

Performance Evaluation & Research Division (PERD)

PERD's Objectives:

To determine the continued need for the Board, to assess the Board's compliance with the Chapter 30 general provisions and other applicable laws, and to evaluate the Board's website for user-friendliness and transparency.

Key Recommendations:

The Board should be continued as currently regulated.

The Board should adhere to West Virginia Code §30-1-13 and §30-1-12(a) to keep the roster and register of all applicants as required.

The Board should consider utilizing the State Treasurer's lockbox system to further enhance internal controls and reduce the risk of fraud.

The Board should consider adding any user-friendly or transparency elements that it determines would further enhance its website, register the website for a ".gov" domain, and implement HTTPS encryption.

September 2026

Regulatory Board Review: The West Virginia Massage Therapy Licensure Board

Agency Purposes:

The purpose of the Board is to regulate massage therapy establishments, and the profession of massage therapy by issuing licenses to massage therapists who meet the educational requirements for licensure as stipulated in W. Va. Code 30-37-7. The Board is authorized to require continuing education, propose rules, set fees, and proceed with disciplinary action when necessary.

What Did PERD Find?

PERD found that the Board is financially self-sufficient and complies with most general provisions of Chapter 30. Recent legislative changes to the Board's enabling statute make the continuation of the Board necessary to protect the public.

Massage Therapy Licensure Board Budget Information FY 2021 through FY 2025					
Fiscal Year	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	End-of-Year Cash as a Percentage of Annual Expenditures
2021	\$198,217	\$121,330	\$139,058	\$180,489	130%
2022	\$180,489	\$138,245	\$140,793	\$177,941	126%
2023	\$177,941	\$110,425	\$144,849	\$143,517	99%
2024	\$143,517	\$138,005	\$130,398	\$151,124	116%
2025	\$151,124	\$128,119	\$141,595	\$137,647	97%
Average	\$170,257	\$127,225	\$139,339	\$158,143	114%
Source: OASIS WV-FIN-GL-151 Cash Balance report. PERD calculations of percentages and averages.					

PERD also found the following:

- The Board regulated 1,142 active massage therapists in FY 2025, showing an increase of approximately 10 percent from FY 2021.
- The Board received 28 complaints from FY 2021 through FY 2025. Most complaints involved unprofessional/unethical conduct or alleged unlicensed practice.
- The Board is financially self-sufficient. Its year-end cash balance ranged from 97 to 130 percent of annual expenditures during FY 2021 through FY 2025.
- The Board complies with most general provisions of Chapter 30; however, there are areas that need improvement.
- The Board has one vacant seat and four members serving on expired terms.
- The Board's website contains 8 of the 12 statutorily required items but lacks a secure, ".gov" domain and HTTPS encryption.

Office of the Legislative Auditor, Performance Evaluation and Research Division