017), or from the effective date of un-approval, which ever is later, will be provided for acceptance of individual certification applications. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved

schools, their applications are incomplete and that they have one year to complete their education and provide an acceptable transcript to CAMTC before their applications are purged.

- B. May 1, 2015. To ensure a site visit and the possibility of approval by July 1, 2016, a school shall apply by this date. Schools may apply for approval while working to fulfill all of the requirements set forth herein, but may not receive approval until all requirements are met. Schools applying after this date or schools sent a letter requesting corrective action, proposed for denial, or proposed to be otherwise acted against may not be approved by July 1, 2016.
- C. All schools sent an official letter from CAMTC on or before July 1, 2016, notifying them that the school has been approved, will have an effective approval date starting on July 1, 2016. Approval shall be for a two year time period, unless the school is otherwise acted against in accordance with these Procedures. Schools that have received official written notice of approval from CAMTC may not verify or represent to others in any manner whatsoever that they are CAMTC approved until on or after January 1, 2016.
- D. Schools approved or provisionally approved after July 1, 2016, will have an effective date of approval starting on the date of approval or provisional approval. For purposes of individual CAMTC Certification, if CAMTC ultimately approves a school whose application for school approval is or was received on or after July 1, 2016, CAMTC may consider education completed at the school on or after the date CAMTC initially received the school's application for school approval as education completed at a CAMTC approved school.
- E. If a school does not complete its portion of the application for school approval, including, but not limited to, all supporting documentation and background checks within one year of the date that CAMTC received the application, the application may be purged. Once an application is purged, the school will need to start the entire application process over, including paying the application fee and meeting all of the requirements for program approval that exist at the time, and applying as a new applicant for school approval. Once a school completes its portion of the application for school approval, the application may not be withdrawn.

4. Application Packet.

A School Approval Code issued by CAMTC is for a single campus, including CAMTC approved satellite locations and specific owner(s), and may not be used for any other locations, schools, or owners. Therefore, for each campus or school, a separate application, fee, and requested materials shall be submitted in ~~a three-ring binder in which the following shall be labeled, with its own divider, in this order and accompanied by~~ electronic pdf format on a flash drive ~~with matching organization:~~

A. Application

- a. The application shall be completed in its entirety, typed, signed, dated, and accompanied by the non-refundable application fee. Employees of public colleges or

universities of the California state higher education system, as defined in section 100850 of the Education Code, may use campus ID number in lieu of social security number, campus ID as a form of government issued photographic identification, and may omit home address.

B. Approvals

- a. Documented proof of current approval or accreditation by an agency listed in Business and Professions Code section 4601(a). Schools with more than one approval or accreditation shall submit proof of all.
- b. Schools shall submit all site visit report(s), compliance inspection report(s), disciplinary actions and other related documents issued to the school by all respective agencies documented above, if any.
- c. Pursuant to Business and Professions Code section 4615(b), CAMTC, in its sole discretion, may adopt provisions for the acceptance of accreditation from a recognized accreditation body.

C. Management

- a. For private post-secondary schools:
 - (1) Organizational chart showing owners and all full and part-time employees, independent contractors, volunteers, and any other individuals who participate in massage program operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel.
 - (2) Ownership worksheet (included with application) and copy of a current valid government issued photographic identification for all owners of the school.
 - (3) Administrator Qualification form (included with application) and copy of a current valid government issued photographic identification for all full and part-time employees, independent contractors, volunteers, and any other individuals who participate in massage department operations, including but not limited to department management, staff, advisory boards, and administrative personnel.
 - (4) Copy of property tax bill, lease agreement, local business license, and fictitious business name filing, if applicable, proving that the owner(s) either owns or leases the property where the school is located.
 - (5) For corporations, limited liability companies, or partnerships, copies of articles of incorporation, partnership agreements, contracts, and/or EIN certificate from the IRS showing proof of ownership.
- b. For public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education:

- (1) Organizational chart showing all full and part-time employees, independent contractors, volunteers, and any other individuals who participate in massage department operations, including but not limited to department management, staff, faculty members, advisory boards, and administrative personnel.

D. Transcripts

- a. Sample transcript and massage program addendum, if any, with no additional markings.
- b. Sample transcript and massage program addendum, if any, with highlights and descriptions for unique security measures.
- c. Signatures, printed names, and titles for all approved signers.
- d. Transcript checklist (included with application).
- e. Sample diploma (NOTE: Diplomas are not accepted in lieu of transcripts as proof of education).
- f. Sample envelope from the school in which transcripts will be mailed to CAMTC.

E. Enrollment Agreement

- a. Blank enrollment agreement and massage program addendum, if any.
- b. Enrollment agreement checklist (included with application).

F. Course Catalog

- a. Current course catalog and massage program addendum, if any.
- b. Course catalog checklist (included with application).

G. Curriculum

- a. Program hour requirement worksheet (included with application).
- b. Calendar for each massage program noting beginning and end dates and daily schedule of all classes.
- c. Syllabi detailing all massage courses.
- d. List of textbooks, educational materials, and classroom equipment used for massage program.
- e. Policies for creating, reviewing, and updating curriculum.

H. Faculty

- a. Massage program faculty list worksheet (included with application).
- b. Instructor Qualification forms (included with application) for all massage program faculty, including but not limited to visiting teachers, volunteers, and all those who will be teaching on a full or part-time or temporary basis.
- c. Policies and procedures for hiring, training, evaluating (including student and management evaluations of faculty), and disciplining faculty.
- d. Massage program staff and faculty meeting and/or training policy, minutes, and attendance records within the last 12 months.
- e. Student-teacher ratio policy and ratios for all current classes.

I. Facility

- a. Simple floor plan with approximate measurements and square footage.
- b. Clear, color pictures of the following:
 - (1) Exterior signage.
 - (2) Building exterior.
 - (3) All classrooms utilized for massage classes.
 - (4) All areas utilized for student massage clinic.

J. Advertising

- a. Copies of online and print advertisements and marketing materials related to the massage programs submitted for approval.

5. Requirements for Approval.

Failure to meet and maintain minimum standards for training and curriculum, as determined by CAMTC in its sole discretion, is a basis for denial of an application for school approval or discipline of a school.

To achieve and maintain approval, schools shall fulfill the requirements of all other agencies through which they are approved or accredited pursuant to Business and Professions Code section 4601 and comply with all of the following provisions:

A. Administration

- a. Continuously maintain all eligibility requirements for approval or accreditation by the organization(s) listed in Business and Professions Code section 4601 that the school is accredited or approved by, and for approval by CAMTC.
- b. Include CAMTC School Approval Code (once approved) in any and all massage program advertising and marketing materials, including but not limited to website, business cards, brochures, print advertisements, and online banners. The school may indicate that it is "CAMTC approved" or "approved by CAMTC," but may not state or imply that the school or its educational programs are endorsed or recommended by CAMTC, or that approval indicates the school exceeds minimum standards.
- c. Post any and all approvals and accreditations, including from CAMTC, on the school premises in an area easily visible to the public.
- d. Continuously maintain the exact same owner(s) and ownership structure matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- e. Operate; advertise; issue certificates, diplomas, degrees, and/or transcripts; and conduct all other school business under the exact school name matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
- f. Teach all classes and conduct business only at CAMTC approved locations matching CAMTC records, which shall match the records of all other agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601.
 - (1) Occasional, site-specific classes, including but not limited to First Aid/CPR Certification, cadaver labs, sports massage events, health and professional expos, career fairs, and spa tours accounting for no more than 50 total hours and specifically provided for in the curriculum, complete with detailed learning objectives, assignments, and assessments, may be taught at an appropriate off-site location under direct supervision of a qualified instructor. Instructors must sign off on appropriate documentation attesting to the total number of acceptable clock hours completed by each student and students shall only receive credit for the actual clock hours for which they engaged in massage activities and activities related to massage. Under no circumstances shall students receive credit for travel time, idle, non-educational, or unsupervised activity. CAMTC reserves the right, in its sole discretion, to not accept off-campus hours.
- g. Changes of owner(s) and/or ownership structure, operating under a different school name, teaching and/or conducting business at a different or additional address, and/or changes in program name or content may only occur after the school first obtains an approval letter from the appropriate agencies that have approved or accredited the school pursuant to Business and Professions Code section 4601, submits the appropriate application for change to CAMTC, and CAMTC approves such application. (Please note that BPPE currently only requires approval for a change of location if the

move is more than 10 miles from the original location; however, CAMTC requires approval for any change of location.)

- h. The school is responsible for the conduct of all owners, full and part-time employees, independent contractors, volunteers, and any other individuals who participate in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel. CAMTC may deny approval or take disciplinary action against a school if an owner, full or part-time employee, independent contractor, volunteer, or any other individual who participates in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel, engages in unprofessional conduct while engaged in school activities.
- i. The school must report to CAMTC, within 15 days of receiving notice, all legal actions, arrests, police reports, and complaints against professional conduct, involving the school; school personnel including owners, full and part-time employees, independent contractors, volunteers, and any other individuals who participate in school operations, including but not limited to management, staff, faculty members, advisory boards, and administrative personnel; and/or students or graduates engaged in school or massage related activities.

B. Transcripts

- a. Transcripts and massage program addendums, if any, from private post-secondary schools shall, at minimum, contain the following information:
 - (1) School name, address, telephone number, website, and CAMTC School Approval Code (once approved), which shall exactly match information on file at CAMTC.
 - (2) Heading entitled "Official Transcript."
 - (3) Student's full legal name and date of birth.
 - (4) Name of CAMTC approved program(s) attended by student.
 - (5) Date student started CAMTC approved program(s) and date student completed CAMTC approved program(s) or hours, for programs longer than 500 hours, completed CAMTC requirements, if applicable.
 - (6) Breakdown of courses completed with total number of supervised clock hours attended and passing grades for each course. Courses shall match those listed in the provided syllabi and program hour requirement worksheet(s) (included with application).
 - (7) Total number of supervised clock hours completed for CAMTC approved program(s).

- (8) At least one authorized, personally handwritten signature in ink with printed name, title, and date.
 - (9) Official school seal affixed, embossed, or otherwise attached to transcript.
 - (10) Sufficient security measures that uniquely identify the school's transcripts.
- b. Transcripts from public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education shall meet or exceed standards as determined by governing laws and regulations.
 - c. Only sealed transcripts sent directly from the school or an authorized transcript provider in an envelope matching the sample submitted to CAMTC will be considered for certification purposes.
 - d. CAMTC staff shall clearly be able to discern whether a student has completed the required hours without having to interpret any information.
 - e. Clearly identify or DO NOT include unsupervised clock hours.
 - f. Clearly identify or DO NOT include courses or hours considered incomplete by the school.
 - g. Pursuant to Business and Professions Code section 4604, CAMTC can only consider transfer hours from CAMTC approved schools. Transcripts shall clearly identify transfer hours, including but not limited to name, CAMTC School Approval Code, address, telephone, and website of other school(s); number of hours transferred; class requirements met by transfer hours; reason(s) for transfer; and attached copy of transcript(s) from other school(s). Transfer hours may not make up more than 50% of the 500 hours required for certification.
- (1) CAMTC will consider up to 125 hours of equivalent anatomy and physiology, health and hygiene, and/or business completed at a college or university of the state higher education system, as defined in Section 100850 of the Education Code, as meeting the definition of a CAMTC approved school.
 - (2) CAMTC reserves the right, in its sole discretion, to not accept any or all transfer hours.
- h. Schools shall take necessary precautions to avoid the creation and/or reproduction of fraudulent transcripts. Fraudulent transcripts, whether from within or without the school, may lead to suspension or revocation of school approval, among other consequences.
 - i. Any changes in transcript format, authorized signers, and/or security features may only occur after the corresponding application for change has been submitted to and approved by CAMTC.

- j. The school shall have clearly defined written policies that it follows for accurately and securely keeping and maintaining student files and transcript information, including but not limited to enrollment agreements, payment ledgers, attendance rosters, coursework, and grades.
- k. Transcript information shall be securely kept permanently. If a school closes, it shall designate a custodian of records for that school and notify CAMTC of the name, address, email address, and telephone number of its designated custodian of records 30 days before the date of the school's closure.

C. Enrollment Agreement

- a. Enrollment agreements and massage program addendums, if any, from private post-secondary schools shall, at minimum, contain the following information:
 - (1) School name, address, additional addresses where classes will be held, telephone number, and website.
 - (2) Student's full legal name, date of birth, address, email, telephone number, and signature.
 - (3) Copy of a current valid government issued photographic identification.
 - (4) Title of massage program and total scheduled number of supervised hours received upon completion.
 - (5) Program schedule with start date and scheduled completion date.
 - (6) All scheduled charges and fees including, as applicable: tuition, registration fee, equipment, lab supplies, textbooks, educational materials, uniforms, charges paid to an entity other than the school as required by the program, and any other charge or fee.
 - (7) Scheduled payment terms.
 - (8) Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code sections 4600 et. seq."
 - (9) Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at: One Capitol Mall, Suite 800, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337."

- b. Enrollment agreements from public colleges or universities of the California state higher education system, as defined in section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education shall meet or exceed standards as determined by governing laws and regulations.

D. Course Catalog

Course Catalogs and massage program addendums, if any, shall, at minimum, contain the following information:

- a. School name, address, additional addresses where classes will be held, telephone number, website, and CAMTC School Approval Code (once approved).
- b. Date printed/revised.
- c. Title of massage program(s) and total number of scheduled supervised hours received upon completion.
- d. Program prerequisites, including but not limited to admission requirements, previous training, and language comprehension skills.
- e. Completion and graduation requirements, including but not limited to clock hours to attend, assignments to complete, and assessments to pass.
- f. Transfer credit policy.
- g. Attendance and leave of absence policies, including but not limited to:
 - (1) Notice that applicants for CAMTC certification shall have attended 500 supervised hours total with 100 of those hours satisfying CAMTC specified subjects.
 - (2) For 500-hour programs, how students make up missed hours and, for programs longer than 500 hours, percentage of hours students can be absent and how they make up any additional hours.
 - (3) Length, terms, and allowances for leaves of absence.
- h. Hygiene, dress code, and draping policies.
- i. If the school admits foreign or ESL students, the catalog shall contain language proficiency information, including the level of English language proficiency required of students and the kind of documentation of proficiency that will be accepted; and whether English language services are provided and, if so, the nature of the service and its cost. The catalog shall also identify whether any instruction will occur in a language other than English and, if so, identify the other language(s) instruction will be provided in, the level of English proficiency required, and the kind of documentation of

proficiency that will be accepted.

- j. Publication of CAMTC's Law related to unfair business practices as related to massage:

(1) Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:

- (a) To hold himself or herself out or to use the title of "certified massage therapist" or "certified massage practitioner," or any other term, such as "licensed," "certified," "CMT," or "CMP," in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
- (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.

- k. Clearly visible disclosure statement: "Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq."
- l. Statement directing students to CAMTC for unanswered questions and for filing a complaint: "A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 800, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337."

E. Curriculum

All 500 hours of education must be provided under active and direct supervision of qualified instructors.

- a. Provide a minimum of at least 100 supervised clock hours (or credit unit equivalent) addressing the following subjects:
 - (1) A minimum of 64 hours of Anatomy & Physiology, including but not limited to orientation to the human body; integumentary, skeletal, fascial, muscular, nervous, cardiovascular, and other body systems; and kinesiology.
 - (2) A minimum of 13 hours of Contraindications, including but not limited to endangerment areas, contraindications, and medications and massage.

- (3) A minimum of 5 hours of Health & Hygiene, including but not limited to understanding disease, therapist hygiene, infection control, and standard precautions.
 - (4) A minimum of 18 hours of Business & Ethics, including but not limited to obtaining and maintaining credentials, adhering to laws and regulations, ethical principles, standards of ethical practice, and compliance with the Law applicable to CAMTC certified massage professionals.
- b. Provide a minimum of 400 additional and appropriately weighted supervised clock hours in subjects substantially related to the massage profession, including but not limited to additional hours for topics required above, massage theory and principles, professional practices, therapeutic relationship, assessment and documentation, massage and bodywork application, palpation and movement, and career development. CAMTC reserves the right, in its sole discretion, to determine whether curriculum is substantially related to massage or not.
- c. Student clinic hours may count for no more than 75 of the required 500 supervised clock hours and shall demonstrate educational purpose by meeting the following conditions:
- (1) Operate at all times under active and direct supervision of qualified instructors and on school premises.
 - (2) Maintain detailed lesson plans, learning objectives, policies and procedures, attendance records, and grade requirements.
 - (3) Include a client intake form for every client that, among other things, informs client that the practitioner is a student.
 - (4) Include SOAP notes, or equivalent, completed by the student practitioner for every client.
 - (5) Provide for written client feedback.
 - (6) Maintain clinic attendance for each student detailing massages and other duties performed during clinic hours.
 - (7) Offer alternate, faculty-supervised learning experiences to students participating in clinic but who do not have a clinic client or specific clinic duties. Under no circumstances shall students receive credit for idle, non-educational, or unsupervised activity.
 - (8) Student clinic hours may include, but are not limited to, hands-on treatments of paying and non-paying public clients or other students; setting up, tearing down, and cleaning massage area; reviewing intake forms, interviewing clients, providing and receiving client feedback, and recording SOAP notes, or equivalent; greeting customers at reception, handling payments, answering and returning calls for appointments, interacting with appointment systems, placing confirmation calls,

and managing client files; other duties reasonably befitting a professional massage therapist; and instruction related to these items. Students may not be required to clean school premises or work beyond normal procedures inclusive to treatment areas and immediate office space used during clinical sessions.

- (9) Schools should carefully weigh and be prepared to support the purpose, duration, and effectiveness of student clinic hours in terms of educational value to the student. CAMTC reserves the right, in its sole discretion, to not accept clinic hours.
- d. Students may not be credited more than 40 hours of total education in any 7-day period, with no more than 10 hours in any one day.
- e. Maintain current syllabi, including but not limited to the following information for each course and/or subject:
 - (1) Name of course or subject.
 - (2) Detailed description.
 - (3) Learning objectives.
 - (4) Prerequisites.
 - (5) Total number of hours.
 - (6) Instructional material(s) to be used.
 - (7) Required assessments and assignments for successful completion.
- f. Maintain current daily lesson plans for each course that support syllabi. Daily lesson plans should include, at minimum: educational objectives; instructor resources; required or suggested readings; required or suggested assignments; and assessments with assessment criteria, if any, for each class.
- g. Maintain policies for creating, reviewing, and updating curriculum.

F. Faculty

- a. Qualified instructors are responsible for the delivery of all 500 supervised clock hours (or credit unit equivalent). CAMTC reserves the right in its sole discretion to determine whether an instructor is qualified or not. Requirements for qualified instructors include but are not limited to:
 - (1) Complete and submit the instructor qualification form, including supporting documents.
 - (2) Hold a current CAMTC certification, other allied health license with advanced training in soft tissue modalities, or possess documented higher education

applicable to the specific subject(s) taught.

- (3) Have at least 2 years of documented professional experience applicable to the specific subject(s) taught.
- (4) Instruct only in those subjects in which qualified through documented education, certification, and professional experience, and not instruct techniques or procedures that require specialized training, licensure, or experience for which they are not qualified.
- (5) Behave within principles of acceptable, ethical, and professional behavior, including but not limited to:
 - (a) Truthfully and completely administer, record, and represent duties, including but not limited to attendance records, curriculum delivery, and student assessments.
 - (b) Refrain from soliciting, encouraging, or consummating romantic, sexual, or otherwise inappropriate relationships with current students on or off school premises by written, electronic, verbal, or physical means.
 - (c) Refrain from possessing, consuming, furnishing, allowing, or working under the influence of alcohol or illegal or unauthorized drugs during professional activities, including but not limited to being on school premises or at school-sponsored events involving students.
 - (d) Refrain from financial transactions with students, including but not limited to payments, loans, advances, donations, contributions, deposits, or monetary gifts, except for lawful collection and transfer of funds as required by regular school business.
 - (e) Refrain from violating federal, state, and local laws and/or CAMTC rules and regulations, including but not limited to the reasons for denial or discipline/revocation as stated in CAMTC's Procedures for Denial of Certification or Discipline/Revocation.
- b. Maintain policies and procedures for hiring, training, evaluating (including student and management evaluations of faculty), and disciplining faculty.
- c. Maintain policies and procedures, minutes, and attendance records for regular massage program staff and faculty meetings and/or trainings.
- d. For private post-secondary schools, student-teacher ratios for practical (hands-on) classes may not exceed 25 total students to 1 teacher. For public colleges or universities of the California state higher education system, as defined in Section 100850 of the Education Code, and public schools accredited by an agency recognized by the United States Department of Education student-teacher ratios shall meet or exceed standards as determined by governing laws and regulations.

G. Facility

- a. Appropriate in size and design for the number of students.
- b. Sufficient reference materials and other resources to support educational objectives.
- c. Instructional aids and equipment consistent with the educational content, format, and teaching methodology of each course.

H. Student/Graduate Passage Rates on CAMTC Approved Exams

Beginning with graduate passage rates on CAMTC approved exams for calendar year ~~2015~~2021, an approved school's graduate passage rates on CAMTC approved exams shall equal or exceed the required passage rates for the previous calendar year or CAMTC may place the program on probationary status and/or may require the school to appear before CAMTC to present a plan for remediation.

- a. An approved program shall achieve a graduate passage rate on CAMTC approved exams that is not lower than 10 percentage points less than the national average passage rate for graduates of comparable degree programs who are first-time test takers on the CAMTC approved exams during a calendar year.
- b. If the program does not achieve the required passage rate for 2 consecutive calendar years or show significant improvement, CAMTC may revoke approval or take other disciplinary action against the school.

I. Site Visits

- a. CAMTC reserves the right to visit any approved school or school applying for approval during stated business hours with or without notice at any time whatsoever and for any reason.

6. Reasons for Imposing Discipline, Denying, or Revoking Approval.

Schools may be denied approval or may have their school approval revoked, suspended, or otherwise acted against, including the imposition of probationary conditions, for any of the following reasons:

- a. Failing to meet or maintain the requirements for approval set forth herein or in CAMTC's Procedures for Un-Approval of Schools, which includes but is not limited to the following:
 - (1) Selling or offering to sell transcripts, or providing or offering to provide transcripts, without requiring attendance, or full attendance, at the school;

- (2) Failure to require students to attend all of the classes listed on the transcript;
- (3) Failure to require students to attend all of the hours listed on the transcript;
- (4) Engaging in fraudulent practices, including but not limited to, the creation of false documents to aid or abet students seeking CAMTC certification, aiding or abetting students to use false documents and/or to present false testimony in CAMTC hearings, aiding or abetting students in engaging in fraudulent practices with respect to CAMTC hearings, making false claims, or otherwise engaging in fraudulent practices;
- (5) Denial, suspension, revocation, or otherwise being acted against by the National Certification Board for Therapeutic Massage and Bodywork, including but not limited to, denial, suspension, or revocation of assigned school code;
- (6) Failure to create, record, or maintain accurate records, including but not limited to student attendance records and student transcripts;
- (7) Failure to identify transfer credit from other institutions (including name of other institution(s), hours transferred, and class requirements met by transfer credit) on transcripts;
- (8) A finding by a local law enforcement agency, a state or local agency, or a private certifying, permitting, or accreditation agency related to massage, that a school has engaged in any of the conduct identified in this section 6;
- (9) Failure to meet the requirements for an approved school as defined in Business and Professions Code section 4601(a).b. Engaging in or has engaged in unprofessional business practices or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has engaged in or is engaging in unprofessional business practices;
- c. Procuring or attempting to procure school approval by fraud, misrepresentation, or mistake or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has procured or attempted to procure school approval by fraud, misrepresentation, or mistake;
- d. Violating or attempting to violate or has violated, directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, or has assisted in or abetted the violation of, or conspired to violate, any provision of the Massage Therapy Act or any rule, regulation, policy, or procedure adopted by CAMTC by the actions of the school or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer);
- e. Conviction of an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) of any felony, misdemeanor, infraction, or municipal code violation, or being

held liable in an administrative or civil action for an act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school. A record of the conviction or other judgment or liability shall be conclusive evidence of the crime or liability;

- f. Committing any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school or an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) commits or has committed any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, or duties of a CAMTC certificate holder or CAMTC approved school;
- g. An owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) commits or has committed any act punishable as a sexually related crime or is or has been required to register pursuant to the Sex Offender Registration Act (Chapter 5.5 (commencing with Section 290) of Title 9 of Part 1 of the Penal Code), or is or has been required to register as a sex offender in another state, or commits or has committed an act that is a violation of human trafficking laws or a violation of the education code or a violation of the Bureau of Private Postsecondary Education's rules, regulations, policies, or procedures;
- h. Failure to fully disclose all information requested on the application or provide information upon request to an individual working on behalf of CAMTC;
- i. Denial of licensure, permit or certificate, or revocation, suspension, restriction, citation, or any other disciplinary action against the school, an owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) by CAMTC, by a state or territory of the United States, by a government agency, or by another California health care professional licensing board. A certified copy of the decision, order, judgment, or citation shall be conclusive evidence of these actions.
- j. An owner, faculty member, or other member of the school's staff (including but not limited to a visiting instructor, independent contractor, administrative staff, or volunteer) has owned, worked at, or been associated with a school that has been un-approved by CAMTC.
- k. Failure to update CAMTC and notify of any changes that might affect a school's eligibility for approval or result in disciplinary action against the school.

7. Procedures for Imposing Discipline, Suspending, Denying, or Revoking CAMTC School Approval.

Any decision to impose discipline, deny approval, revoke approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school shall be decided upon and imposed in accordance with the procedures set forth herein. Denial, revocation, and disciplinary decisions against a school applying for CAMTC school approval

or against a CAMTC approved school shall be based on a preponderance of the evidence. In determining the basis for action against a school applying for CAMTC school approval or a CAMTC approved school, the Council may consider all written documents or statements as evidence, but shall weigh the reliability of those documents or statements.

a. Actions Against Applicants for CAMTC School Approval and CAMTC Approved Schools.

1. All decisions to impose discipline, deny approval, revoke approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school shall be carried out by an employee of the Council known as the Division Director of the Educational Standards Division (hereinafter the "Division Director") or his/her designee and at least one other employee of CAMTC. The Division Director shall be assisted by Council staff and such other employees as shall be determined necessary by the Division Director. The Division Director (or his/her designee(s)), along with any staff/employees under his/her supervision, shall be collectively known as the Educational Standards Division (the "ESD").
2. If Council staff determines that grounds appear to exist to impose discipline, deny approval, revoke approval, suspend approval, or otherwise act against a school that has applied for CAMTC approval or is a CAMTC approved school, staff shall:
 - i) hold all complete application packets from students who have submitted transcripts from the school if the school has applied for CAMTC school approval;
 - ii) if the school is a CAMTC approved school, the school shall be placed under investigation and the Procedures identified in section 7.c.2. of this document shall be followed and
 - iii) in all cases Council staff shall forward the matter to the Division Director, or an ESD employee designated by the Division Director to receive such information, and the procedures set forth below shall be followed:
 - (a) The ESD shall be responsible for reviewing and making proposed determinations regarding denials, suspensions, revocations, and other discipline against a school that has applied for CAMTC approval or is a CAMTC approved school. All proposed decisions shall be made by a minimum of two employees of the ESD. The ESD shall ensure that the ESD employees making proposed denial, revocation, suspension, and disciplinary decisions do not have a conflict of interest relative to the affected school.
 - (b) If after reviewing the matter, the ESD determines that proposed action should be taken, the school shall be provided at least 15 days prior notice of the proposed action and the reasons therefore. Notice shall be given to the school by any method reasonably calculated to provide actual notice. Any notice given by mail must be given by first-class mail or mail with delivery confirmation sent to the last known address of the school shown in CAMTC's records.
 - (c) Schools shall be given an opportunity to be heard, either orally by telephonic conference or in writing, at least five (5) days before the effective date of the

proposed action against the school. Schools must request an oral telephonic conference or consideration of a written statement in writing (email is sufficient), and pay the appropriate hearing fee, a minimum of 21 days before the date scheduled for their matter to be considered in order for their request to be timely. Failure to request an oral hearing or consideration of a written statement and pay the required hearing fee in a timely manner shall result in the proposed action against the school becoming final and effective on the date noted in the letter, unless appealed as provided herein. Any documentary evidence to be considered by the Hearing Officers must be received by CAMTC a minimum of 21 days before the hearing/consideration date in order for it to be considered. The telephonic hearing shall be held, or the written statement considered, by a minimum of two Hearing Officers, who shall be employees of CAMTC, who together are authorized to determine whether the proposed action against the school should occur. The ESD shall ensure that the Hearing Officers making final denial, revocation, suspension, and disciplinary decisions do not have a conflict of interest relative to the affected school. The decision of the Hearing Officers shall be final as of the date noted in the Final Decision Letter, unless appealed as provided herein. The fee for an oral telephone conference shall be \$1,800.00 and the fee for consideration of a written statement shall be \$1,400.00.

Appeals

- (1) Requests to appeal a denial or disciplinary decision must be: made in writing (email is sufficient) by sending the request to the address or email address noted in the proposed denial or disciplinary letter; made within 30 days of the effective date of the denial or imposition of discipline; must identify in writing the basis for the appeal; must specify whether an oral presentation before the Board (not to exceed 20 minutes) is requested or whether written consideration of a written statement is requested; and must include all documents to be considered.
- (2) Appeals shall be considered by the CAMTC Board. Oral presentations before the Board may not exceed 20 minutes. No new factual evidence may be submitted during an appeal. During an appeal the Board is limited to reviewing the existing evidentiary record upon which the decision to deny or impose discipline was previously made and to determining whether the decision was reasonable and supported by the evidence in the record.
- (3) After considering a timely appeal, the Board shall either: uphold the decision previously made; impose lesser or more discipline; remand the matter back to ESD for further processing and consideration; or approve a school that has applied for CAMTC school approval or determine that the discipline not be imposed on a school that is a CAMTC approved school. The decision of the Board shall be final.

- (d) Notice of a final decision shall be given by any method reasonably calculated to provide actual notice. Any notice given by mail must be given by first-class mail or mail with delivery confirmation sent to the last known address of the school shown in CAMTC's records.
 - (e) Any action in superior court challenging CAMTC's action against a school, including a claim alleging defective notice, shall be commenced within 90 days after the effective date of the imposition of the denial, suspension, revocation, or other discipline.
 - (f) A school whose application for CAMTC approval is denied or whose CAMTC school approval is revoked pursuant to these procedures for selling or offering to sell transcripts, failing to require students to attend all of the classes listed on the transcript, failure to require students to attend the school for all of the hours listed on the transcript, or engaging in fraudulent practices, shall not be allowed to re-apply for CAMTC school approval for a period of five years from the effective date of the denial or revocation. All other schools whose application for CAMTC approval is denied or whose CAMTC school approval is revoked shall not be allowed to re-apply for CAMTC school approval for a period of two years from the effective date of the denial or revocation.
- b. Actions Against Schools That Have Not Applied for CAMTC School Approval or Are Not CAMTC Approved Schools.
- 1. Actions against schools that have not applied for CAMTC school approval or are not CAMTC approved schools shall proceed in accordance with CAMTC's Procedures for Un-Approval of Schools.
- c. Procedures Related to Students.
- 1. CAMTC will hold all complete individual application packets from students who apply to CAMTC for certification on or after July 1, 2016 with education from school(s) ~~that have applied for~~ whose application(s) for CAMTC school approval have been received on or before December 31, 2018, but for whom a final decision has not been rendered as to school approval.
 - (a) If the school ultimately receives CAMTC school approval, the hold on the students' applications for certification will be lifted and the applications will be processed in accordance with CAMTC's standard procedures.
 - (b) If the school is ultimately denied CAMTC school approval, a 90-day grace period from the effective date of denial will be provided for acceptance of individual certification applications. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they

have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they cannot use education from the school for certification purposes.

(1) An additional grace period for acceptance of individual certification applications will be instituted from January 1, 2019 through March 31, 2019 for schools whose application(s) for school approval have been denied effective January 1, 2017 through December 31, 2018. During this additional grace period, the schools' students who apply for certification, and any applications that are currently being held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the additional grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they cannot use education from one of the schools in this category for certification purposes.

(c) Students with otherwise complete application packets and transcripts from schools that have submitted applications for CAMTC school approval and the application for CAMTC school approval has been pending for one and a half years or more and the school is listed on CAMTC's website, may request, in writing, an education hearing to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. The request shall be in a written form as determined by CAMTC. Students requesting an education hearing must acknowledge and agree to be bound by the terms of that request, including but not limited to the outcome of the hearing regardless of whether the school is ultimately granted CAMTC school approval. For those students that do not request an education hearing, the provisions of Procedures section 7.c.1.(a) and (b) apply.

2. All complete individual application packets for CAMTC certification submitted with transcripts from CAMTC approved schools that are under investigation or CAMTC has proposed to revoke, suspend, deny re-approval or discipline, and that cannot be otherwise certified, will be placed on hold. CAMTC will make a determination within 60 days of notifying a school that it is under investigation whether the investigation will continue or not, and notify the school of this determination.

(a) If the decision is made not to pursue further investigation or that denial or disciplinary action is not necessary, the hold on the individual application packets will be lifted and the applications will be processed in accordance with CAMTC's standard procedures.

(b) If CAMTC determines that further investigation is necessary or that denial or disciplinary action against the school is necessary, CAMTC will lift the hold

and process complete application packets from individuals with education from the school, but the individuals shall be required to provide additional proof of adequate education (beyond just a transcript) by passing a CAMTC education hearing. This requirement to provide additional proof of adequate education will remain in place until one of the following occurs: 1) the investigation concludes and it is determined that no denial or disciplinary action will be taken; 2) a final decision to revoke, deny, or discipline the school is made (in which case the 90-day grace period shall apply); or 3) this requirement is lifted.

- (c) If the school ultimately has its approval revoked, suspended, re-approval denied, or is otherwise disciplined, a 90-day grace period from the effective date of denial or discipline will be provided for individual certification applications received during this time. During this 90-day grace period, the school's students who apply for certification, and all of those whose applications were previously held, will be required to provide additional proof of adequate education (beyond merely a transcript from the subject school) in order to prove their education. Students whose applications are received after the 90-day grace period has expired will be notified that, unless they have also supplied evidence of completion of required hours of massage education from one or more CAMTC approved schools, their applications are incomplete and that they cannot use education from the school for certification purposes.

3. For schools whose initial applications for CAMTC school approval are received on or after January 1, 2019, students may only use education from the school for certification purposes if the school is ultimately granted CAMTC school approval. Students who have attended schools whose initial applications for CAMTC school approval are received on or after January 1, 2019 and are denied CAMTC school approval may not use education from the school for certification purposes.



CALIFORNIA MASSAGE THERAPY COUNCIL

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November 7, 2018

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL

FROM: AHMOS NETANEL, CEO

RE: PROPOSED AMENDMENT TO SHORTEN WAIT TIMES FOR
EDUCATION ONLY DENIALS FROM TWO YEARS TO ONE YEAR

Under current policy, all denied applicants must wait two years from the effective date of denial before being able to reapply for certification. A Legislator has asked that this time period be shortened for education only denials to one year. Staff therefore requests that the Board consider adopting the following change in policy:

1. For applications denied on education only, the wait time for re-applying for certification be shortened from two-years to one-year.
2. The CEO will implement this policy at a time that, in his discretion, it can be verified that such a change could be smoothly implemented from an operational standpoint, but at no time before July 1, 2019.
3. The CEO will determine, in his discretion, how this new policy will be implemented, including whether or not it is applied retroactively.



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November 7, 2018

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL
FROM: AHMOS NETANEL, CEO
RE: PROPOSED AMENDMENT TO SHORTEN WAIT TIMES FOR
EDUCATION ONLY DENIALS FROM TWO YEAR TO ONE YEAR

Per the Board motion on changes to policies, the following information is provided.

The language of the current policy and when the policy was adopted:

Current policy requires all applicants denied certification to wait two years before being eligible to reapply for certification.

A short description of why the policy should be changed.

A Legislator has contacted the CEO and represented that constituents in his district with limited English abilities have not understood the education proposed denial letters and have mistakenly obtained additional education but now must wait two years before they can use that new education for certification purposes. Shortening wait times would allow these and other individuals in the same position to obtain new education and apply for certification on a shorter time frame.

The language of related statutes that may have an impact on the decision:

None

The fiscal impact the proposed changes may have on CAMTC and certificate holders and applicants:

While revenue may be generated from additional applications submitted because of the shortened timeframe, these amounts will most likely be more than offset by the additional expenses incurred to change the database so that they can be implemented. Therefore, this policy is predicted to result in an increase in

operating expenses overall. The current number of individuals who this change in policy would apply to is estimated to be approximately 750-800 individuals, depending on the date of implementation.

Potential pros and cons if the new policy is adopted:

Pros – Allows individuals to obtain new education and apply for certification in a shorter time frame.

Cons – Increase in operating expenses.

The impact on current certificate holders and applicants.

Allows more applicants denied certification to apply for certification in a shorter timeframe. No impact on certificate holders.

A suggested date for the change to be implemented.

On or after July 1, 2019, at a date determined by the CEO.



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November 7, 2018

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL

FROM: AHMOS NETANEL, CEO

RE: PUBLIC POSTING OF DENIALS

Under current policy, CAMTC only posts disciplinary action taken against certificate holders, it does not publicly post notice when an application for certification or recertification is denied. In order to provide more comprehensive information to the public, staff requests that the Board consider adopting the following change in policy:

1. CAMTC post notice on its internet website when an application for certification or recertification is denied. The CEO will determine, in his sole discretion, what other information, if any beyond the fact of the denial, be posted on the website.
2. The CEO will implement this policy at a time that, in his discretion, it can be verified that such a change could be smoothly implemented from an operational standpoint.



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November 7, 2018

TO: BOARD OF DIRECTORS, CALIFORNIA MASSAGE THERAPY COUNCIL
FROM: AHMOS NETANEL, CEO
RE: PUBLIC POSTING OF DENIALS

Per the Board motion on changes to policies, the following information is provided.

The language of the current policy and when the policy was adopted:

Current policy does not allow for the public posting of denials.

A short description of why the policy should be changed.

CAMTC's mission is to protect the public. Providing public notice of application denials provides more comprehensive information to the public and is line with this mission

The language of related statutes that may have an impact on the decision:

None

The fiscal impact the proposed changes may have on CAMTC and certificate holders and applicants:

This policy is predicted to result in an increase in operating expenses overall due to changes that will need to be made to CAMTC's database and website.

Potential pros and cons if the new policy is adopted:

Pros – Provides more information to the public.

Cons – Increase in operating expenses.

The impact on current certificate holders and applicants.

Public posting of denial information will impact applicants as this information will become publicly available. No impact on certificate holders.

A suggested date for the change to be implemented.

On a date to be determined by the CEO.



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To: CAMTC Board of Directors

From: Beverly May, Director of Governmental Affairs and Special Projects

Report for Board Meeting November 15, 2018

Local Government:

Since the last Board meeting four additional cities have passed first or second reading of ordinances to require certification, and one new moratorium on new or expanded massage establishments has been passed. At the last Board meeting there was discussion of creating a Model Massage ordinance that would have generic provisions that can be cut and pasted by jurisdictions to create or amend their own regulations.

Scotts Valley is an example of how each city customizes sample ordinances to meet their own needs. The ordinance that just had its' first reading does not use revocable registrations, as its' neighbor Santa Cruz does. The staff report with the proposed ordinance states:

"The proposed changes are consistent with ordinances in other jurisdictions, such as San Mateo, Santa Cruz and San Jose. It is important to note that these ordinances are used as a reference for best practices only; staff carefully reviewed and considered provisions that were applicable to and appropriate for Scotts Valley. The recommended changes in the attached ordinance are designed to enhance the City's ability to maintain public health/welfare and prevent criminal behavior within a balanced regulatory framework."

Scotts Valley will not grandfather in local massage therapists but is allowing them to renew their city permits until June 30, 2021. The city reached out to engage the local massage community.

Other legislation:

[AB 2138](#) (Chiu, Chapter 995, Statutes of 2018) Licensing boards: denial of application: revocation or suspension of licensure: criminal conviction.

Beginning July 1, 2020, this bill restricts the discretion of programs within the Department of Consumer Affairs in using prior criminal history as grounds for licensing determinations and establishes new prohibitions relating to the denial, suspension, and revocation of licensure. Under this bill, programs may not use acts involving dishonesty, fraud, or deceit that did not result in a conviction as a basis for the denial of a license. Other revisions include the adoption of a seven-year limitation on convictions eligible for licensure denial, subject to specified exemptions, and a ban on requiring applicants to self-disclose prior convictions unless the application is made for a listed license type that does not require a fingerprint background check. Finally, this bill requires Department programs, as specified, to track data relating to

licensure denials, to publish that data on its website, and submit an annual report to the Legislature, among other provisions.

The summary above applies to the bill as chaptered into law. Although this bill was amended several times before the final vote, it is still worrisome to the licensing boards, as it limits their ability to deny an applicant. If applied to CAMTC, it could significantly impact our ability to protect the public.

Activities:

Federation of State Massage Therapy Boards (FSMTB) - I was one of two presenters on Human Trafficking as it relates to the massage profession. While the other presenter, the Executive Director of the Tennessee Board of Massage Therapy, spoke about sexual activity under the guise of massage and enforcement efforts to abate it, she did not specifically address whether victims have been identified and rescued. My presentation focused on what is known, and most of all, not known, about the prevalence of Human Trafficking that meets either the state or federal definition under the guise of massage. San Mateo County is very fortunate to have one of the leading experts in Human Trafficking as Coordinator of the county Human Trafficking Initiative. John Vanek has written a current and excellent book on Human Trafficking with extensive discussion of the lack of data for all forms of Human Trafficking.

California Association of Code Enforcement Officers (CASEO) – I was one of four staff members present at the CAMTC booth. We offered consultations with code and law enforcement officers and some city attorneys. Ahmos Netanel, Mark Dixon, Rick McElroy and I will meet with their executive staff and Chairman on November 13th.

California Municipal Revenue and Tax Association (CMRTA) – I presented on two topics – General information about CAMTC and how to work together; and How to use CAMTC resources to identify and investigate potential fraud in city permit applications. Both were well attended.

Women in Law Enforcement (WLLE) – I attended this conference, a division of California Police Chiefs Association, with Kellie Rodriguez, Assistant Chief Investigator, CAMTC Professional Standards Division (PSD). We made a lot of connections, especially Kellie who met several officers and detectives who she has interacted with on cases. I met several Police Chiefs, both male and female. The presenters were all incredibly inspiring, bringing us to tears and lots of laughter. I have much more admiration for the courage that law enforcement bring to their work every day.

Human Trafficking:

Due to all my recent travel I have missed recent meetings in the San Francisco Bay area, but have been reading the minutes. I will be attending the next meeting of the San Francisco Collaborative Against Human Trafficking (SFCAHT) this week.

I plan to attend the Alameda County HEATwatch Labor Trafficking meeting which will occur November 14th. There will be an expert on Labor Trafficking speaking. I found his reports on Labor Trafficking and also the Los Angeles County Trafficking program quite interesting.

Certification and Application Management System (CAMS):

The biggest news since the last Board meeting is that we have chosen a Database Administration (DBA) firm and at this time are working on the formal agreement. We expect to begin this month with an in-face meeting with the Senior DBA and other staff, our database vendor, and key Operations staff (AMG).

The next step is an in-depth assessment of where we are so that they can begin to stabilize and maintain our system. They will move all of our data to Amazon Web Services (AWS). The system will not go down as there are multiple locations of back-ups with seamless transition to a functioning one if one experiences a problem. Data will be lost as there will be mirrored servers ready to swap for damaged ones while in use.

This DBA firm has top certifications including ISO 270001, one of the most difficult certifications to achieve; HIPAA certification relevant to medical data, and ITAR certification, applicable to government agencies.

I also expect the DBA to help us evaluate how much more time it will take to complete the components of the system that were promised by the end of this year. The data loss has thrown everything off schedule, as has moving the entire program to a new platform, which will provide us much greater ability to configure the system to our needs. Still, we look forward to an outside evaluation of where we stand. They will also help guide us as we move forward.



Operations Report

November 15, 2018

In September a board member asked how CAMTC was able to achieve some of the progress that has put Operations in a better position to answer phones with more speed to save applicants, certificate holders and other callers time by delivering more expedient service. This same question may be of interest with regards to CAMTC's other 2018 customer service goals as well; the foundation was similar for each.

First was the setting of clear and reasonable targets by the board based on feasible expectations. The CEO worked with Operations to understand what was needed to start with viable targets that would satisfy applicants, certificate holders and the organization. Clear goals, roles and stakeholder commitment combined with the exploration of options before implementation can be an important step that helps turn a mandate into reality.

Next came the enablement, supply and support of the goals from CAMTC's various divisions. After being put through some tough vetting and justification, the necessary personnel, equipment and tools were provided. In addition to the sponsorship of the board and the CEO, we also learned how well the CAMTC executive group can function; each of them played a key role while making themselves available and offering a flexible and effective framework for working out challenges and obstacles. Process improvement can be very disruptive to the status quo and requires some conflict as well as flexibility and adaptability on a significant scale, and CAMTC's veterans endured the discomfort that can come with change, consistently offering help and perspective.

Third, and not least, came the work from the Operations teams. Upon receiving clear goals and seeing the support and cooperation of leadership, they rallied to the cause and have become the force that turned CAMTC's 2018 customer service goals into a reality. Receptive to coaching, ready to learn and working with persistent determination, they proved capable of running well past the finish line – and they're still going strong.

2019 Preparations

Based on hard data collected over the last several quarters, Operations estimates handling between 40,000 and 45,000 customer calls in 2019, and between 8,000 and 10,000 customer emails, while also processing around 25,000 new and recertification applications. These numbers may be affected by unpredictable events and may also be influenced by unknown factors such as customer inquiries about the new fee structure, or applications and questions about applying once the certification exam requirement becomes inoperative per SB 1480.

Some of the maintenance and improvement tasks that were initially projected last year by the new Operations leader to be conducted in 2018 understandably took a back seat as resources

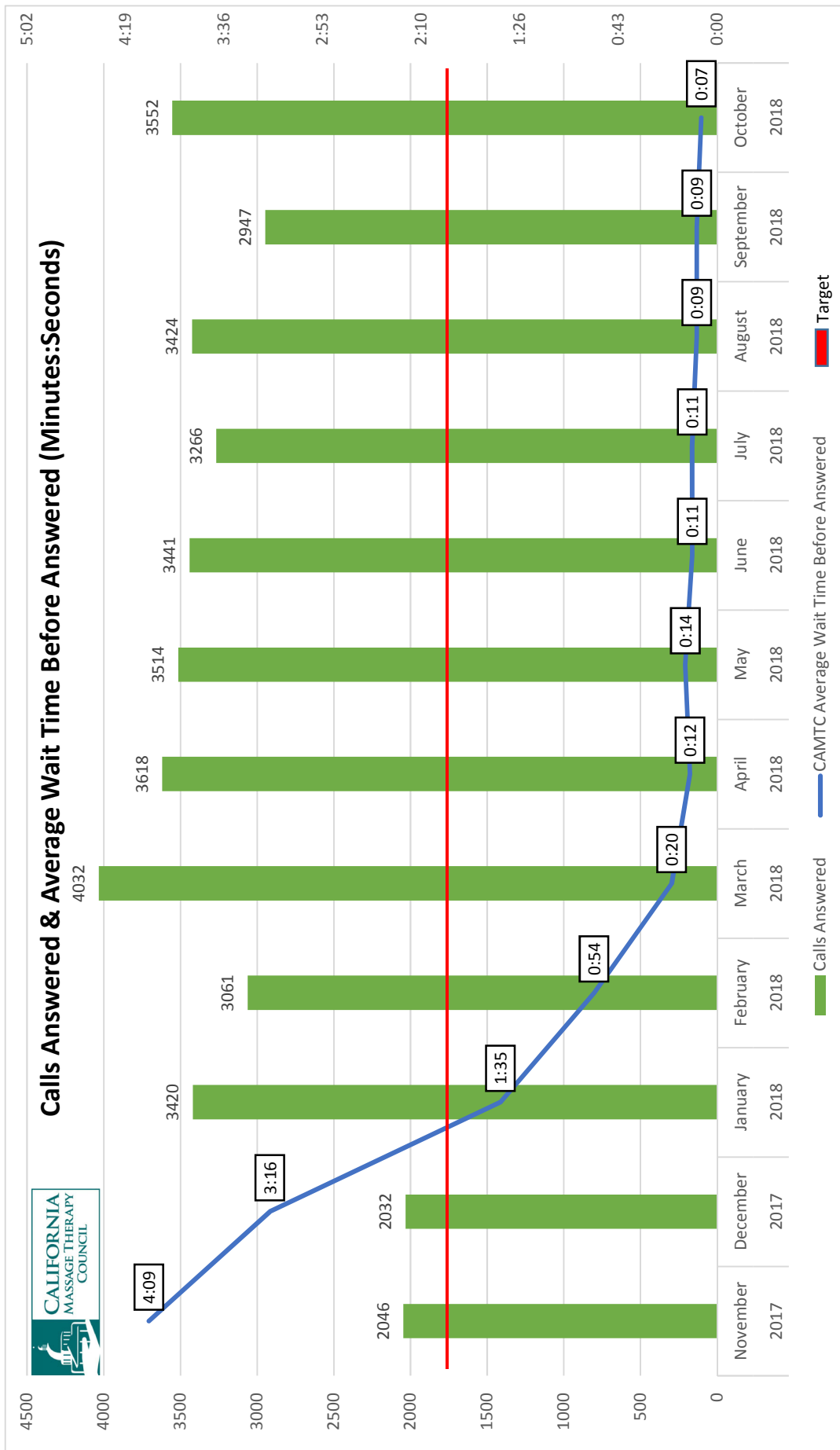
were primarily focused on the board's strategic priorities to deliver better customer service and more efficient application processing to the massage therapists who seek and enjoy CAMTC certification. While this was the appropriate course of action and illustrated our flexibility and commitment, it is still important to keep those improvement initiatives on the radar continuously and to make incremental progress as we are able. As with any complex engine, maintenance is a crucial component of sustained high performance. It is important that Operations be enabled and supported to focus on maintenance and process development during 2019 while doing our best to hold onto the progress we have already made as well and supporting CAMTC's operational needs in other areas.

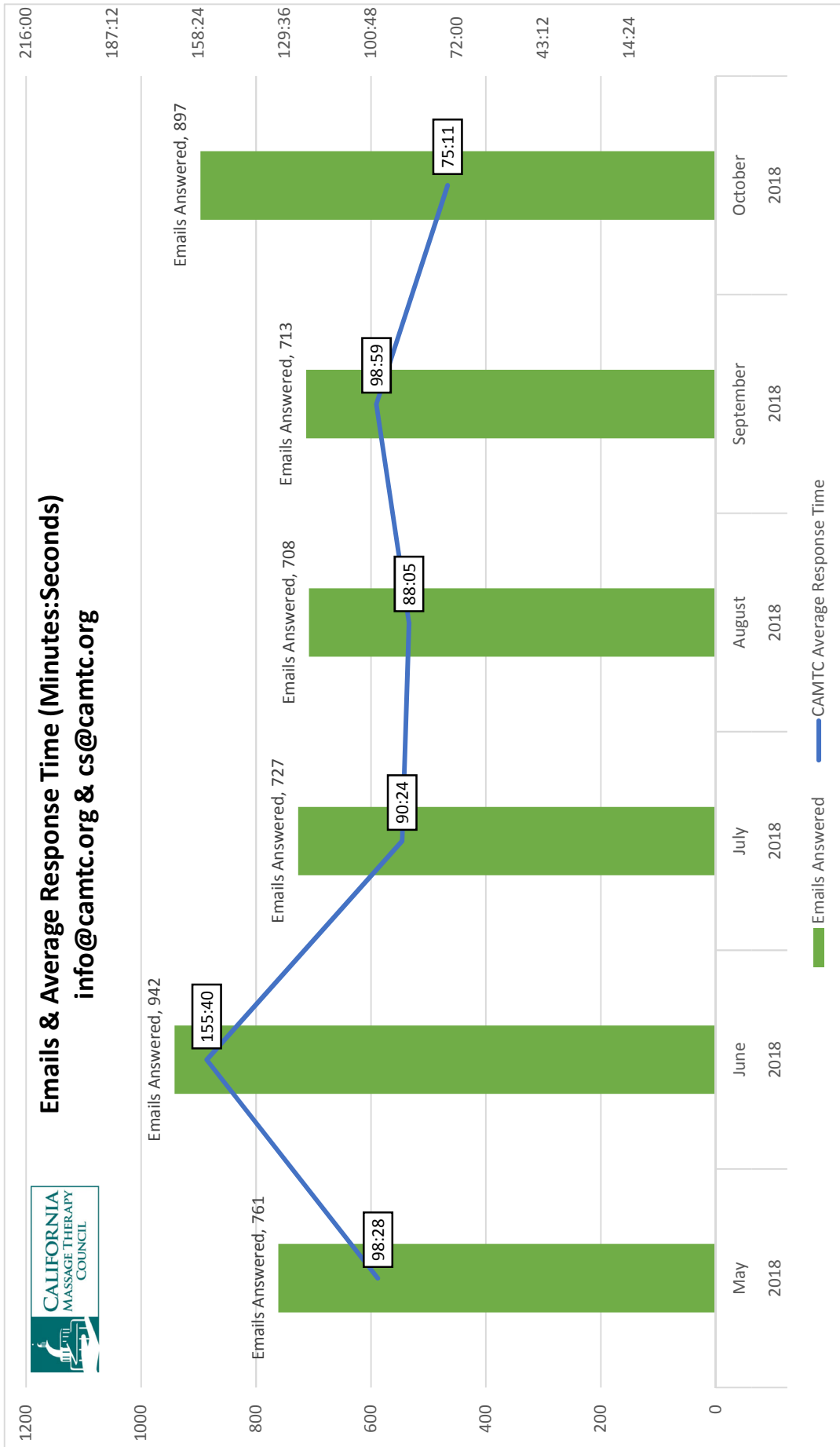
Application Processing

- Key Performance Indicator (KPI) 03: **New Applications**: Processing Time
 - The median new application for certification processing time with no background issues in October was 8 days, exceeding the target by 82%
- KPI 04: **Recertification Applications**: Processing Time
 - The median recertification processing time with no background issues in October was 6 days, surpassing the target by 76%
- Operations is prepping to begin phase one of implementing the board's recently revised records retention policy. This should help reduce overhead and save space, and will start with the secure shredding and recycling of older documents that are no longer needed in hard copy form.

Customer Service

- Key Performance Indicator (KPI) 01: **Phones**: Wait Time Before Answered
 - CAMTC Customer Service's average wait time before answering customer calls in October 2018 was reduced by another two seconds (to 0 minutes, 7 seconds - see attachment), exceeding the target by 94%
- KPI 02: **Email**: Response Time
 - Average email response time came in at just over 75 minutes in October 2018 (see attachment), exceeding the target by 87%
- Although there are times when it makes sense to get permission to put a caller on hold, our latest tracking numbers from October show that only 12% of CAMTC customer calls were put on hold while the agent consulted with the team or conducted research to help the caller.











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To: CAMTC Board of Directors

From: Joe Bob Smith, Director of Educational Standards Division

For: Board Meeting – November 15, 2018

School Statutes (as of 11/5/2018)

Since the September Board meeting, ESD has

- Received 2 new applications for approval
- Re-approved 2 schools

The total number of current campuses with CAMTC Approved Programs is 77.

ESD Outreach

The quarterly CAMTC School Newsletter (Vol 2, Issue 3) was published and distributed to schools a few weeks after the September Board meeting and Schools Advisory Committee meeting.

ESD is preparing for its first monthly Schools Conference Call on Wednesday, November 7th, to be led by the ESD Director. This easily accessible forum will allow any school to receive current CAMTC/ESD information, ask questions, explain information, and make recommendations.

Looking Forward

Investigations – ESD has several open investigations into both approved and pending schools. Emphasis and resources will be allocated to conclude these investigations as quickly as possible.

Exam Requirement – ESD continues to help schools understand the impact of the 2-year suspension of the test requirement for certification applicants as established by recent legislation.

BPPE MOU – ESD continues to work with BPPE on a memo of understanding between our two organizations. BPPE has recently responded to our latest draft of the MOU and we will answer accordingly.



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To: CAMTC Board of Directors
From: Rick McElroy, Director of Professional Standards Division
Re: Board Meeting – November 15, 2018

PSD Training for Law Enforcement

PSD continues to expand its outreach to law enforcement thus far this year with training to 106 agencies and 338 officers. The cumulative total since we first started in 2014 has totaled 581 agencies and 1,738 officers and other attendees.

San Mateo Police Training, September 12

John Vanek, the San Mateo county human trafficking coordinator, set up a PSD 2-hour training program for their countywide human trafficking task force. We had a smaller group than anticipated due to a police operation but still got 14 officers representing 8 agencies including code-enforcement.

RCLEAA Command Staff Training Conference (Riverside County Law Enforcement Administrators Association), September 20

The Riverside County Sheriff's Department is the second largest in the state, with over 2,000 sworn deputies. Murrieta police captain Dennis Vroom set up the training after our last Cal Chiefs' conference. I utilized the new "command staff" power point presentation. The presentation is a hybrid of our regular officer training mixed in with command staff information. It was well received as many captains and above spoke to me afterward appreciating the clearing up of many misconceptions about CAMTC.

LAPD Training Update, October 17

During this period, I provided training to Operation Valley Bureau (OVB) vice units as well as two city attorneys. Forty in total attended the training and it was well received. Many officers came up to me afterward and were amazed at what we could do as compared to their past practices. Operations South Bureau (OSB) and Operations West Bureau (OWB) vice units still need to complete the PSD training.

CACEO (California Association of Code Enforcement Officers) Training, October 9-12

This is the first year CAMTC has been a premier sponsor for CACEO. The conference was held at the Embassy Suites hotel in Seaside, California where CAMTC had a booth set up with a free 5-minute massage from a local therapist from Monterey. Roberta,

Beverly, Ahmos, and I manned the booth all four days and networked with code enforcement folks as well as CASEO executives. The individual meetings yielded an array of new contacts as well as support from CASEO. I provided a 2-hour power point presentation in one of the 5 breakout workshops that was attended by over 40 code enforcement officers from 25 agencies. We hope to get future training sessions from the ones who couldn't attend due to commitments in other workshops. This was a great opportunity for CAMTC to network with professionals who essentially do some of the same work as the police officers do. We are looking forward to attending next year's conference in San Diego and continue building this relationship.

San Jose City Counsel Meeting, October 16

Ahmos and I traveled to the San Jose city counsel meeting in regards to their new massage ordinance. During the counsel meeting, I was able to meet with Chief of Police Elgardo Garcia, his Assistant Chief, Dave Knopf and discuss CAMTC's support for the ordinance update as well as PSD's free 2 hour training for their officers. At this point, I was introduced to Lieutenant Paul Messier and his vice sergeant Galen who run the day to day vice operations investigating illicit massage businesses (IMB's). They were very receptive to the training offer and understood its significance in removing human trafficking from these businesses. We are planning an upcoming training for this department.

Brea Police Department Training, November 1

Brea Police Department hosted a local training session for 5 neighboring agencies in regards to their IMB problems. 14 Officers attended and were very impressed with the new tools they now have. They have since gone out and performed several inspections.

Vacaville Police Department Training, November 2

Vacaville Detective Nicole King called me in a panic about providing training for her and other local police departments. It usually takes about 30 days to plan a training session but she did it in 2 weeks. I later found out that she as well as a number of new officers had taken over investigation of massage businesses in Vacaville and she and her officers were new to this. I was surprised to see a packed roll call room of 20 officers including 2 FBI agents as well as 2 Highway Patrol officers working a special assignment in regards to human trafficking. Three other cities joined Vacaville as well as the Chief of Police, John Carli. The training was well received and I think Vacaville officers feel better equipped for their new assignment.



Outreach Director Report

November 15, 2018

- Events, etc.
 - CACEO 2018 Annual Seminar on October 9th to 12th
 - Rick McElroy presentation to approximately 40 Code Enforcement Officers
 - Booth discussions w/CAMTC leadership led to follow up outreach by Rick
 - CAMTC handouts for the CACEO Mobile App and printed copies at booth
 - CAMTC No-Cost Training - flyer
 - Grappling With Illicit Massage Establishments? CAMTC Can Help – flyer
 - Understand Violations of CAMTC's Law – flyer
 - CAMTC's Help Combat Human Trafficking in California – brochure
 - Is your massage provider certified? – brochure
 - Relationship building by CAMTC leadership at all hospitality events
 - Meeting with CACEO's incoming President about possible future collaborations
 - Upcoming events
 - March 6th to 10th Cal Chiefs 2019 Annual Symposium in Santa Clara
 - Sept. 30th to Oct. 4th CACEO 2019 Annual Seminar in San Diego
 - Rick's and Beverly's commitment to sharing CAMTC's game-changer strategies are proving to be very effective, and events with booths are spreading the word quicker
- ESD Outreach
 - October 2018 CAMTC School Newsletter emailed to schools and posted on our website
 - CAMTC Monthly Schools Conference Call established November 7, 2018
 - FSMTB staff members on call to address questions about MBLEx
 - Announcement on our website and as an eBlast to CAMTC Approved Schools
 - Email reminder will be sent to CAMTC Approved Schools approximately three weeks before the conference call each month
- PSD Outreach
 - Coordinated with Rick about preparations for CACEO's 2018 Annual Seminar
 - Updated PSD outreach materials
- GA Outreach
 - Co-Created a PowerPoint presentation with/and for Beverly at the 50th Annual CMRTA Conference
 - Development stage of creating a 2019 GA presentation for Beverly to better inform local governments about customized revocable registrations and other draft model provisions



Proposed Schedule for CAMTC Board Meetings

- ⇒ February 28, 2019
- ⇒ May 30, 2019
- ⇒ September 11 & 12, 2019
- ⇒ November 20, 2019



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