



**CALIFORNIA**  
MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 320 | Sacramento, CA 95814

tel 916.669.5336 fax 916.444.7462 [www.camtc.org](http://www.camtc.org)

Sent and Posted: February 3, 2012

### **Notice and Agenda**

**Board of Directors Meeting  
Wednesday, February 15th, 2012  
Radisson Hotel at Los Angeles Airport  
6225 W. Century Blvd., Los Angeles, CA 90045  
9:30 a.m.**

1. Call to order/Roll call
2. Introduction of Mr. Christian Pezza to the Board as Hands On Trade Association new appointee(Calvert)
3. Review and approval of representations made by appointing entities' qualifications (CEO)
4. Seating of new appointees and update regarding current appointees exceeding three years terms (CEO)
5. Board appointment of Ms. Roberta Rolnick as a Board appointed director (Dixon)
6. Annual elections of officers (general counsel)
7. Board members' terms and possible staggering options (Benson)
8. Approval of minutes for December 7, 2011 and January 11, 2012 meetings
9. CEO report
  - a. Operations- Improvements of applicants and certificate holders experience
  - b. Fiscal viability- 2011 auditors' reports update and initial report for 2012
  - c. Outreach update- temporary suspension of marketing initiatives
  - d. Federation of State Massage Therapy Boards Continuing Competence
10. Treasurer's report-contingent on auditors' review of 2011 financial statements
11. Audit Committee- requirements, Chair's appointment and population (CEO)

12. Closed session with CAMTC legal counsel pursuant to CA Government Code Section 11126(e)
13. Staff proposed policy regarding schools (CEO)
14. Reconsider and vote on exam approval for the MBLEx and NESL option (Smith)
15. Director of Governmental Affairs and Special Projects Report
  - a. New consumer complaint protocols and reports
  - b. Local Government- Update on implementation of state law
  - c. Cleanup legislation update, stakeholder concerns
  - d. Other updates
16. Sunset Review- Introduction to process and dates (GA Director)
17. Increase public transparency and stakeholders input- new notices policy (Dixon)
18. Resource Planning Task Force- study group for long term planning (Schroeder)
19. In house counsel- search and hiring update (CEO)
20. Revaluation of management contract with AMG for 2012 (CEO)
21. Hearing filing fees policy- impact on PSD workload update (CEO)
22. IT: Discussion regarding IT Board responsibility and input (Dr. Schwinghamer)
23. Employee handbook
24. Closed Session regarding the appointment, employment, evaluation of performance, or dismissal of an employee pursuant to CA Government Code Section 11126(a)
25. Return from closed session and announce any action taken during item number 24
26. Issues and scheduling for March Board call and April Board meeting
27. Adjourn

*All agenda items are subject to discussion and possible action.*

*Requests for more information, or to make a request regarding a disability-related modification or accommodations for the meeting, please contact Sheryl LaFlamme at (916) 669-5336 or One Capitol Mall, Suite 320 Sacramento CA 95814 or via email at [camtc@amgroup.us](mailto:camtc@amgroup.us).*

*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>.*

California Massage Therapy Council

February 1, 2012

I, Judi Calvert President of the Hands-On Trade Association am submitting the name of Christian Pezza President of the Shiatsu Massage School of California and Tao Healing Arts Center in Santa Monica, California as the second Hands-On Trade Association representative to the Board of Directors of the California Massage Therapy Council.

Judi Calvert

**Christian Pezza**

2309 Main St., Santa Monica, CA

310-910-1429

[cpezza@gmail.com](mailto:cpezza@gmail.com)

**Work Experience**

- Management and ownership at the Tao Healing Arts Center, Santa Monica, CA Since November 2006 to present.
- Voluntary daily operations and management of Shiatsu Massage School of California Since February 2007 to present.
- Licensed Massage Therapist and CAMTC cert #110 Since 2005 to present
- IT Manager and Consultant Since 1998 to 2004
- TV and Film Post-production, Computer Graphics and Animation Since 1997 to 2005

**Education**

- Shiatsu Massage School of California, Santa Monica, CA Graduated in 2005
- Institute of Graphic Arts, Parma, Italy Graduated in 1996

**Present Activities**

- Board member of Shiatsu Massage School of California, non-profit organization
- Promoting business ethics to the Chinese American massage community
- Facilitating massage education for the vision impaired between the Braille Institute and Shiatsu Massage School of California.
- Teaching Ethics, Legal, and Business classes at Shiatsu Massage School of California.

**References**

- Grand Master Dr. DoAnn T. Kaneko, (310) 459-7239
- Dr. Vincent Medici, (310) 589-0910
- Lana Sontag (310) 382-0498





## **MEMO**

TO: Board of Directors

FROM: Ahmos Netanel, Chief Executive Officer

DATE: February 7, 2012

RE: Qualifications of appointing entities

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According to the draft (unapproved) minutes on December 7, 2011 the Board adopted the following motion:

### **Board Members' Terms and Qualifications**

#### **Motion 8**

Benson/Smith – Entities' (Assn of Massage Schools and Assn of Independent Member Professionals) ability to appoint member to Board is subject to specific qualifications.

Friendly Amendment – Schroeder – Propose Associations (Assn of Massage Schools and Assn of Independent Member Professionals) to be given choice of proving qualification by either:

1. Submitting a list in confidence that shows compliance, or
2. Allowing records to be audited on site

Benson - Associations must provide list of schools that are members in association.

### **MOTION PASSES**

On January 5, 2012 the CEO sent letters to all entities who appointed directors in February 2009. State law delineate between two different type of appointing entities:

1. Entities which are mentioned by name
2. Entities that must meet specific criteria to be eligible to make appointments to the Board

The letter to the first group informed these entities that they are eligible to make another appointment for a three-year term to the Board.

The letter to the second group spelled out specific protocols for them to follow in order to qualify as well as requested the name of their appointee or appointees.

Three sample letters are attached to this memo.

We received responses from all the entities that needed to qualify:

- Associated Bodywork and Massage Professionals (ABMP)
- American Massage Therapy Association – California Chapter (AMTA-CA)
- California Massage Schools Association (CAMSA)
- California Association of Private Postsecondary Schools (CAPPS)
- Association of Private Sector Colleges and Universities (APSCU)

The CEO and General Counsel reviewed the letters.

**RECOMMENDED ACTION:** That the Board review the letters from the above five entities and determine if the representations made are satisfactory.

(Attached 8 documents)



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January 5, 2012

To: Les Sweeney, President  
Associated Bodywork and Massage Professionals

From: Ahmos Netanel, CEO  
California Massage Therapy Council

Re: Appointment of CAMTC Board Seats

As you know, ABMP previously qualified for two seats on the CAMTC Board of Directors. Your current appointees are Bob Benson and Roberta Rolnick, whose three-year terms on the board will expire in February 2012.

The process to appoint board seats for the new term beginning in 2012 is two-fold. First, ABMP must confirm that it remains qualified under CAMTC's statute to appoint board members. Second, if still qualified, ABMP must formally appoint its two representatives in writing. Your current appointees may be re-appointed, or you may appoint new individuals to one or both seats.

To qualify as an appointing entity, ABMP must show that it is a professional society, association, or other entity whose membership is comprised of massage therapists. ABMP must also show that it has had at least 1,000 dues-paying members in California for the last three years, and must have bylaws that require its members to comply with a code of ethics. ABMP may submit evidence of the above requirements directly to CAMTC in writing, or you may sign a sworn declaration under penalty of perjury attesting to the foregoing qualifications and allowing CAMTC to audit ABMP's books for verification. Written evidence or the sworn declaration regarding eligibility must be submitted to CAMTC (via email to Sheryl LaFlamme at [slaflamme@amgroup.us](mailto:slaflamme@amgroup.us)) no later than February 1, 2012 if you wish to appoint for the new term.

Thank you for ABMP's participation on the CAMTC board over the past three years. We look forward to hearing from you regarding the re-appointment process. Please don't hesitate to call me at 310-826-4594 if you have any questions.



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January 5, 2012

To: Harris Miller, CEO/President  
Association of Private Sector Colleges and Universities (APSCU)

From: Ahmos Netanel, CEO  
California Massage Therapy Council

Re: Appointment of CAMTC Board Seat

As you know, APSCU previously qualified to appoint a seat on the CAMTC Board of Directors. APSCU's current appointee is Dr. Paul Schwinghamer, whose three-year term on the board will expire in February 2012.

The process for APSCU to appoint a board seat for the new term beginning in 2012 is two-fold. First, APSCU must confirm that it remains qualified under CAMTC's statute to appoint a board member. Second, if still qualified, APSCU must formally appoint its representative in writing. Dr. Schwinghamer may be re-appointed, or you may appoint a new individual to represent APSCU.

To qualify as an appointing entity, APSCU must show that it is a statewide association of private postsecondary schools incorporated on or before January 1, 2010, whose member schools have together had at least 1,000 graduates in each of the previous three years from massage therapy programs meeting the approval standards set forth in subdivision (a) of Section 4600 of the California Business and Professions Code.

APSCU may submit evidence of the above requirements directly to CAMTC in writing, or you may sign a sworn declaration under penalty of perjury attesting to the foregoing qualifications and allowing CAMTC to audit APSCU's books for verification. Written evidence or the sworn declaration regarding eligibility must be submitted to CAMTC (via email to Sheryl LaFlamme at [slaflamme@amgroup.us](mailto:slaflamme@amgroup.us)) no later than February 1, 2012 if you wish to appoint for the new term.

Thank you for APSCU's participation on the CAMTC board over the past three years. We look forward to hearing from you regarding the re-appointment process. Please don't hesitate to call me at 310-826-4594 if you have any questions.



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January 5, 2012

To: Chris McKenzie, Executive Director  
League of California Cities

From: Ahmos Netanel, CEO  
California Massage Therapy Council

Re: Appointment of CAMTC Board Seat

As you know, your office is entitled to appoint a director to the California Massage Therapy Council's Board of Directors. Your current appointee is Mike Callagy, whose current term is ending in February 2012.

A new three year term is beginning in February 2012. You may either re-appoint Mr. Callagy, or you may appoint a new individual. Please provide either written confirmation that you are re-appointing Mr. Callagy for a new three year term, or send your new appointee's name and contact information to Sheryl LaFlamme at [slaflamme@amgroup.us](mailto:slaflamme@amgroup.us) no later than February 1, 2012.

Thank you in advance for your cooperation in this matter. Please don't hesitate to call me at 310-826-4594 if you have any questions.



Associated Bodywork & Massage Professionals

25188 Genesee Trail Rd, Ste 200  
Golden, CO 80401  
800-458-2267  
fax 800-667-8260  
www.abmp.com

January 12, 2012

Ahmos Netanel  
CAMTC  
One Capitol Mall, Suite 120  
Sacramento, CA 95814

RE: Appointment of CAMTC Board Seats

Dear Ahmos:

This letter is to request continuing recognition of Associated Bodywork & Massage Professionals (ABMP) as a professional association qualified to appoint representatives to the California Massage Therapy Council. ABMP currently has 12,486 practicing massage therapy members in California. At the end of 2010, ABMP had more than 11,000 practicing massage therapy members, and at the end of 2009, more than 10,000. In addition, I have included in this correspondence a copy of our Code of Ethics.

By my signature below I attest to the veracity of the above statement, and invite a representative of CAMTC to visit our office to review our member records should the need arise.

Regarding our representatives, I am re-appointing Bob Benson to another three-year term. My understanding is you have his qualifications and resume on file. We are replacing Roberta Rolnick with Jean Robinson, ABMP's Government Relations Director. Enclosed is her resume.

Should you have any questions, please do not hesitate to contact me.

Regards,

Les Sweeney, NCTM  
President





## Associated Bodywork & Massage Professionals

As a member of Associated Bodywork & Massage Professionals, I hereby pledge to abide by the ABMP Code of Ethics as outlined below.

# Professional Code of Ethics

### Client Relationships

- ☞ I shall endeavor to serve the best interests of my clients at all times and to provide the highest quality service possible.
- ☞ I shall maintain clear and honest communications with my clients and shall keep client communications confidential.
- ☞ I shall acknowledge the limitations of my skills and, when necessary, refer clients to the appropriate qualified health care professional.
- ☞ I shall in no way instigate or tolerate any kind of sexual advance while acting in the capacity of a massage, bodywork, somatic therapy, or esthetic practitioner.

### Professionalism

- ☞ I shall maintain the highest standards of professional conduct, providing services in an ethical and professional manner in relation to my clientele, business associates, health care professionals, and the general public.
- ☞ I shall respect the rights of all ethical practitioners and will cooperate with all health care professionals in a friendly and professional manner.
- ☞ I shall refrain from the use of any mind-altering drugs, alcohol, or intoxicants prior to or during professional sessions.

- ☞ I shall always dress in a professional manner, proper dress being defined as attire suitable and consistent with accepted business and professional practice.
- ☞ I shall not be affiliated with or employed by any business that utilizes any form of sexual suggestiveness or explicit sexuality in its advertising or promotion of services, or in the actual practice of its services.

### Scope of Practice/Appropriate Techniques

- ☞ I shall provide services within the scope of the ABMP definition of massage, bodywork, somatic therapies, and skin care, and the limits of my training.

I will not employ those massage, bodywork, or skin care techniques for which I have not had adequate training and shall represent my education, training, qualifications, and abilities honestly.

- ☞ I shall be conscious of the intent of the services that I am providing, and shall be aware of and practice good judgement regarding the application of massage, bodywork, or somatic techniques utilized.

- ☞ I shall not perform manipulations or adjustments of the human skeletal structure, diagnose, prescribe, or provide any other service, procedure, or therapy which requires a license to practice chiropractic, osteopathy, physical therapy, podiatry, orthopedics, psychotherapy, acupuncture, dermatology, cosmetology, or any other profession or branch of medicine unless specifically licensed to do so.

- ☞ I shall be thoroughly educated and understand the physiological effects of the specific massage, bodywork, somatic, or skin care techniques utilized in order to determine whether such application is contraindicated and/or to determine the most beneficial techniques to apply to a given individual. I shall not apply massage, bodywork, somatic or skin care techniques in those cases where they may be contraindicated without a written referral from the client's primary care provider.

### Image/Advertising Claims

- ☞ I shall strive to project a professional image for myself, my business or place of employment, and the profession in general.
- ☞ I shall actively participate in educating the public regarding the actual benefits of massage, bodywork, somatic therapies, and skin care.
- ☞ I shall practice honesty in advertising, promote my services ethically and in good taste, and practice and/or advertise only those techniques for which I have received adequate training and/or certification. I shall not make false claims regarding the potential benefits of the techniques rendered.

**Jean Robinson**  
3553 S. Hudson Street  
Denver, CO 80237  
303-598-0514  
jean@statement.net

Summary of Qualifications: Documented success in policy development, policy analysis, lobbying, communication and collaboration. Consistent and competent track record of successful legislative efforts, including the rulemaking process for law implementation. Open-minded, great sense of humor enjoys working.

**January 2006 – present**  
**Government Relations Director**

**Associated Bodywork & Massage Professionals (ABMP)**

*Associated Bodywork & Massage Professionals (ABMP) is a national membership association that provides comprehensive liability insurance, legislative advocacy, and practice support for massage/bodywork practitioners and students. Founded in 1987, ABMP is now the largest massage therapy membership organization in the country with more than 79,000 members.*

**Policy analysis and development:** Responsible for researching and analyzing legislative, regulatory, certification and accreditation affairs relating to the massage therapy profession. The primary area of action is state-by-state regulation and licensing, but national and local regulatory issues are addressed as well; bills also include worker's compensation, auto insurance regulation, and health insurance reimbursement. Develop issue briefs, bill summaries, and alerts and updates to members (approximately five notices distributed monthly to at least a portion of membership). Formulate and articulate policy positions for the organization.

**Lobbying:** Provide and organize testimony at state legislatures, including Colorado, on bills affecting the massage therapy profession. Work with legislators and staff to successfully draft legislation to benefit our members and the public. Work with legislative sponsors and other members of state legislatures throughout the country.

**Collaboration:** Cooperate with other professional associations and their lobbyists, as well as the competing massage therapy association in order to successfully pass legislation. Negotiate on elements in legislative proposals such as entry-level requirements and build consensus, which is essential to passing legislation. Coordinate with ABMP members who volunteer at significant legislative events across the U.S.

**Representation:** Serve as spokesperson for the organization in public forums, including legislative testimony, national conventions, panel discussions, and media interviews relating to massage laws and legislation.

**Communication with members:** Communicate regularly with 78,000 ABMP members regarding legislation and regulatory decisions affecting their practice. Develop and disseminate member surveys to gauge members' legislative wants and needs. Respond to member telephone and email inquiries regarding government relations. Maintain and update the government relations section of the association website. Utilize MagnetMail for email blasts and updates to members and staff. Write articles for member newsletter.

**Educate association peers:** Inform ABMP colleagues of legislative news to empower them to relay appropriate information to association members on an as-needed basis.



**March 2004 – January 2006**  
**Organizing Director**  
**Colorado Consumer Health Initiative (CCHI)**

*The Colorado Consumer Health Initiative is a unified, statewide organization of consumers and consumer advocates whose goal is to ensure barrier-free access to quality healthcare for all Coloradans.*

**Policy analysis and development:** Analyze health care legislation at the state and federal level; develop issue briefs and fact sheets that clearly express the issue and the position of CCHI. Conduct in-depth research on health and budget related issues throughout the country to seek creative ways to expand access to health care. Identify and analyze legislation related to self-sufficiency such as taxes, food assistance, child-care, and housing, and how it could relate to the low-income families and their access to health care.

**Advocacy and lobbying:** Testimony at the state legislature on health care bills such as balance billing. Lobby state and federal representatives to ensure that the consumer voice is recognized and the position of CCHI is clear. Train consumers who are not lobbyists to testify at the state legislature and to meet with their federal representatives with confidence.

**Community organizing and education:** Develop and implement a strategic organizing and education plan to involve communities outside of Denver to participate in policy decisions advocated by CCHI. Develop and present Power Point presentations on subjects including: Advocacy 101, Health Care Systems, and Colorado's State Budget.

**Administration:** Grant writing and reporting, management over my program budget, management of the member database, and timely response to member questions regarding policy.

**Campaign development:** Develop strategy for community education in targeted communities for successful political campaigns that have increased health care financing in the state.

Referendum C: Present to 22 organizations and community groups in Grand Junction, Montrose, and Durango on the budget crisis facing the state and the need for Referendum C to pass to meet the current needs of the state.

Amendment 35: (A tax on tobacco to create a designated source of income for health care programs.) Responsible for strategic precinct mapping, recruiting and training volunteers, and outreach for organizational support for all areas south of Denver. Serve as spokesperson in more than forty debates and community forums.

**Communication with members:** Write action alerts on legislation and utilize GetActive advocacy program to generate calls and emails to decision makers to strengthen the position of CCHI. Participate in CCHI policy committee meetings. Serve as the CCHI representative at coalition legislative advocacy meetings, such as the All Families Deserve a Chance (AFDC) Coalition, Colorado Progressive Coalition (CPC), Colorado Children's Campaign (CCC), Colorado Coalition for the Homeless (CCH), and Colorado Social Legislation Committee (CSLC).

**August 2000 – March 2004**  
**Associate Director**  
**Denver Urban Ministries (DenUM)**

*Denver Urban Ministries inspires hope as an advocate and trusted provider of needed services. DenUM meets people in crisis in Outreach Services, develops self-sufficiency*

*through Job Services, strengthens the community through Advocacy, and fosters awareness and growth through Urban Education.*

**Policy analysis:** Identify and analyze legislation related to self-sufficiency such as employment, food assistance, child-care, incarceration and reintegration, and housing, and how it could affect DenUM's low-income clientele. Participate in coalition meetings such as: All Families Deserve a Chance (AFDC) Coalition, Colorado Coalition for the Homeless (CCH), Colorado Social Legislation Committee (CSLC), and the Colorado Criminal Justice Reform Coalition (CCJRC). Strategize with fellow coalition members

**Advocacy and lobbying:** Provide testimony at the state legislature on bills relating to DenUM clientele. Lobby legislators to ensure that voices of the disenfranchised were heard.

**Representation:** Regular public speaking engagements in local churches and throughout the community as DenUM's spokesperson.

**Program management:** Team-oriented leader. Manage DenUM's Job Center and education/advocacy programs including the direct supervisor of 5 employees. Management of the organization's budget, administration of federal rental assistance grants, and energy assistance grants.

**Bookkeeping:** Implement a new computerized bookkeeping system (Quickbooks) for increased efficiency in managing a \$500,000 budget. Duties included management of this system, maintaining donor files, and all of DenUM's bookkeeping (accounts payable and receivable, payroll, taxes, generating reports, Enterprise Zone tax credit reporting).

**Fundraising and marketing:** Develop several new fundraising opportunities for DenUM, such as: a silent auction, t-shirt sales, development of a youth poverty education program. Organize annual meeting. Responsible for website development and advocacy action alert system. Produce quarterly newsletter and annual report.

## **Education**

Northern Arizona University  
Bachelor of Science, 1989  
Dental Hygiene

Colorado Institute of Leadership Training, 2004

*The Colorado Institute for Leadership Training brings together emerging progressive leaders from the private, non-profit, and public sectors to travel Colorado, build their leadership skills, learn about the issues, policies and the people of this great state, and become engaged citizens.*

## **Other Skills**

Excellent Internet research skills.

Computer skills: Proficient in Microsoft Office (including Word, Excel, Access, Publisher, and PowerPoint), Quickbooks, and MagnetMail. Experience with FoxPro, GetActive database, working with a web-developer/designer, and web-based database.

References provided by request.



amta  
american **massage therapy** association\*

DOCUMENT 3.6

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email: [info@amtamassage.org](mailto:info@amtamassage.org) | web: [www.amtamassage.org](http://www.amtamassage.org)

January 23, 2012

Ahmos Netanel  
CAMTC  
One Capital Mall, Suite 120  
Sacramento, CA 95814

Re: Appointment of CAMTC Board Seats

Dear Ahmos,

This letter is to request continuing recognition of the American Massage Therapy Association (AMTA) as a professional association qualified to appoint representatives to the California Massage Therapy Council. AMTA currently has 3,143 massage therapy members in California. The number of members in California has been consistent for several years. For your information, I have attached a copy of our Code of Ethics.

By my signature below I attest to the veracity of the above statement under penalty of perjury under the laws of the State of California.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Shelly Johnson  
AMTA Executive Director

## amta board of directors

**President** Glenath Moyle | **President-Elect** Cynthia Ribeiro | **Immediate Past President** Kathleen Miller-Read  
**Vice Presidents** Winona Bontrager, Nancy Porambo, Jeff Smoot | **Members-at-Large** Kathie Lea, Rachel Mann,  
Maureen A. Moon, Joan Nichols, Ed Sansbury, Dolly Wallace | **Executive Director** Shelly Johnson



amta  
american **massage therapy** association®

## code of ethics for **massage therapists**

This Code of Ethics is a summary statement of the standards of conduct that define ethical behavior for the **massage therapist**. Adherence to the Code is a prerequisite for admission to and continued membership in the Association.

**Principles of Ethics.** The Principles of Ethics form the first part of the Code of Ethics. They are aspirational and inspirational model standards of exemplary professional conduct for all members of the Association. These Principles should be not regarded as limitations or restrictions, but as goals for which members should constantly strive.

**Massage therapists/practitioners shall:**

1. Demonstrate commitment to provide the highest quality massage therapy/bodywork to those who seek their professional service.
2. Acknowledge the inherent worth and individuality of each person by not discriminating or behaving in any prejudicial manner with clients and/or colleagues.
3. Demonstrate professional excellence through regular self-assessment of strengths, limitations, and effectiveness by continued education and training.
4. Acknowledge the confidential nature of the professional relationship with clients and respect each client's right to privacy within the constraints of the law.
5. Project a professional image and uphold the highest standards of professionalism.
6. Accept responsibility to do no harm to the physical, mental and emotional well-being of self, clients, and associates.

**Rules of Ethics.** The Rules of Ethics are mandatory and direct specific standards of minimally-acceptable professional conduct for all members of the Association. The Rules of Ethics are enforceable for all association members, and any members who violate this Code shall be subject to disciplinary action.

**Massage therapists/practitioners shall:**

1. Conduct all business and professional activities within their scope of practice and all applicable legal and regulatory requirements.
2. Refrain from engaging in any sexual conduct or sexual activities involving their clients in the course of a massage therapy session.
3. Be truthful in advertising and marketing, and refrain from misrepresenting his or her services, charges for services, credentials, training, experience, ability or results.
4. Refrain from using amta membership, including the amta name, logo or other intellectual property, or the member's position, in any way that is unauthorized, improper or misleading.
5. Refrain from engaging in any activity which would violate confidentiality commitments and/or proprietary rights of amta or any other person or organization.



February 2, 2012

Dixie Wall, Chair of CAMTC Board of Directors  
One Capitol Mall, Suite 320  
Sacramento, CA 95814

Subject: Appointment of AMTA-CA Representatives

Dear Dixie Wall,

The AMTA-CA Chapter Board has ratified my appointment of Mark Dixon and Deb Tuck as the AMTA-CA representatives to the CAMTC Board of Directors for three year terms.

The resumes of both should be on file at the CAMTC office.

Very best regards,

A handwritten signature in black ink that reads 'Melissa Martinie Colburn'. The signature is written in a cursive, flowing style.

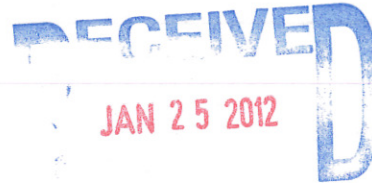
Melissa Martinie Colburn, President AMTA-CA

cc: Sheryl LaFlamme, Operations Manager CAMTC



January 20, 2012

California Massage Therapy Council  
One Capitol Mall, Suite 320  
Sacramento, CA 95814



Dear Ms. Sheryl LaFlamme,

The California Massage Schools Association, Inc. (CAMSA) is pleased to re-appoint Dr. Ben Drillings as its representative for the CAMTC Board.

CAMSA confirms that it remains qualified under CAMTC's requirements to have a seat on the CAMTC Board of Directors.

CAMSA is a statewide association of private postsecondary schools and has incorporated prior to January 1, 2010.

CAMSA's members schools contain more than a thousand graduates from massage therapy programs in each of the previous three years.

Enclosed with this letter, you will find a partial list of CAMSA's members.

As an officer of the corporation, I am attesting to the foregoing qualification and will allow CAMTC to audit CAMSA's books relative to the qualifications.

This letter is signed under penalty of perjury under the laws of the state of California.

Sincerely,

A handwritten signature in black ink, appearing to read "Lilah Drillings". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Lilah Drillings

CFO

California Massage Schools Association

**Partial 2012 CAMSA Members List**

| <b>Massage Schools</b>                           | <b><u>2009</u></b> | <b><u>2010</u></b> | <b><u>2011</u></b> |
|--|--------------------|--------------------|--------------------|
| 1 Academy of Holistic Health Arts                | 11                 | 23                 | 0                  |
| 2 Acupressure Institute                          | 89                 | 63                 | 54                 |
| 3 Advance Beauty College                         | 39                 | 66                 | 82                 |
| 4 Alhambra Medical University                    | 0                  | 0                  | 7                  |
| 5 Alive! Insitute of Therapeutic Massage         | 0                  | 8                  | 10                 |
| 6 Alta College                                   | 22                 | 17                 | 18                 |
| 7 American Liberty University - ALU              | 0                  | 5                  | 0                  |
| 8 Bellus Academy                                 | 29                 | 45                 | 25                 |
| 9 Calaveras College of Therapeutic Massage       | 26                 | 25                 | 14                 |
| 10 California Academy for the Healing Arts       | 23                 | 24                 | 20                 |
| 11 California Healing Arts College               | 78                 | 109                | 98                 |
| 12 Everest College - Alhambra                    | 43                 | 35                 | 45                 |
| 13 Fair Oaks Massage Institute                   | 0                  | 100                | 56                 |
| 14 Five Branches University                      | 0                  | 0                  | 50                 |
| 15 Healing Arts Institute                        | 214                | 172                | 124                |
| 16 Hendrickson Method Institute                  | 17                 | 16                 | 22                 |
| 17 Holistic Life Institute                       | 55                 | 75                 | 85                 |
| 18 International Professional School of Bodywork | 49                 | 70                 | 70                 |
| 19 Just For Your Health College of Massage       | 80                 | 94                 | 68                 |
| 20 LifeStream Massage School                     | 0                  | 13                 | 36                 |
| 21 Loving Hands Institute of Healing Arts        | 40                 | 24                 | 35                 |
| 22 McKinnon BTC                                  | 91                 | 105                | 103                |
| 23 Meridian Insitute                             | 4                  | 6                  | 0                  |
| 24 Monterey Institute of Touch, Inc.             | 42                 | 39                 | 40                 |
| 25 Ojai School of Massage                        | 35                 | 35                 | 38                 |
| 26 Pacific College of Oriental Medicine          | 36                 | 18                 | 27                 |
| 27 Santa Barbara Body Therapy Institute          | 46                 | 39                 | 34                 |
| 28 School of Shiatsu and Massage                 | 17                 | 24                 | 43                 |
| 29 Shiatsu Massage School of California          | 41                 | 63                 | 0                  |
| 30 Southern California Health Institute          | 46                 | 66                 | 75                 |
| 31 Sunset College of the Healing Arts            | 105                | 101                | 9                  |
| 32 Triton Institute                              | 25                 | 32                 | 39                 |
| <b>Total=</b>                                    | <b>1303</b>        | <b>1512</b>        | <b>1327</b>        |



1101 Connecticut Avenue, NW, Suite 900, Washington, DC 20036

February 1, 2012

Ms. Sheryl LaFlamme  
California Massage Therapy Council  
One Capitol Mall, Suite 520  
Sacramento, CA 95814

Dear Ms. LaFlamme:

The Association of Private Sector Colleges and Universities ("APSCU") is pleased to re-appoint Dr. Paul Schwinghamer as the APSCU representative to the CAMTC Board of Directors.

APSCU hereby affirms, to the best of its knowledge, that APSCU remains qualified under CAMTC's requirements for appointing a member to the CAMTC Board of Directors.

APSCU (formerly the Career College Association) is a statewide and nationwide association of private postsecondary schools that incorporated prior to January 1, 2010.

Based upon the data submitted to CAMTC in February 2008 and enrollment trends at private sector colleges and universities between 2008 and 2012, APSCU believes to the best of its knowledge that member institutions in California have collectively graduated more than one thousand (1000) graduates from massage therapy programs in each of the previous three (3) years.

As an authorized representative of APSCU, I am attesting pursuant to California law the foregoing qualification for appointment of an APSCU member to the CAMTC Board of Directors.

Sincerely,

Brian C. Newman  
Director, State Affairs  
Phone: 202-336-6807





1100 K Street  
Suite 101  
Sacramento  
California  
95814

*Telephone*  
916.327-7500

*Facsimile*  
916.441.5507

January 23, 2012

TO: Ahmos Netanel, CEO  
California Massage Therapy Council

FROM: Paul McIntosh, Executive Director  
California State Association of Counties (CSAC)

SUBJECT: Appointment to CAMTC Board Seat

Thank you for the opportunity to once again appoint a director to the California Massage Therapy Council's Board of Directors.

CSAC would like to re-appoint Mr. Guy Fuson to a three-year term beginning February 2012.

January 31, 2012

Ahmos Netanel, CEO  
California Massage Therapy Council  
One Capitol Mall, Suite 320  
Sacramento, CA 95814

RE: Letter of Reappointment/Statement of Qualifying Student Numbers

Dear Mr. Netanel,

On January 5<sup>th</sup>, 2012 the California Association of Private Postsecondary Schools (CAPPS) received correspondence from your office in regards to Mr. Joe Bob Smith's reappointment for the California Massage Therapy Council's Board of Directors.

The Massage Therapy Council requested that the California Association of Private Postsecondary Schools (CAPPS) provide information that qualifies the Association to sit on the Council. The critical information being that CAPPS Member institutions have graduated over a cumulative 1,000 massage therapy students in the past three years, (2009, 2010 and 2011). We currently have 33 Member Institutions that offer massage training; the four Member Institutions listed below qualify CAPPS for a continuing membership on the Council.

**Statement of Qualifying Student Numbers:**

Massage Therapy Graduates:

| <b>School</b>                | <b>Accreditation Agency</b> | <b>2009</b> | <b>2010</b> | <b>2011</b> |
|------------------------------|-----------------------------|-------------|-------------|-------------|
| Carrington College           | WASC                        | 670         | 663         | 670         |
| Four-D College               | ABHES                       | 14          | 31          | 36          |
| National Holistic Institute  | ACCET                       | 472         | 569         | 610         |
| National Polytechnic College | ACCSC                       | 48          | 44          | 35          |
|                              |                             | <b>1204</b> | <b>1307</b> | <b>1351</b> |

As part of this qualification process we ask that the Council reappoint current member Mr. Joe Bob Smith of the National Holistic Institute to the CAMTC's Board of Directors for another term of office starting February 2012.

**Overall Statement of Veracity:**

I am the Executive Director of the California Association of Private Postsecondary Schools (CAPPS). To the best of my information and belief, the information contained in this letter is accurate and truthful.

Submitted: January 31, 2012



Robert W. Johnson, Executive Director  
California Association of Private Postsecondary Schools (CAPPS)

Cc: Joe Bob Smith, National Holistic Institute  
Mason Myers, National Holistic Institute



TO: Board of Directors

FROM: Ahmos Netanel, Chief Executive Officer

DATE: February 7, 2012

RE: Board appointees - new and continuing

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According to the appointment letters received by CAMTC the following entities appointed the following directors:

- ABMP- Bob Benson and Jean Robinson
- AMTA-CA- Mark Dixon and Deborah Tuck
- CAMSA- Dr. Ben Drillings
- CAPPS- Joe Bob Smith
- APSCU- Dr. Paul Schwinghamer

No appointment letters were received from any other entity. Pursuant to section 3 (see below) of CAMTC's bylaws the following three directors may maintain their directorship until such time that a successor is appointed and qualified:

- Deputy Police Chief Michael Callagy (League of California Cities)
- Guy Fuson (CSAC)
- Dr. Michael Sheps (DCA)

Section 3. Term of Office; Term limits. The term of office of each director shall be three (3) years and until a successor has been appointed and qualified. There shall be no limit on the number of terms a director may serve if he or she remains qualified and appointed to the Board. The Board may stagger the terms of the initial directors using any reasonable method.

# ROBERTA ROLNICK

3318 Christmas Tree Lane • Bakersfield, California 93306  
 PHONE: 661.361.0560 • E-MAIL: RobertaRolnick@aol.com

**Roberta was a member of the SB 731 Implementation Working Group in 2008. She's been a Board Member of the California Massage Therapy Council (CAMTC) since February 2009. Currently she is a CAMTC Executive Board Member and works diligently as the CAMTC Outreach Liaison.**

## PROFESSIONAL EXPERIENCE – 20 YEARS IN THE MASSAGE INDUSTRY

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|  |                 |
|--|-----------------|
| <b>CAMTC Founding Board Member</b> ~ California Massage Therapy Council – Sacramento, CA           | 2009 to present |
| <b>Family Caregiver</b> ~ Retired to take care of parents – Bakersfield, CA                        | 2009 to present |
| <b>Startup Day Spa Owner</b> ~ Spa 1805 Massage & Wellness – Bakersfield, CA                       | 2009 to 2010    |
| <b>Spa Consultant &amp; Trainer</b> ~ EuroPhoria Medical & Personal Spa – Bakersfield, CA          | 2007 to 2008    |
| <b>Private Practice Certified Massage Therapist</b> ~ Xscape Salon & Day Spa – Bakersfield, CA     | 2007 to 2008    |
| <b>Resort Retail Manager/Buyer and Assistant Spa Director</b> ~ The Bishop's Lodge – Santa Fe, NM  | 2004 to 2006    |
| <b>Resort Spa Director</b> ~ Mandalay Bay Resort & Casino – Las Vegas, NV                          | 2003 to 2004    |
| <b>Resort Spa Supervisor</b> ~ Ojai Valley Inn & Spa – Ojai, CA                                    | 2002 to 2003    |
| <b>Government Marketing Specialist</b> ~ Employers' Training Resource – Bakersfield, CA            | 2001 to 2002    |
| <b>Cloistered Retreat</b> ~ Santa Cruz, CA   | 1998 to 2001    |
| <b>Resort Certified Massage Therapist</b> ~ Hilton Waikoloa Village Resort – Waikoloa, HI          | 1996 to 1997    |
| <b>Resort Spa Director</b> ~ Royal Kona Resort – Kona, HI  | 1994 to 1996    |
| <b>Clinical Director/Owner</b> ~ Massage By Robbie & Friends, Acupuncture & Herb Clinic – Kona, HI | 1989 to 1994    |
| <b>Instructor of Deep Tissue Massage</b> ~ Hawaiian Islands School of Body Therapies – Kona, HI    | 1990 to 1992    |
| <b>Clinical Manager and Massage Therapist</b> ~ BioDynamics Integration – Kona, HI                 | 1981 to 1989    |

## ADDITIONAL INFORMATION

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|  |   |
|--|---|
| <b>CAMTC Certified</b>                             | <b>CMT #4, September 2009 to present</b>      |
| <b>Member of ABMP</b>                              | <b>ABMP #131363, 1993 to present</b>          |
| <b>Hawaii State Licensed Massage Therapist</b>     | <b>License MAT-1469, 1984 to present</b>      |
| <b>Bakersfield Massage/Bodywork Permit</b>         | <b>H.O.P. Permit, 2007 to 2010</b>            |
| <b>County of Kern Independent Massage Type C</b>   | <b>Authorized, 2007 to 2010</b>               |
| <b>Freeman Group Hospitality Standards Trainer</b> | <b>2005 Certified by Patrick O'Bryan, COO</b> |
| <b>Aston-Mechanics Trainer</b>                     | <b>2003 Certified by Founder Judith Aston</b> |

## EDUCATION

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Zen Shiatsu Training ~ 2003  
 Aston Therapeutics I and II ~ 2002  
 Aston Sports Therapy Intensive ~ 1989  
 BodyMind College ~ 1984 to 1989  
 Way of the Warrior Training ~ 1985  
 Honolulu School of Massage ~ 1983

## ARTICLE VI. OFFICERS

Section 1. Officers of the Corporation. The elected officers of the corporation shall be a Chairperson, Vice-Chairperson, Secretary, and Treasurer. The offices of Secretary and Treasurer may be combined and held by one director in the discretion of the Board. If combined, the office shall be known as the "Secretary/Treasurer". All officers must be directors. The CEO, if any, shall be an officer but not an elected officer.

Section 2. Election of Officers. The elected officers of the corporation shall be elected by the Board from among its directors at the annual meeting.

Section 3. Terms of Office; Term Limits. Officers shall serve at the pleasure of the Board for one-year terms. There is no limit on the number of terms an officer may serve if he or she is a director and continues to be elected to an officer position by the Board.

Section 4. Removal of Officers. Any elected officer may be removed at any time, with or without cause, by a majority vote of the Board at any properly called meeting where a quorum is present.

Section 5. Resignation of Officers. An officer may resign at any time by giving written notice to the Chairperson or the Secretary. The resignation shall take effect as of the date the notice is received or at any later time specified in the notice and, unless otherwise specified in the notice, the resignation need not be accepted to be effective.

Section 6. Vacancies in Office. A vacancy in any office because of death, resignation, removal, disqualification, or any other cause shall be filled by a majority vote of the directors present at any annual or special meeting of the Board where a quorum is present. The individual filling a vacant officer position shall serve until the end of the term of the officer whose vacancy he or she is filling.

Section 7. Responsibilities of Officers.

(a) Chairperson. The Chairperson of the Board shall preside at meetings of the Board and shall exercise and perform such other powers and duties as the Board may assign from time to time. If there is no CEO, the Chairperson of the Board shall also be the Chief Executive Officer and shall have the powers and duties of the CEO of the corporation prescribed by these Bylaws.

(b) Vice-Chairperson. If the Chairperson is absent or disabled, the Vice-Chairperson shall perform all duties of the Chairperson. When so acting, the Vice-Chairperson shall have all powers of and be subject to all restrictions on the Chairperson. The Vice-Chairperson shall have such other powers and perform such other duties as the Board or the Bylaws may prescribe.

(c) Secretary.

(i) Book of Minutes. The Secretary shall keep or cause to be kept, at the corporation's principal office or such other place as the Board may direct, a book of minutes of all meetings, proceedings, and actions of the Board, and committees of the Board. The minutes of meetings shall include the time and place that the meeting was held, whether the meeting was annual or special,

and, if special, how authorized, the notice given, and the names of those present at the Board and committee meetings. The Secretary shall keep or cause to be kept, at the principal office in California, a copy of the Articles of Incorporation and the Bylaws, as amended to date.

(ii) Notices, Seal, and Other Duties. The Secretary shall give, or cause to be given, notice of all meetings of the Board and of its committees required by these Bylaws. The Secretary shall keep the corporate seal, if any, in safe custody and shall have such other powers and perform such other duties as the Board or the Bylaws may prescribe.

(iii) If the Chairperson and Vice-Chairperson are both absent or unable to serve, the Secretary shall perform all the duties of the Chairperson. When so acting, the Secretary shall have all powers of and be subject to all restrictions on the Chairperson.

8

Board;

(b) committee;

(c)

(d) Treasurer.

(i) Books of Account. The Treasurer shall keep and maintain, or cause to be kept and maintained, adequate and correct books and accounts of the corporation's properties and transactions. The Treasurer shall send or cause to be given to the directors such financial statements and reports as are required to be given by law, by these Bylaws, or by the Board. The books of account shall be open to inspection by any director at all reasonable times.

(ii) Deposit and Disbursement of Money and Valuables. The Treasurer shall deposit, or cause to be deposited, all money and other valuables in the name and to the credit of the corporation with such depositories as the Board may designate, shall disperse the corporation's funds as the Board may order, shall render to the Chairperson, the CEO, if any, and the Board, when requested, an account of all transactions as Treasurer and of the financial condition of the corporation, and shall have such other powers and perform such other duties as the Board or the Bylaws may prescribe.

(e) Chief Executive Officer. The CEO, if any, may be either an independent contractor/consultant or an at-will employee, as appropriate under law. The CEO, if any, shall be the chief executive officer and general manager of the Council and shall manage the corporation's day-to-day activities, affairs, and administration under the supervision of the Board. The CEO shall keep the Board apprised of significant matters relating to the operation of the corporation, its activities, employees, contractors, and financial condition. The CEO shall have such other powers and duties as the Board or the Bylaws may prescribe.

No Materials were received for this item



Draft minutes for December 7, 2011 and January 11, 2012 meetings will be sent separately to the Board by General Counsel



## **CEO Report**

**February 7, 2012**

### **CAMTC- three years old**

It has been 36 months since CAMTC's Board had its first meeting. Needless to say, much has been accomplished in that time. By the end of this month we are expecting certifications to exceed 30,000, and by the end of March, initial applications will probably exceed 40,000. While we are still facing various internal and external challenges, overall the organization is functioning well.

### **Operations**

As we entered 2012, our main focus has been improving applicants' and certificate holders' experience. At this point we are experiencing a temporary setback in our ability to provide great customer service. CAMTC received a very large response to the portals closing for CCMP's and grandfathering with less than 250 hours on December 31, 2011. Currently CAMTC has more than 969 applications that need to be entered (down from the 1,182 from the previous week). The re-certifications are averaging about 1000 a month and 43% of all received are paper and require input. Along with the applications are the live scans, which are two separate reports and transcripts, each of which can be one or more pages. This equates to 3,414 pieces of paper for these new applications as well as the application. Because the current staffing level is insufficient for those needs, AMG increased overtime beginning in November when the applications started to increase and incurred additional expenses of \$4,500. The CEO authorized \$4,800 in additional expenditure for the hiring of two temps to assist with initial application entry with the goal of bringing the backlog number down to one week's worth of applications (i.e. 200). We are analyzing various options involving staffing level, automation and protocols in order to increase the responsiveness of our call center and to shorten the turnaround time for new applications. (See attached memo from CAMTC's operations manager).

## **Fiscal Viability**

CAMTC is currently going through its annual audit (see attached engagement letter). The CEO has been working with the auditors with a target date of February 29, 2012 for conclusion of the audit.

### **2011 Financial Results:**

We slashed the projected deficit by more than 80% - projected deficit was \$577,975 and we ended up with \$110,823.

Cash operating balance was more than 300% above the projected cash on hand- we projected \$236,250 and ended up with \$771,822.

This financial performance was accomplished by exceeding projected revenues and by holding back expenses. The Board achieved its financial viability objective.

## **Outreach**

In an effort to make the website simpler and more user friendly, several pages that serve as first point of contact with prospective applicants were completely overhauled. We turned the pathway to certification flowchart from being a static document that focused on the certificate title into an interactive experience that focuses on the prospective applicant's circumstance. We took down the "December 31" banner ad and replaced it with "KEEP IT SIMPLE CERTIFICATION".

The deployment of the certificates holders' seals was delayed because of the need for additional design, legal, technical and security work. It is now scheduled to be deployed on 2/10/12 via eBlasts and activating all the seal related pages on the website.

As was previously reported, CAMTC will have a significant presence at the American Massage Conference which includes:

- Display of CAMTC's logo and booth number in the conference's marketing materials
- A well located booth
- At least two presentations to participants
- Presentation to school owners prior to the conference

All of the above marketing opportunities are being given to CAMTC at no charge.

All other recruiting projects are on hold and will be pushed through as soon as our processing staff can come up for air. The projected number for initial applications for January was met without spending any of the funds that were allocated to outreach.

## **Federation of State Massage Therapy Boards (FSMTB)- Continuing Competence Task Force**

On the request of the FSMTB's President and with CAMTC's Board approval, the CEO participated in the Continuing Competence Task force meeting in Chicago on January 23-24, 2012. FSMTB

convened this task force to address the needs of the regulatory community regarding continuing competence. The following individuals attended the meeting:

#### Task Force Members

- Chair - Karen Armstrong, FSMTB Board of Directors and Chair, Michigan Board of Massage Therapy
- Marcela Collins, Chair, Tennessee Board of Massage
- Ahmos Netanel, CEO, California Massage Therapy Council
- Richard Whitehouse, Executive Director, Ohio Board of Medicine
- Glenath Moyle, President, American Massage Therapy Association
- Anne Williams, Director of Education, Associated Bodywork and Massage Professionals
- Pete Whitridge, President, Alliance for Massage Therapy Education
- Cherie Sohnen-Moe, Director, Alliance For Massage Therapy Education

#### Ex-officio and support staff

- Kathy Jensen, President, Federation of State Massage Therapy Boards
- Debra Persinger, Executive Director, Federation of State Massage Therapy Boards
- Lorena Haynes, Continuing Competence Coordinator, Federation of State Massage Therapy Boards

All participants are currently required to keep the content of the proceedings confidential until such time that the FSMTB's Board approves the Task Force recommendations and sends out a press release. Even though California does not currently require CE's from certified massage professionals, some of the models and platforms discussed in the meetings may prove to be extremely useful for CAMTC in its effort to protect the public. I will share more on this once the participants' gag order is lifted. However this meeting was another important reminder that state boards' role is to protect the public's interest first and not the profession's.



## CALIFORNIA MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 320 | Sacramento, CA 95814  
tel 916.669.5336 fax 916.444.7462 www.camtc.org

# Memo

To: Ahmos Netanel, CEO  
From: Sheryl LaFlamme, CAMTC Operations Manager  
Date: 2/6/2012  
Re: Improving Overall Applicant Experience

---

The first step in improving an applicant's overall experience with CAMTC is focusing on communications. In the early stages, effective communication ensures our service meets the applicant's immediate needs. As time goes on, and the applications are being processed, regular communication allows staff to continue to meet its requirements, by keeping applicant's informed.

Our customer service staff touches more applicants in a single day of activity than any other employee on staff. Because of this, increasing call capacity and decreasing abandoned calls and escalations are vital. Service needs to be better, response time needs to be faster and high-quality interactions are a must at every point of contact.

### **Call Center Communications**

One technique I took away from the AMTA's call center, that I feel would help increase our call capacity, is to create "call assignments". AMTA would take a call and assist the caller the best they could with information that was right in front of them, via the database. If additional requests needed further action/research, taking the representative away from his/her desk, then an assignment would be logged on their assignment sheet. The representative would let the caller know they would return their call, or email the required information by the end of the day. The representative would then be available to take another call. The assignments would be completed in between calls or they would set aside time at the end of the day to complete all assigned tasks.

CAMTC customer service representatives do the exact opposite. When a call is received, representatives retrieve all information the caller is asking for, in order to complete the call. This means, the representative will get up from their desk to look for a file or missing information that an applicant recently mailed in. While this is done, a caller is put on hold

for several minutes and at the same time, other callers are being sent to our voicemail. Implementing call assignments would help reduce the amount of time a caller is on hold, increase our call capacity and decrease lost and abandoned calls. I would also recommend that other staff take call assignments when request directly relate to their departments.

### **On-Going Communications**

Communicating with applicants more frequently lets them know that they are important to CAMTC. One of the biggest numbers we see on the weekly report is “Applications with Incomplete Data”. I would propose an automatic email system set up through our database. This email system would email applicants once a week or twice a month, who are still pending due to missing information.

An automatic email system could be set up for those complete but are in queue to be sent to pre-approvals. Frequently notifying an applicant of where they are in the process will ensure an excellent customer service experience.

By being pro-active, these types of communications would cut down on the number of calls received.

### **Email Communications**

As with phone calls, CAMTC receives a high number of emails as well. Just like phone calls, emails needs to be returned within 24 hours. I would propose an automatic response sent as soon as an email is received. The automatic response would say, Thank you for contacting CAMTC. Your email is important to us. Please allow us 24-hours to respond to your email”.

### **New Applicant Responsiveness and Summary**

I have personally reviewed all positions and made changes to increase productivity with the staffing levels we have in place. The above communication plan will help with the communication responsiveness side but as for turn-over time, we are having a hard time in increasing our productivity levels even further. Staff is cross-trained but the push and pull between departments lead to overall sporadic inefficiencies. The answer to this would be to increase our staff by two full-time employees.



TO: Board of Directors

FROM: Ahmos Netanel, Chief Executive Officer

DATE: February 8, 2012

RE: 2012 approved budget

---

Two calculation errors in the 2012 approved budget were discovered today:

1. The months of March April and June had the wrong revenue amount in Application Fees Recognized. The formula from putting the accruals for 2011 had been typed over and therefore the apps say 750 but the revenue is for more than that. Correcting this error creates a negative bottom line of \$23,000 instead of a positive \$24,000.
2. The cash flow numbers were correct for each month however the total ending cash for the year was wrong because of the use of incorrect formula. After correcting this error the ending cash for the year is \$1,138,309 instead of \$1,445,667.

The CEO is recommending against changing any of the assumptions and projections in order to “force” a balance budget and does not expect any negative impact on the organization’s functionality as a result of these corrections.

**CAMTC APPROVED BUDGET 2012**  
**(Corrected as of 2/14/12)**

|  | January<br>2012   | February<br>2012  | March<br>2012     | April<br>2012     | May<br>2012       | June<br>2012      | July<br>2012      | August<br>2012    | September<br>2012 | October<br>2012   | November<br>2012  | December<br>2012  | TOTAL<br>2012       |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| <b>REVENUE</b>                                 |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                     |
| <b>Number of new applications deposited</b>    | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>750</b>        | <b>9,000</b>        |
| New Application Fees Recognized (27% of \$150) | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 30,375         | \$ 364,500          |
| <b>Certificates Issued</b>                     | <b>984</b>        | <b>765</b>        | <b>765</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>638</b>        | <b>8,256</b>        |
| Certificates Recognized (38% of \$150)         | \$ 56,088         | \$ 43,605         | \$ 43,605         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 36,366         | \$ 470,592          |
| <b>Renewals-Applied/Approved</b>               | <b>977</b>        | <b>1241</b>       | <b>1597</b>       | <b>622</b>        | <b>456</b>        | <b>571</b>        | <b>624</b>        | <b>1112</b>       | <b>1021</b>       | <b>781</b>        | <b>1272</b>       | <b>766</b>        | <b>11,039</b>       |
| Renewals Recognized (65% of \$150)             | \$ 95,232         | \$ 121,025        | \$ 155,687        | \$ 60,606         | \$ 44,469         | \$ 55,692         | \$ 60,818         | \$ 108,430        | \$ 99,562         | \$ 76,113         | \$ 124,025        | \$ 74,656         | \$ 1,076,314        |
| <b>Deferred Current / Prior Years</b>          |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                     |
| Deferred Current Year (35% of \$150 /24)       | \$ -              | \$ 2,887          | \$ 4,243          | \$ 2,110          | \$ 1,748          | \$ 2,000          | \$ 2,114          | \$ 3,183          | \$ 2,984          | \$ 2,458          | \$ 3,533          | \$ 2,425          | \$ 29,683           |
| Deferred Prior Yrs                             | \$ 51,723         | \$ 51,532         | \$ 49,758         | \$ 46,957         | \$ 45,497         | \$ 44,572         | \$ 43,312         | \$ 41,812         | \$ 38,935         | \$ 36,339         | \$ 34,215         | \$ 31,730         | \$ 516,382          |
| <b>Denied Applications</b>                     | <b>55</b>         | <b>54</b>         | <b>58</b>         | <b>60</b>         | <b>35</b>         | <b>57</b>         | <b>69</b>         | <b>53</b>         | <b>45</b>         | <b>45</b>         | <b>38</b>         | <b>38</b>         | <b>607</b>          |
| Denied Applications Recognized (73% of \$150)  | \$ 6,023          | \$ 5,913          | \$ 6,351          | \$ 6,570          | \$ 3,833          | \$ 6,242          | \$ 7,556          | \$ 5,804          | \$ 4,928          | \$ 4,928          | \$ 4,161          | \$ 4,161          | \$ 66,467           |
| <b>Purged/Revoked/Sus/Cancelled/Nullified</b>  | <b>18</b>         | <b>14</b>         | <b>22</b>         | <b>22</b>         | <b>23</b>         | <b>24</b>         | <b>14</b>         | <b>23</b>         | <b>28</b>         | <b>21</b>         | <b>18</b>         | <b>18</b>         | <b>245</b>          |
| Purged Applications Recognized (73% of \$150)  | \$ 1,971          | \$ 1,533          | \$ 2,409          | \$ 2,409          | \$ 2,519          | \$ 2,628          | \$ 1,533          | \$ 2,519          | \$ 3,066          | \$ 2,300          | \$ 1,971          | \$ 1,971          | \$ 26,828           |
| Hearing Fees                                   | \$ 3,600          | \$ 3,600          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 3,000          | \$ 37,200           |
| Miscellaneous Fees                             | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 2,000          | \$ 24,000           |
| <b>Total Fee Revenue</b>                       | <b>\$ 247,012</b> | <b>\$ 262,469</b> | <b>\$ 297,428</b> | <b>\$ 190,393</b> | <b>\$ 169,805</b> | <b>\$ 182,874</b> | <b>\$ 187,074</b> | <b>\$ 233,487</b> | <b>\$ 221,215</b> | <b>\$ 193,878</b> | <b>\$ 239,645</b> | <b>\$ 186,684</b> | <b>\$ 2,611,965</b> |
| Interest                                       | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -              | \$ -                |
| <b>Total Other Revenue</b>                     | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>         |
| <b>TOTAL REVENUE</b>                           | <b>\$ 247,012</b> | <b>\$ 262,469</b> | <b>\$ 297,428</b> | <b>\$ 190,393</b> | <b>\$ 169,805</b> | <b>\$ 182,874</b> | <b>\$ 187,074</b> | <b>\$ 233,487</b> | <b>\$ 221,215</b> | <b>\$ 193,878</b> | <b>\$ 239,645</b> | <b>\$ 186,684</b> | <b>\$ 2,611,965</b> |
| <b>OPERATING EXPENSES</b>                      |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                     |
| <b>Board &amp; Committee Expenses</b>          |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                   |                     |
| Board Travel /Committee                        | \$ -              | \$ 2,000          | \$ -              | \$ -              | \$ 2,000          | \$ -              | \$ -              | \$ 2,000          | \$ -              | \$ -              | \$ 2,000          | \$ -              | \$ 8,000            |
| Facility/Banquet                               | -                 | 2,500             | -                 | -                 | 2,500             | -                 | -                 | 2,500             | -                 | -                 | 2,500             | -                 | 10,000              |
| Printing /Supplies/Postage                     |                   | 175               | -                 | -                 | 175               | -                 | -                 | 175               | -                 | -                 | 175               | -                 | 700                 |
| Conference Calls                               | 50                | 50                | 50                | 50                | 50                | 50                | 50                | 50                | 50                | 50                | 50                | 50                | 600                 |
| <b>Total Board &amp; Committee Expenses</b>    | <b>\$ 50</b>      | <b>\$ 4,725</b>   | <b>\$ 50</b>      | <b>\$ 50</b>      | <b>\$ 4,725</b>   | <b>\$ 50</b>      | <b>\$ 50</b>      | <b>\$ 4,725</b>   | <b>\$ 50</b>      | <b>\$ 50</b>      | <b>\$ 4,725</b>   | <b>\$ 50</b>      | <b>\$ 19,300</b>    |



**CAMTC APPROVED BUDGET 2012**  
**(Corrected as of 2/14/12)**

|                                 | January<br>2012 | February<br>2012 | March<br>2012    | April<br>2012   | May<br>2012     | June<br>2012    | July<br>2012    | August<br>2012  | September<br>2012 | October<br>2012 | November<br>2012 | December<br>2012 | TOTAL<br>2012    |
|---------------------------------|-----------------|------------------|------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-----------------|------------------|------------------|------------------|
|                                 |                 |                  |                  |                 |                 |                 |                 |                 |                   |                 |                  |                  |                  |
| <b>Outreach/Marketing</b>       |                 |                  |                  |                 |                 |                 |                 |                 |                   |                 |                  |                  |                  |
| Communications & Promotion      | \$ 5,250        | \$ 5,250         | \$ 13,050        | \$ 5,250        | \$ 5,250        | \$ 5,250        | \$ 5,250        | \$ 5,250        | \$ 5,250          | \$ 5,250        | \$ 5,250         | \$ 5,250         | \$ 70,800        |
| Public Relations                | 750             | 750              | 750              | 750             | 750             | 750             | 750             | 750             | 750               | 750             | 750              | 750              | 9,000            |
| Contingency                     | -               | -                | -                | -               | -               | -               | -               | -               | -                 | -               | -                | -                | -                |
| <b>Total Outreach/Marketing</b> | <b>\$ 6,000</b> | <b>\$ 6,000</b>  | <b>\$ 13,800</b> | <b>\$ 6,000</b> | <b>\$ 6,000</b> | <b>\$ 6,000</b> | <b>\$ 6,000</b> | <b>\$ 6,000</b> | <b>\$ 6,000</b>   | <b>\$ 6,000</b> | <b>\$ 6,000</b>  | <b>\$ 6,000</b>  | <b>\$ 79,800</b> |

|  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                   |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| <b>General Administrative</b>            |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                   |
| Office Supplies                          | \$ 1,042         | \$ 1,042         | \$ 1,042         | \$ 1,042         | \$ 1,042         | \$ 1,042         | \$ 1,042         | \$ 1,041         | \$ 1,042         | \$ 1,041         | \$ 1,041         | \$ 1,041         | \$ 12,500         |
| Office Rental - Sacramento               | 3,801            | 3,801            | 3,801            | 3,801            | 3,801            | 3,801            | 3,801            | 3,801            | 3,801            | 3,801            | 3,920            | 3,920            | 45,850            |
| Office Furniture                         | -                | -                | -                | -                | -                | 2,500            | -                | -                | -                | -                | -                | -                | 2,500             |
| Printing/Copying                         | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 1,500            | 18,000            |
| Records Scanning                         | -                | -                | -                | 36,000           | -                | -                | -                | -                | -                | -                | -                | -                | 36,000            |
| Postage/Mailing                          | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 7,800             |
| Telephone/Fax                            | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 1,200             |
| Dues/Subscriptions-Software/Licenses     | 2,985            | 555              | 555              | 3,355            | 555              | 555              | 555              | 555              | 555              | 555              | 555              | 555              | 11,890            |
| Insurance-D&O/E&O/GL                     | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 1,338            | 16,056            |
| Banking/credit card fees                 | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 2,100            | 25,200            |
| Staff Travel                             | -                | 250              | -                | -                | 250              | -                | -                | 250              | -                | -                | 250              | -                | 1,000             |
| Certification/Materials/Printing/Mailing | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 7,300            | 87,600            |
| Database Maintenance                     | 462              | 462              | 462              | 462              | 462              | 462              | 462              | 462              | 462              | 462              | 462              | 462              | 5,544             |
| Database Development                     | 1,850            | 2,960            | 1,850            | 2,960            | 1,850            | 2,960            | 1,850            | 2,960            | 1,850            | 2,960            | 1,850            | 2,960            | 28,860            |
| Amortization Expense                     |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  | 2,669            | 2,669             |
| Miscellaneous                            | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 1,200             |
| <b>Total General Administrative</b>      | <b>\$ 23,228</b> | <b>\$ 22,158</b> | <b>\$ 20,798</b> | <b>\$ 60,708</b> | <b>\$ 21,048</b> | <b>\$ 24,408</b> | <b>\$ 20,798</b> | <b>\$ 22,157</b> | <b>\$ 20,798</b> | <b>\$ 21,907</b> | <b>\$ 21,166</b> | <b>\$ 24,695</b> | <b>\$ 303,869</b> |

**CAMTC APPROVED BUDGET 2012**  
**(Corrected as of 2/14/12)**

|  | January<br>2012  | February<br>2012 | March<br>2012    | April<br>2012    | May<br>2012      | June<br>2012     | July<br>2012     | August<br>2012   | September<br>2012 | October<br>2012  | November<br>2012 | December<br>2012 | TOTAL<br>2012     |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|------------------|------------------|------------------|-------------------|
| <b>Executive Staff</b>                         |                  |                  |                  |                  |                  |                  |                  |                  |                   |                  |                  |                  |                   |
| Senior Management Team                         | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 22,500         | \$ 22,500        | \$ 22,500        | \$ 22,500        | \$ 270,000        |
| Senior Staff-Contingency-Requires BOD Approval | -                | -                | -                | 4,600            | 4,600            | 4,600            | 4,600            | 4,600            | 4,600             | 4,600            | 4,600            | 4,600            | 41,400            |
| Benefit Allowance                              | 5,500            | 5,500            | 5,500            | 5,500            | 5,500            | 5,500            | 5,500            | 5,500            | 5,500             | 5,500            | 5,500            | 5,500            | 66,000            |
| Off Site - Office Rental                       | 1,333            | 1,333            | 1,333            | 1,333            | 1,333            | 1,333            | 1,333            | 1,333            | 1,333             | 1,333            | 1,333            | 1,333            | 15,996            |
| Vacation Expense                               | 731              | 731              | 731              | 731              | 731              | 731              | 731              | 731              | 731               | 731              | 731              | 731              | 8,772             |
| Travel & Meetings                              | 2,500            | 2,500            | 2,500            | 2,500            | 2,500            | 2,500            | 2,500            | 2,500            | 2,500             | 2,500            | 2,500            | 2,500            | 30,000            |
| Communications                                 | 420              | 420              | 420              | 420              | 420              | 420              | 420              | 420              | 420               | 420              | 420              | 420              | 5,040             |
| Supplies                                       | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100               | 100              | 100              | 100              | 1,200             |
| Equipment                                      | 500              | -                | 500              | 500              | 500              | -                | -                | 500              | -                 | 500              | 500              | 500              | 4,000             |
| Phone (land Line/DSL)                          | 200              | 200              | 200              | 200              | 200              | 200              | 200              | 200              | 200               | 200              | 200              | 200              | 2,400             |
| Miscellaneous                                  | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100               | 100              | 100              | 100              | 1,200             |
| <b>Total Executive Staff</b>                   | <b>\$ 33,884</b> | <b>\$ 33,384</b> | <b>\$ 33,884</b> | <b>\$ 38,484</b> | <b>\$ 38,484</b> | <b>\$ 37,984</b> | <b>\$ 37,984</b> | <b>\$ 38,484</b> | <b>\$ 37,984</b>  | <b>\$ 38,484</b> | <b>\$ 38,484</b> | <b>\$ 38,484</b> | <b>\$ 446,008</b> |
| <b>Professional Standards Division</b>         |                  |                  |                  |                  |                  |                  |                  |                  |                   |                  |                  |                  |                   |
| Management                                     | \$5,150          | \$5,150          | \$5,150          | \$5,305          | \$5,305          | \$5,305          | \$5,305          | \$5,305          | \$5,305           | \$5,305          | \$5,305          | \$5,305          | \$ 63,195         |
| Application Review Staff                       | 9,000            | 9,000            | 9,000            | 9,130            | 8,990            | 8,852            | 8,713            | 8,573            | 8,435             | 8,296            | 8,157            | 8,017            | 104,163           |
| Clerical                                       | 11,528           | 11,528           | 11,528           | 11,517           | 11,161           | 10,804           | 10,448           | 10,092           | 9,156             | 9,380            | 8,486            | 8,667            | 124,295           |
| Field Investigations                           | 998              | 998              | 998              | 1,014            | 999              | 983              | 968              | 953              | 937               | 921              | 906              | 891              | 11,566            |
| Employee Benefits (Health/Dental/Vac/Sick)     | -                | -                | -                | 3,255            | 3,255            | 3,255            | 3,255            | 3,255            | 3,255             | 3,255            | 3,255            | 3,255            | 29,295            |
| Supplies                                       | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100              | 100               | 100              | 100              | 100              | 1,200             |
| Cell Phones                                    | 225              | 225              | 225              | 225              | 225              | 225              | 225              | 225              | 225               | 225              | 225              | 225              | 2,700             |
| Travel   | 250              | 250              | 1,200            | 250              | 250              | 1,200            | 250              | 250              | 1,200             | 250              | 250              | 1,200            | 6,800             |
| Conference Calls                               | 850              | 850              | 850              | 850              | 850              | 850              | 850              | 850              | 850               | 850              | 850              | 850              | 10,200            |
| Dept Meetings                                  | -                | -                | 450              | -                | -                | 450              | -                | -                | 450               | -                | -                | 450              | 1,800             |
| Equipment                                      | 250              | -                | 250              | -                | 250              | -                | 250              | -                | 250               | -                | 250              | -                | 1,500             |
| Legal Assistance - Denials/Litigation          | 47,000           | 47,000           | 47,000           | 21,000           | 20,260           | 19,520           | 18,779           | 18,039           | 17,298            | 16,061           | 15,343           | 14,625           | 301,925           |
| Legal - In - House                             | 10,000           | 10,000           | 10,000           | 10,000           | 10,000           | 10,000           | 10,000           | 10,000           | 10,000            | 10,000           | 10,000           | 10,000           | 120,000           |
| Legal Defense - Contingincy                    | 833              | 833              | 833              | 833              | 833              | 833              | 833              | 833              | 833               | 833              | 833              | 837              | 10,000            |
| Investigations (SSA)                           | 3,800            | 3,800            | 3,800            | 3,800            | 3,800            | 3,800            | 3,800            | 3,800            | 3,800             | 3,800            | 3,800            | 3,800            | 45,600            |
| Court Record Fees                              | 270              | 270              | 270              | 270              | 270              | 270              | 270              | 270              | 270               | 270              | 270              | 270              | 3,240             |
| Appeals+ Denials Printing/Supplies/Mailing     | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650              | 650               | 650              | 650              | 650              | 7,800             |
| Miscellaneous                                  | 40               | 40               | 40               | 40               | 40               | 40               | 40               | 40               | 40                | 40               | 40               | 40               | 480               |
| <b>Total Professional Standards Division</b>   | <b>\$ 90,944</b> | <b>\$ 90,694</b> | <b>\$ 92,344</b> | <b>\$ 68,239</b> | <b>\$ 67,238</b> | <b>\$ 67,137</b> | <b>\$ 64,736</b> | <b>\$ 63,235</b> | <b>\$ 63,054</b>  | <b>\$ 60,236</b> | <b>\$ 58,720</b> | <b>\$ 59,182</b> | <b>\$ 845,759</b> |
| <b>Staff General Expenses</b>                  |                  |                  |                  |                  |                  |                  |                  |                  |                   |                  |                  |                  |                   |
| Insurance (Workers' Comp)                      | \$ 539           | \$ 539           | \$ 539           | \$ 575           | \$ 570           | \$ 566           | \$ 561           | \$ 556           | \$ 546            | \$ 546           | \$ 537           | \$ 536           | \$ 6,610          |
| Payroll Taxes (Exec Staff and PSD)             | 6,040            | 6,040            | 6,040            | 6,418            | 6,335            | 6,252            | 6,169            | 6,087            | 5,924             | 5,922            | 5,791            | 5,756            | 72,774            |
| Payroll Services (all staff)                   | 125              | 125              | 125              | 125              | 125              | 125              | 125              | 125              | 125               | 125              | 125              | 125              | 1,500             |
| <b>Total Staff General Expenses</b>            | <b>\$ 6,704</b>  | <b>\$ 6,704</b>  | <b>\$ 6,704</b>  | <b>\$ 7,118</b>  | <b>\$ 7,030</b>  | <b>\$ 6,943</b>  | <b>\$ 6,855</b>  | <b>\$ 6,768</b>  | <b>\$ 6,595</b>   | <b>\$ 6,593</b>  | <b>\$ 6,453</b>  | <b>\$ 6,417</b>  | <b>\$ 80,884</b>  |

**CAMTC APPROVED BUDGET 2012**  
**(Corrected as of 2/14/12)**

|                                      | January<br>2012   | February<br>2012  | March<br>2012     | April<br>2012      | May<br>2012        | June<br>2012       | July<br>2012       | August<br>2012    | September<br>2012 | October<br>2012   | November<br>2012  | December<br>2012   | TOTAL<br>2012       |
|--------------------------------------|-------------------|-------------------|-------------------|--------------------|--------------------|--------------------|--------------------|-------------------|-------------------|-------------------|-------------------|--------------------|---------------------|
| <b>Professional Services</b>         |                   |                   |                   |                    |                    |                    |                    |                   |                   |                   |                   |                    |                     |
| Accounting/Audit                     | -                 | -                 | 7,800             | 200                | 500                | 500                | -                  | -                 | 500               | -                 | -                 | 500                | \$ 10,000           |
| Application Processing               | 60,000            | 60,000            | 60,000            | 55,000             | 55,000             | 55,000             | 55,000             | 55,000            | 55,000            | 55,000            | 55,000            | 55,000             | 675,000             |
| Legal challenge to cities            | -                 | -                 | -                 | -                  | -                  | -                  | -                  | -                 | -                 | -                 | -                 | -                  | -                   |
| Legal general counsel & routine      | 7,500             | 9,500             | 7,500             | 7,500              | 9,500              | 7,500              | 7,500              | 9,500             | 7,500             | 7,500             | 9,500             | 7,500              | 98,000              |
| <b>Total Professional Services</b>   | <b>\$ 67,500</b>  | <b>\$ 69,500</b>  | <b>\$ 75,300</b>  | <b>\$ 62,700</b>   | <b>\$ 65,000</b>   | <b>\$ 63,000</b>   | <b>\$ 62,500</b>   | <b>\$ 64,500</b>  | <b>\$ 63,000</b>  | <b>\$ 62,500</b>  | <b>\$ 64,500</b>  | <b>\$ 63,000</b>   | <b>\$ 783,000</b>   |
|                                      |                   |                   |                   |                    |                    |                    |                    |                   |                   |                   |                   |                    |                     |
| <b>Sub-total Operating Expenses</b>  | <b>\$ 228,310</b> | <b>\$ 233,165</b> | <b>\$ 242,880</b> | <b>\$ 243,299</b>  | <b>\$ 209,525</b>  | <b>\$ 205,522</b>  | <b>\$ 198,923</b>  | <b>\$ 205,869</b> | <b>\$ 197,481</b> | <b>\$ 195,770</b> | <b>\$ 200,048</b> | <b>\$ 197,828</b>  | <b>\$ 2,558,620</b> |
| Miscellaneous Contingency            | \$ 6,849          | \$ 6,995          | \$ 7,286          | \$ 7,299           | \$ 6,286           | \$ 6,166           | \$ 5,968           | \$ 6,176          | \$ 5,924          | \$ 5,873          | \$ 6,001          | \$ 5,935           | \$ 76,759           |
| <b>TOTAL OPERATING EXPENSES</b>      | <b>\$ 235,159</b> | <b>\$ 240,160</b> | <b>\$ 250,166</b> | <b>\$ 250,598</b>  | <b>\$ 215,811</b>  | <b>\$ 211,688</b>  | <b>\$ 204,891</b>  | <b>\$ 212,045</b> | <b>\$ 203,405</b> | <b>\$ 201,643</b> | <b>\$ 206,049</b> | <b>\$ 203,763</b>  | <b>\$ 2,635,379</b> |
|                                      |                   |                   |                   |                    |                    |                    |                    |                   |                   |                   |                   |                    |                     |
| <b>OPERATING SURPLUS / (DEFICIT)</b> | <b>\$ 11,852</b>  | <b>\$ 22,309</b>  | <b>\$ 47,262</b>  | <b>\$ (60,205)</b> | <b>\$ (46,005)</b> | <b>\$ (28,814)</b> | <b>\$ (17,817)</b> | <b>\$ 21,442</b>  | <b>\$ 17,810</b>  | <b>\$ (7,765)</b> | <b>\$ 33,596</b>  | <b>\$ (17,079)</b> | <b>\$ (23,414)</b>  |

| <b>CASH FLOW PROJECTIONS - 2012</b>    |                   |                  |                   |                    |                    |                   |                 |                  |                  |                  |                   |                     |                     |
|--|-------------------|------------------|-------------------|--------------------|--------------------|-------------------|-----------------|------------------|------------------|------------------|-------------------|---------------------|---------------------|
| <b>Cash Flow from Operations</b>       |                   |                  |                   |                    |                    |                   |                 |                  |                  |                  |                   |                     |                     |
| Cash Received                          | \$ 264,611        | \$ 304,292       | \$ 357,019        | \$ 210,740         | \$ 185,914         | \$ 203,180        | \$ 211,066      | \$ 284,315       | \$ 270,673       | \$ 234,598       | \$ 308,308        | \$ 232,355          | \$ 3,067,068        |
| Cash Expenses                          | \$ (235,159)      | \$ (240,160)     | \$ (250,166)      | \$ (250,598)       | \$ (215,811)       | \$ (211,688)      | \$ (204,891)    | \$ (212,045)     | \$ (203,405)     | \$ (201,643)     | \$ (206,049)      | \$ (203,763)        | \$ (2,635,379)      |
| <b>Total Cash Flow from Operations</b> | <b>\$ 29,452</b>  | <b>\$ 64,132</b> | <b>\$ 106,852</b> | <b>\$ (39,858)</b> | <b>\$ (29,897)</b> | <b>\$ (8,508)</b> | <b>\$ 6,175</b> | <b>\$ 72,270</b> | <b>\$ 67,267</b> | <b>\$ 32,954</b> | <b>\$ 102,258</b> | <b>\$ 28,592</b>    | <b>\$ 431,689</b>   |
|  |                   |                  |                   |                    |                    |                   |                 |                  |                  |                  |                   |                     |                     |
| <b>Cash Flow from Financing</b>        |                   |                  |                   |                    |                    |                   |                 |                  |                  |                  |                   |                     |                     |
| Other                                  |                   |                  |                   |                    |                    |                   |                 |                  |                  |                  |                   | \$ (2,669)          | \$ (2,669)          |
| <b>Total Cash Flow from Financing</b>  | <b>\$ -</b>       | <b>\$ -</b>      | <b>\$ -</b>       | <b>\$ -</b>        | <b>\$ -</b>        | <b>\$ -</b>       | <b>\$ -</b>     | <b>\$ -</b>      | <b>\$ -</b>      | <b>\$ -</b>      | <b>\$ -</b>       | <b>\$ (2,669)</b>   | <b>\$ (2,669)</b>   |
|  |                   |                  |                   |                    |                    |                   |                 |                  |                  |                  |                   |                     |                     |
| <b>Starting Cash</b>                   | <b>\$ 704,000</b> | \$ 733,452       | \$ 797,584        | \$ 904,436         | \$ 864,578         | \$ 834,681        | \$ 826,173      | \$ 832,348       | \$ 904,618       | \$ 971,885       | \$ 1,004,839      | \$ 1,107,097        | \$ 704,000          |
| <b>Ending Cash</b>                     | <b>\$ 733,452</b> | \$ 797,584       | \$ 904,436        | \$ 864,578         | \$ 834,681         | \$ 826,173        | \$ 832,348      | \$ 904,618       | \$ 971,885       | \$ 1,004,839     | \$ 1,107,097      | <b>\$ 1,138,358</b> | <b>\$ 1,138,358</b> |

## Treasurer's Report Board Meeting: February 15, 2012

### Applications Received Through February 4, 2012

#### New Applications

For the period July 27, 2009 through February 4, 2012, 38,996 new applications have been received.

The average number of applications received per week during 2011 was 239, down from an average of 261 in 2010.. For the first five weeks of 2012, the average is 194. Although the first week of January this year was a low month, pulling down the year-to-date average, CAMTC will rely much more heavily on re-certifications as a source of revenue this year.

As re-certification becomes more important to CAMTC, the procedures for contacting certified therapists and the messages in that communication should be carefully reviewed.

New applications received in 2011 were 8% over the budgeted number. Certificates issued were 10% over the budgeted figure...

#### Recertification

The recertification period began on September 1 of 2011. As of February 4th, 5,615 therapists have been billed and 64% of them have paid/complete. It is the nature of the industry that many therapists drop out or become inactive, so it is probably unrealistic to set too high a goal for re-certification. It may be that the Board, based on the experience of some members, can review the re-certification goals.

| <b>Recertification as of February 4, 2012</b> |       |      |
|---|-------|------|
| Billed  | 5,615 | 100% |
| Paid/Complete                                 | 3,616 | 64%  |
| Not Renewing                                  | 3     | *    |
| Review  | 25    | *    |
| No response                                   | 1,971 | 35   |

## Financial Statements\* and Year-to-Year Comparison (2011 & 2010)

### Statement of Functional Activities (Income Statement)

#### Overview 2011.

The revenue allocation procedure recognizes 27% of the \$150 initial application and renewal fees when the application is received, 38% when the certificate is issued and the balance, 35%, over 24 months.

Revenues for 2011 exceeded budget by 6% and expenses were 12% below the budget amount. The net effect is an excess of expenses over revenues of \$110,823 compared with a budgeted deficit of \$577,975. Over the course of the year, revenues have gradually exceeded budget estimates and expenses have declined.

Actual revenue in 2011 of \$2,409,031 was up 35% from the \$1,787,411 in 2010. Recognition of deferred income and renewals account for most of the increase in revenue in 2011.

| Category                             | Revenues by Year |                  |                                       |
|--------------------------------------|------------------|------------------|---------------------------------------|
|                                      | 2011             | 2010             | Difference<br>(2011<br>minus<br>2010) |
| Applications Received (27% of \$150) | \$503,699        | \$549,990        | (\$46,201)                            |
| Certificates Issued (38% of \$150)   | 612,351          | 568,632          | 43,719                                |
| Deferred Prior Year/Current Year (   | 876,770          | 621,364          | 255,406                               |
| Denied Applications                  | 109,829          | 29,674,          | 80,155                                |
| Purged/Revoked /Suspended            | 38,982           | 3,832            | 35,150                                |
| Misc.                                | 34,818           | 13,919           | 20,899                                |
| Total Renewals Applied/Approved      | 232,582          | -                | 232,582                               |
| <b>Total</b>                         | <b>2,409,031</b> | <b>1,787,411</b> | <b>621,620</b>                        |

Expenses in 2011 were up 18% from 2010, \$2,519,854 versus \$2,136,634.

The following table shows expenses by category for the two years; most of the absolute change was in two categories, Professional Standards Division and Outreach/Marketing.

| <b>Category</b>                 | <b>Expenses by Year</b> |                  |   |
|---------------------------------|-------------------------|------------------|---|
|                                 | <b>2011</b>             | <b>2010</b>      | <b>Difference<br/>(2011<br/>minus<br/>2010)</b> |
| Board & Committee               | \$24,689                | \$44,232         | (\$19,543)                                      |
| Outreach/Marketing              | 67,998                  | 194,065          | (126,067)                                       |
| General Administrative          | 310,359                 | 225,517          | 84,842  |
| Executive Staff                 | 399,368                 | 333,936          | 65,432  |
| Professional Standards Division | 871,391                 | 511,505          | 359,886   |
| General Staffing                | 53,678                  | 33,958           | 19,720  |
| Professional Services           | 792,371                 | 793,430          | (1,059)   |
| <b>Total</b>                    | <b>2,519,854</b>        | <b>2,136,643</b> | <b>383,211</b>                                  |

Performance Relative to Budget by Major Expense Categories.

Listed below are the major expense categories, in the order shown on the Statement of Functional Activities and the variance from the budget for 2011. In every category, actual is below budget.

| <b>Item</b>            | <b>Actual</b>    | <b>Budgeted</b>  | <b>Variance (negative numbers<br/>mean actual exceeded<br/>budget)</b> |
|------------------------|------------------|------------------|--|
| Board & Committee      | \$24,689         | \$31,716         | \$7,027  |
| Outreach marketing     | 67,998           | 74,697           | 6,699  |
| General Administrative | 310,359          | 334,334          | 79,460   |
| Executive Staff        | 399,368          | 420,705          | 21,337   |
| Professional Standards | 871,391          | 1,028,333        | 156,942  |
| General Staffing       | 53,678           | \$59,720         | 6,067  |
| Professional Services  | 792,371          | 849,500          | 57,129   |
| <b>TOTAL</b>           | <b>2,519,854</b> | <b>2,854,490</b> | <b>334,661</b>   |

Statement of Financial Position (Balance Sheet)

Overview The CAMTC balance sheet on December 31, 2011 is weaker than on December 31, 2010:

- Total assets in 2011 are \$784,734 down from \$1,064,243 at year end 2010.
- Liabilities are also down, to \$1,137,366 from \$1,306,052 in 2010
- However, the decline in liabilities was not sufficient to offset the fall-off in assets. Net worth at the end of 2011 is (\$352,632) compared to (\$241,809) on December 31, 2010.

## **Conclusions**

- As re-certification becomes more important to CAMTC, the procedures for contacting certified therapists and the messages in that communication should be carefully reviewed.
- Although revenue this year exceeded budget estimates and expenses were below estimates, the fact is that there was a loss for the year. This decline in assets should not be overlooked because of the favorable performance relative to budget.

Respectfully submitted by Michael Marylander,  
Treasurer  
February 10, 2012



TO: Board of Directors

FROM: Ahmos Netanel, Chief Executive Officer

DATE: February 7, 2012

RE: Audit Committee-requirements

### **Background:**

On March 15, 2011, the Board passed the following two motions:

Motion (8): May/Schroeder – Create a CAMTC Audit Committee to be responsible for the oversight of audits and for the selection of an independent accounting firm.

Motion APPROVED, 13-0

Motion (9): May/Schroeder: Treasurer Mike Marylander appointed as Chair of the Audit Committee; Chair will populate the Committee.

Motion APPROVED, 13-0

Since CAMTC did not exceed \$2,000,000 in revenues in 2010 we were not required to form an audit committee. It appears that we will have over \$2,000,000 in gross revenues for 2011, and so it would be a good idea to get an audit committee discussion at the board meeting. The stipulations regarding the committee are as follows (from the Nonprofit Integrity Act):

- ▶ The audit requirement applies to charitable corporations, unincorporated associations and trustees required to register and file reports with the Attorney General, whenever such organizations accrue \$2 million or more in gross revenue in any fiscal year.
- ▶ Governing boards must appoint an audit committee. The audit committee may include persons who are not members of the governing board.
- ▶ The audit committee cannot include staff members, the president or chief executive officer, **the treasurer** or chief financial officer of the organization. If an organization has a finance committee, members of that committee may serve on the audit committee, but cannot comprise 50 percent or more of the audit committee. The chairperson of the audit committee may not be a member of the finance committee.



► The audit committee must:

- Confer with the auditor to satisfy committee members that the financial affairs of the nonprofit organization are in order;
- Review the audit and decide whether to accept it;

The two approved Board's motions are in conflict with the Nonprofit Integrity Act since the treasurer cannot be included on the audit committee.

Fulfilling the above requirements would not be difficult items with which to comply. You often see audit committees consisting of 1 or 2 individuals, and the majority of them are comfortable with getting email updates regarding the audit.

**Recommended action to be taken by the Board:** Appoint an audit committee in compliance with the Nonprofit Integrity Act.

Closed Session – no documents to post

Proposed policy regarding schools document will be sent to the Board from General Counsel



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##### [Website Maintenance â€” Sunday Morning, December 11, 2011](#)

Dec 09 2011 10:00am

## California Licensing Requirements

| License       | Hours Required | Test Required |
|---------------|----------------|---------------|
| Cosmetologist | 1600           | Yes           |
| Barber        | 1500           | Yes           |
| Esthetician   | 600            | Yes           |
| Electrologist | 600            | Yes           |
| Manicurist    | 400            | Yes           |

## Massage Regulation Facts

(as of 11/11, source ABMP)

**44** of **52** states (including District of Columbia and Puerto Rico) regulate massage

**44** of **44** regulating entities specify minimum education requirements

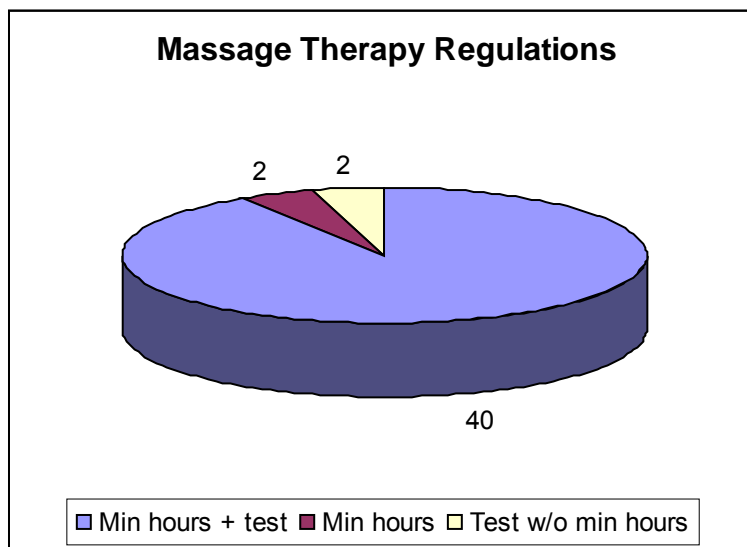
- Average minimum hours required = 570 (all available tiers)  
583 (only Massage Therapist tier)

**40** of **44** regulating entities require an exam in addition to minimum education

- Arizona – requires test unless graduate from AZ USDE accredited school
- New Jersey – accepts NCBTMB (prerequisite = 500 hours) as alternative to education

**2** states allow MBLEx (no educational requirement) as alternative to education

- Maine
- California





# Massage State Regulation Guide

Use this card to check out each state's regulatory requirements for massage therapy. To get the most up-to-date information, log in at [www.abmp.com](http://www.abmp.com) and click on the legislative state map member section, or call 800-458-2267. Last update November 2011.

DOCUMENT 14.3

| State                | Liability Insurance    | Designation   | Educational hours                         | Renewal CEU* hrs/year | Exam(s) Required   | Additional Requirements                                   | Telephone    |
|----------------------|------------------------|---|---|-----------------------|--|---|--------------|
| Alabama              | Prior to license       | License (LMT)   | 650                                       | 16/2                  | NCBTMB and State   | Accredited school only                                    | 866-873-4664 |
| Alaska               |                        | No state regulation   |   |                       |  | Local requirements apply                                  |              |
| Arizona              |                        | License (LMT)   | 700                                       | 25/2                  | MBLEx OR NCBTMB (unless grad from AZ USOE accredited school) | Background check  | 602-542-8604 |
| Arkansas             |                        | License (LMT)   | 500                                       | 18/2                  | MBLEx  | TB test, background check                                 | 501-683-1448 |
| California           |                        | Voluntary certification<br>A. Therapist (CMT) B. Practitioner (CMP) | A. 500<br>B. 250                          | none/2                | MBLEx OR NCBTMB accepted as alternative to education         | Background check, No new CCMP's after 12/31/11            | 916-669-5336 |
| Colorado             | Prior to registration  | Registration (RMT)  | 500                                       | none/2                | MBLEx OR NCBTMB  | Background check  | 303-894-7800 |
| Connecticut          |                        | License (LMT)   | 500                                       | 24/4                  | NCBTMB   | Accredited school only                                    | 860-509-7603 |
| Delaware             |                        | A. License (Therapist-LMT) OR<br>B. Certification (Technician-CMT)  | A. 500<br>B. 300                          | 24/2 OR<br>12/2       | A. NCBTMB<br>B. not required                                 | CPR, temporary license                                    | 302-744-4500 |
| District of Columbia |                        | License (LMT)   | 500                                       | 12/2                  | MBLEx OR NCBTMB  | Accredited school only, CPR                               | 877-672-2174 |
| Florida              |                        | License (LMT)   | 500                                       | 24/2                  | MBLEx OR NCBTMB  | Medical error prevention course, HIV/AIDS course, FL laws | 850-245-4161 |
| Georgia              |                        | License (LMT)   | 500                                       | 24/2                  | MBLEx OR NCBTMB  |   | 478-207-2440 |
| Hawaii               |                        | License (LMT)   | 570                                       | none/2                | Hawaii state   | CPR   | 808-587-3222 |
| Idaho                |                        | No state regulation   |   |                       |  | Local requirements apply                                  |              |
| Illinois             |                        | License (LMT)   | 500                                       | 24/2                  | MBLEx OR NCBTMB  | Background check  | 217-785-0800 |
| Indiana              | Prior to certification | Certification (CMT)   | 500                                       | TBD                   | MBLEx OR NCBTMB  | Background check  | 317-234-2051 |
| Iowa                 |                        | License (LMT)   | 600                                       | 24/2                  | MBLEx OR NCBTMB  | CPR   | 515-281-6959 |
| Kansas               |                        | No state regulation   |   |                       |  | Local requirements apply                                  |              |
| Kentucky             |                        | License (LMT)   | 600                                       | 24/2                  | MBLEx OR NCBTMB  |   | 502-564-3296 |
| Louisiana            |                        | License (LMT)   | 500                                       | 12/1                  | MBLEx OR NCBTMB AND Verbal                                   | Provisional license available                             | 225-771-4090 |
| Maine                |                        | License (LMT)   | 500                                       | none/1 yr             | MBLEx OR NCBTMB alternative to education                     | CPR, background check                                     | 207-624-8603 |
| Maryland             |                        | A. Certification (CMT) or<br>B. Registration (RMT)                  | A. 500 and 60 college credit<br>OR B. 500 | 24/2                  | MBLEx OR NCBTMB OR NCCAOM                                    | Accredited school only, CPR, jurisprudence exam           | 410-764-4665 |
| Massachusetts        | Prior to license       | License (LMT)   | 650                                       | TBD/1                 | not required   |   | 617-727-1747 |
| Michigan             |                        | Licensing law passed; not yet implemented.                          | 500                                       |                       |  | Local requirements apply                                  | 517-335-0918 |
| Minnesota            |                        | No state regulation   |   |                       |  | Local requirements apply                                  |              |

**MBLEx:** licensing exam offered by the Federation of State Massage Therapy Boards. **\*CEU:** continuing education hours required for renewal of license. **NCBTMB** offers 2 exams, the NCETMB and NCETM; check with your state to determine which it accepts.

| State          | Liability Insurance | Designation         | Educational hours | Renewal CEU hrs/year | Exam(s) Required                            | Additional Requirements  | Telephone    |
|----------------|---------------------|---------------------|-------------------|----------------------|---|--|--------------|
| Mississippi    |                     | License (LMT)       | 700               | 24/2                 | MBLEx <i>OR</i> NCBTMB                      | CPR, state exam  | 601-732-6038 |
| Missouri       | Prior to license    | License (LMT)       | 500               | 12/2y                | MBLEx <i>OR</i> NCBTMB <i>OR</i> NCCAOM     | Background check, state exam, provisional license                        | 573-522-6277 |
| Montana        |                     | License (LMT)       | 500               | 12/2yr               | MBLEx <i>OR</i> NCBTMB                      | grandfathering will end July 1, 2012                                     | 406-841-2305 |
| Nebraska       |                     | License (LMT)       | 1000              | 24/2                 | MBLEx <i>OR</i> NCBTMB                      |  | 402-471-2115 |
| Nevada         |                     | License (LMT)       | 500               | 12/1                 | MBLEx <i>OR</i> NCBTMB                      | Background check, temporary license                                      | 775-688-1888 |
| New Hampshire  |                     | License (LMT)       | 750               | 12/2                 | MBLEx <i>OR</i> NCBTMB                      | CPR, first aid, license for techniques                                   | 603-271-0277 |
| New Jersey     |                     | Certification (CMT) | 500               | 20/2                 | NCETMB accepted as alternative to education | Background check, CPR  | 973-504-6430 |
| New Mexico     |                     | License (LMT)       | 650               | 16/2                 | MBLEx <i>OR</i> NCBTMB                      | Jurisprudence exam, first aid, CPR                                       | 505-476-4870 |
| New York       |                     | License (LMT)       | 1000              | 36/3                 | NY state                                    | CPR, CE req. begin 1/1/2012  | 518-474-3817 |
| North Carolina |                     | License (LMT)       | 500               | 24/2                 | MBLEx                                       | Background check   | 919-546-0050 |
| North Dakota   |                     | License (LMT)       | 750               | 32/2                 | NCBTMB                                      | physical exam, no contagious disease, CPR                                | 701-872-4895 |
| Ohio           |                     | License (LMT)       | 750               | none/ 2              | OH state                                    | Background check   | 614-466-3934 |
| Oklahoma       |                     | No state regulation |                   |                      |   | Local requirements apply   |              |
| Oregon         |                     | License (LMT)       | 500               | 25/2                 | MBLEx <i>OR</i> NCBTMB                      | Practical exam, jurisprudence exam, CPR, background check                | 503-365-8657 |
| Pennsylvania   |                     | License (LMT)       | 600               | 24/2                 | MBLEx <i>OR</i> NCBTMB                      | background check, CPR  | 717-783-7155 |
| Puerto Rico    | Prior to license    | License (LMT)       | 1000              | TBD/3                | MBLEx                                       | CPR, health certificate, background check                                | 787-725-8538 |
| Rhode Island   |                     | License (LMT)       | 500               | none/1               | MBLEx <i>OR</i> NCBTMB                      | Health certificate, background check                                     | 401-222-2827 |
| South Carolina |                     | License (LMT)       | 500               | 12/2                 | MBLEx <i>OR</i> NCBTMB                      |  | 803-896-4490 |
| South Dakota   | Prior to license    | License (LMT)       | 500               | 8/1                  | MBLEx <i>OR</i> NCBTMB                      |  | 605-271-7103 |
| Tennessee      |                     | License (LMT)       | 500               | 25/2                 | MBLEx <i>OR</i> NCBTMB                      | Background check, jurisprudence exam                                     | 615-532-3202 |
| Texas          |                     | License (LMT)       | 500               | 12/2                 | MBLEx <i>OR</i> NCBTMB                      | Background check, jurisprudence exam                                     | 512-834-6616 |
| Utah           |                     | License (LMT)       | 600               | none/2               | MBLEx <i>OR</i> NCBTMB                      | Background check, jurisprudence exam, temp. license avail.               | 801-530-6628 |
| Vermont        |                     | No state regulation |                   |                      |   | Local requirements apply   |              |
| Virginia       |                     | Certification (CMT) | 500               | 24/2                 | NCBTMB                                      | Provisional certification available                                      | 804-662-9909 |
| Washington     |                     | License (LMP)       | 500               | 24/2                 | MBLEx <i>OR</i> NCBTMB                      | HIV - AIDS training, jurisprudence exam, CPR/first aid, background check | 360-236-4700 |
| West Virginia  |                     | License (LMT)       | 500               | 24/2                 | MBLEx <i>OR</i> NCBTMB                      |  | 304-558-1060 |
| Wisconsin      | Prior to license    | License (LMT)       | 600               | TBD/2                | MBLEX <i>OR</i> NCBTMB <i>OR</i> NCCAOM     | AED/CPR/first aid, jurisprudence exam                                    | 608-266-2112 |
| Wyoming        |                     | No state regulation |                   |                      |   | Contact your city clerk to find local requirements.                      |              |

**MBLEx** licensing exam offered by the Federation of State Massage Therapy Boards. \* **CEU** - Continuing education hours required for renewal of license. **NCBTMB** offers 2 exams - **NCETMB** and **NCETM**. check your state to determine which it accepts.





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February 2, 2012

email: [info@amtamassage.org](mailto:info@amtamassage.org) | web: [www.amtamassage.org](http://www.amtamassage.org)

Representative Chuck Soderberg, Chairman  
House Commerce Committee  
Iowa House of Representatives  
1007 East Grand Avenue  
Des Moines, Iowa 50319

Re: Opposition to House File 2126

Chairman Soderberg:

On behalf of the American Massage Therapy Association (AMTA) and the AMTA-Iowa Chapter, we are writing to express our opposition to House File 2126 (relating to the educational requirements for licensed massage therapists). AMTA is a professional membership association representing more than 56,000 massage therapists nationally, including nearly 700 massage therapists in Iowa.

The current requirements for massage therapy licensure in Iowa have been established as the minimum regulation necessary to ensure the health, safety and welfare of the public. While the examination component of the licensure requirement is important, it does not negate the importance of an established, minimum amount of education necessary to safely enter the profession. HF 2126 would remove the entry-level education standard and create confusion, inconsistency and uncertainty in the regulation of massage therapy.

The lowering of educational standard in Iowa, as proposed in HF 2126, is inconsistent with the needs of massage therapy consumers and professionals alike. Currently, the Iowa Board of Massage Therapy retains the authority to lower the current educational requirement if the board determines that the welfare of the public may be adequately protected with fewer hours of education. However, the board has not made the decision that the public can be adequately protected with a lower entry-level standard.

The current regulation of massage therapy embodies the principles and values AMTA upholds, and it includes content and practice standards we believe must be part of massage licensing in all states. Only by maintaining the currently established entry-level standards can we ensure practitioners are able to provide services safely and effectively. It is in the best interest of the general public to maintain the integrity of the massage therapy licensure.

In light of the serious implications, we would like to urge you to join us in our opposition to House File 2126.

Thank you for your time and consideration. If we can provide any additional information or be of any assistance, please feel free to contact us.

Respectfully,

Chris A. Studebaker  
Director, Government & Industry Relations  
American Massage Therapy Association

Teresa Eicher  
President  
AMTA-Iowa Chapter

---

**From:** Debra Persinger [<mailto:dpersinger@fsmtb.org>]  
**Sent:** Monday, February 06, 2012 5:29 PM  
**To:** Ahmos Netanel; [anetanel@camtc.org](mailto:anetanel@camtc.org)  
**Cc:** Kathy Jensen  
**Subject:** FSMTB info for CAMTC

Dear Ahmos,

Kathy Jensen indicated to me today that CAMTC may find it helpful if I provided you with information that clarifies the role of the FSMTB and the value of the MBLEx. The attached document identifies a plethora of specific reasons as to why it would be prudent for CAMTC to retain the MBLEx over any other examination. Please let me know if there is anything else that I can send along that you think may be helpful.

I would happily attend the CAMTC meeting but I am already committed to the Oregon Board next week. I am trying to move around some other commitments to be able to send another FSMTB representative to Los Angeles.

Thanks, Ahmos for the opportunity to support CAMTC in making an informed decision.

*Debra Persinger, Ph.D.*

*Executive Director*

Federation of State Massage Therapy Boards

7111 W. 151st Street, Suite 356, Overland Park, KS 66223

Phone: 913.681.0380 / Fax: 913.681.0391

Toll Free: 1.888.70.FSMTB



# Federation of State Massage Therapy Boards

This information is intended to provide FSMTB member boards and agencies with accurate information regarding multiple advantages of adopting and retaining the Massage & Bodywork Licensing Examination (MBLEx) as the most appropriate examination to use in fulfilling their duty to protect the public.

There are four major reasons that the FSMTB developed the MBLEx: to offer a standardized licensing exam for the massage and bodywork profession; to facilitate professional mobility; to give the regulatory community oversight over exam content, organizational policies and procedures pertaining to the exam; and to significantly speed up the process between application and examination to avoid unnecessary delays in licensure and legal practice.

In addition, the State Boards and Agencies unanimously indicated that they needed a licensing examination that was State owned and operated.

## **Public Protection**

In staying true to the mission of public protection, there is only one exam that is designed specifically to meet the needs of the Licensing Boards and Agencies – that is the MBLEx. The MBLEx assesses the broad spectrum of core competencies required for safe and knowledgeable practice. The MBLEx is the only exam designed specifically for this purpose to meet the needs of the regulatory community.

The MBLEx is the sole examination for the massage and bodywork profession, designed with public protection as the primary focus. More than one third of the MBLEx content is dedicated to ethics and boundary issues and professional conduct. A focus on contraindications as they relate to public protection, adds to the exam's emphasis on practitioner professionalism and consumer safety. This is not surprising given the involvement of the regulatory boards in the development of the exam and the fact that much of our regulatory work deals with professional conduct and ethical issues.

Since the majority of individuals seeking licensure take the MBLEx, the FSMTB works in collaboration with various State authorities to identify and address illegal practices and persons who attempt to use aspects of the legitimate massage and bodywork profession as a front for their activities.

## **Portability**

The Federation of State Massage Therapy Boards (FSMTB), Associated Bodywork and Massage Professionals (ABMP), American Massage Therapy Association (AMTA) and the Alliance for Massage Therapy Education (AFMTE) all support the adoption of one licensing exam – the MBLEx.

Uniformity in the examination standard will afford practitioners the ability to cross State lines to practice without having to take different exams. The goal is to simplify and standardize the requisite knowledge and skills required for entry level practice no matter where a practitioner wishes to practice in the United States. One licensing exam benefits practitioners, regulatory boards, and public safety.

The FSMTB delivers in excess of 20,000 examinations each year to individuals seeking to practice massage and bodywork. It has quickly been adopted by the profession as the entry-level assessment standard. As a beneficial consequence, the uniform, standardized exam will only serve to help the individual practitioner so that they don't have to take multiple exams whenever they choose to cross a State line. If they are required to meet some other standard for California, it would force them to have to take a different test to be compliant, oftentimes several years after they have completed their education.

### **Governance**

In addition to the psychometric validity of the MBLEx that addresses the public protection mandate, and the obvious benefit to the profession, there is a benefit to the regulatory community that is paramount. That is, the MBLEx is the only examination that is owned and governed by the FSMTB member boards and our members are able to dictate policies that pertain to the exam by virtue of their membership and rights to vote.

In other words, the regulatory boards have no control over the decisions of other private organizations. The FSMTB exists to fulfill and protect the needs of the regulatory community without delegating that authority to any other entity. If the State board is challenged, the FSMTB defends the exam program.

The FSMTB is directly accountable to our member boards. As such, we provide accurate information to our members, we provide access to all aspects of the examination development and delivery process, and we seek input prior to making any examination policy changes, including content that may impact members.

Further, as a non-profit organization, any financial profits earned from the MBLEx go directly back into serving the needs of the FSMTB member boards and agencies, including CAMTC.

### **FSMTB Services**

The FSMTB develops and delivers the MBLEx on behalf of our member boards. The FSMTB sought input from all professionals in the massage, bodywork and somatic practice field. The Federation sought to determine exactly what people in the massage and bodywork profession are practicing across the country so we opened the Job Analysis up to everyone in both regulated and unregulated states. California had the greatest representation, comprising eleven percent of the 7,646 respondents.

The content for the MBLEx was based on this feedback from the thousands of practitioners around the country – that is why we refer to the MBLEx as an exam for the profession, by the profession – and with solid integration of the regulatory community at every step.



The FSMTB has set an educational requirement to take the MBLE<sub>x</sub> that is delineated in terms of competencies rather than requisite hours. See the underlined language below, extracted from the MBLE<sub>x</sub> Application Form.

I hereby certify that the information I provided on this application and in any supporting documents is accurate, true, and correct to the best of my knowledge and belief. I acknowledge and agree to abide by and with the policies and procedures promulgated by FSMTB, including all policies regarding examination irregularities, cheating, and cancellation of scores. I acknowledge that I have reviewed the Examination Content Outline and that I have education and training in the content subject areas. I acknowledge and agree that I am prohibited from transmitting information about FSMTB examination questions or content in any form to any person or entity and that my failure to comply with this prohibition, or my failure to report any information about suspected violations of such prohibitions or otherwise about any possible cheating by myself or others may result in my scores being cancelled in accordance with FSMTB policies and procedures and/or legal action, up to and including criminal prosecution. I acknowledge that the fee is non-refundable and non-transferable.

The content of the MBLE<sub>x</sub> reflects the broad spectrum of knowledge and core competencies identified by the profession for safe and effective entry-level practice. Proficiency in the content areas is based on sound education standards; however, the MBLE<sub>x</sub> is based on practice and did not evolve from a curricular base.

Thus far, the FSMTB has not set any minimum educational hours to take the MBLE<sub>x</sub>. One reason is that the Federation did not want to pick an arbitrary number of hours of education as a minimum eligibility requirement – it would be arbitrary because there are currently no data upon which to make a sound decision about appropriate educational hours. Until we are able to ascertain what an appropriate educational standard might be so that we can make a recommendation to the States, it should remain the prerogative of each State Board to determine what is acceptable for their State. The FSMTB also has systems in place to handle eligibility review, including educational transcript review, for our member boards.

Please note that the FSMTB is currently in the process of launching a project in conjunction with our 2012 Job Task Analysis that is intended to ascertain the characteristics of a quality, entry-level education.

Despite the current FSMTB competency-based educational requirement in addition to the hourly educational stipulation verified by the majority of States, it deserves to be noted that receiving a massage and bodywork education does not guarantee that one will be able to pass the MBLE<sub>x</sub> – as evidenced by a 32% MBLE<sub>x</sub> failure rate.



**CALIFORNIA**  
MASSAGE THERAPY COUNCIL

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# Memo

To: Ahmos Netanel, CEO  
From: Sheryl LaFlamme, CAMTC Operations Manager  
Date: 2/7/2012  
Re: Certified Through Exams

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A total of 460 applicants were certified through Portal G since September 2009. The breakdowns of exams are as follows:

NCETMB - 351

NCETM - 21

NESL - 34

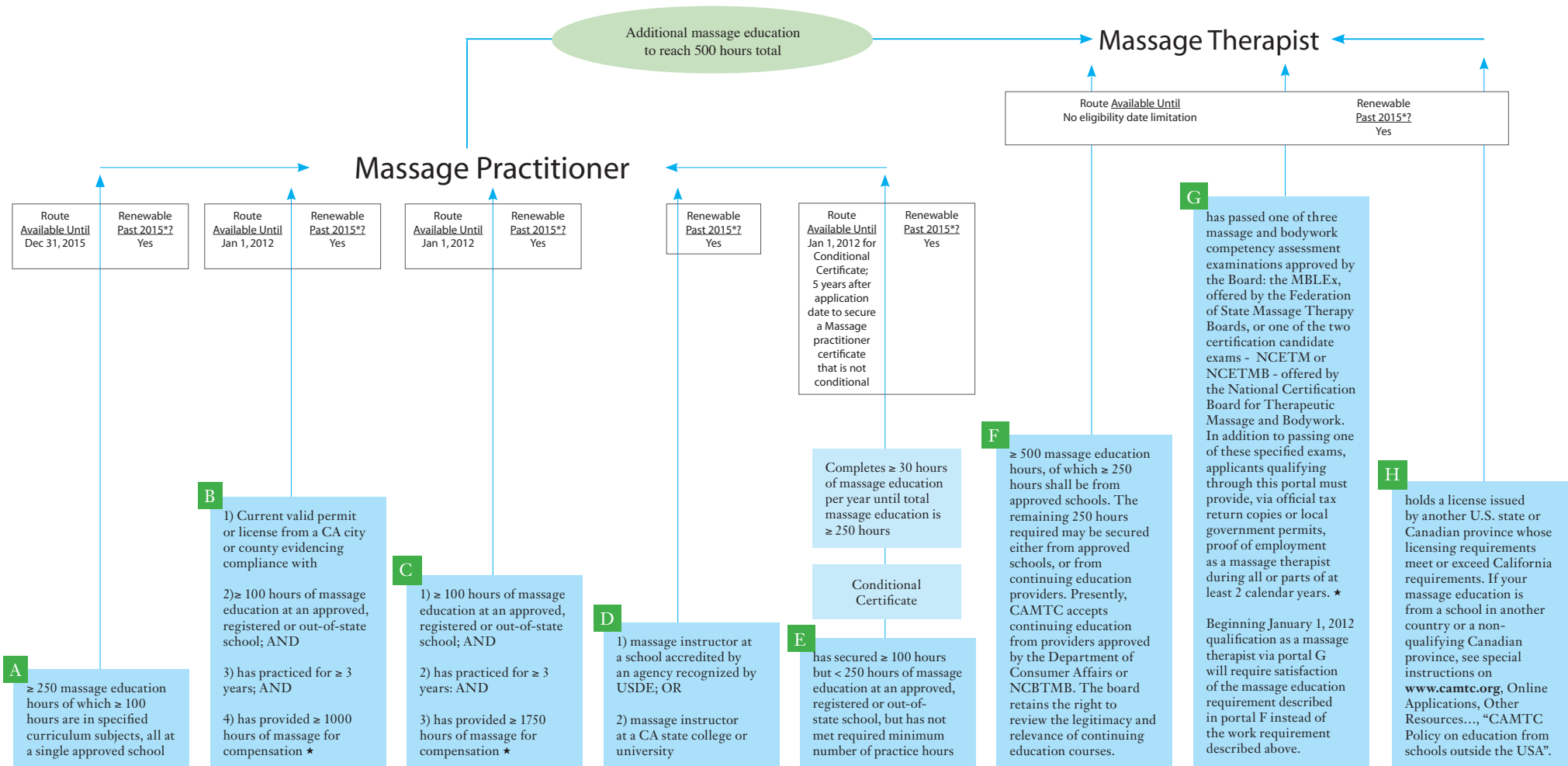
MBLEx - 54

Many other applicants, who qualified through a different portal, also stated that they took and passed an exam. The breakdown of those certificate holders, by exam and portal, are as follows:

|               | A  | B | C | D | E  | F    | H   |
|---------------|----|---|---|---|----|------|-----|
| <b>MBLEx</b>  | 11 | 2 | 4 | 0 | 13 | 325  | 50  |
| <b>NCETMB</b> | 13 | 4 | 2 | 0 | 15 | 2215 | 348 |
| <b>NCETM</b>  | 1  | 1 | 0 | 0 | 3  | 162  | 19  |
| <b>NESL</b>   | 4  | 0 | 0 | 0 | 4  | 197  | 8   |

Note: Overview of pathway chart attached as reference

# Overview of Pathways to CAMTC Certification



\* Assumes CAMTC, during sunset review, secures ability to continue operating past December 31, 2015.

★ Individuals evidencing massage therapy employment by tax returns must **both** include photocopies of their complete filed tax returns for the two years **and** file Form 4506-T with the IRS requesting that copies of summary IRS return data for those two years be sent to CAMTC.

This chart reflects CAMTC Board decisions as of September 22, 2010.

The information in this schematic representation provides general information about routes to CAMTC certification through eight different portals. Final decisions as to qualification are made based on detailed information in each application.



## **Governmental Affairs Report – February 7, 2012**

### **1. New Consumer Complaint protocols; tracking, filing and reporting**

Complaints are now being directed to and processed by the Professional Standards Division. The first step is determining whether the person is certified or has applied for certification. If not, the complainant is informed that CAMTC does not have jurisdiction, and the complaint is closed and filed. Depending on the nature of the complaint, the report may be kept in case the person ever applies for certification. Other instances where CAMTC may not have jurisdiction include such matters as fee disputes, romantic affairs between a therapist and the complainant's spouse and personality conflicts.

Some complaints are about or involve use of "certified" by non-certified persons. PSD now handles cease and desist letters.

When complaints are also under police investigation PSD coordinates with the investigation team.

The new processing and filing system will allow reports to be prepared for the Board that provide information such as the number and nature of complaints, how many were made against certified professionals, how many are within CAMTC jurisdiction, the number and types of complaints not in CAMTC jurisdiction, actions taken and final disposition. We will also look at creating a system for obtaining consumer feedback on the process, whether by direct inquiry or an online survey. This tracking should be of interest to the Board and will be required as part of the Sunset Survey (see separate report).

### **2. Local government – update on implementation of state law**

Attached are three spreadsheets. "Claims Status as of 2.7.12 sorted by population" shows the number, type and status of "claims" – reports of city or county failure to fully implement and recognize the state massage law. "Cities and Counties that Require



Certification as of 2.7.12” lists the names of cities and counties that staff is aware of, either through direct involvement or other reports, with ordinances that have been revised to require certification. “City and County Ordinance Status 2.7.12” lists those cities or counties known to have revised ordinances to comply with the massage law.

New reports continue to come in, with priority given to those involving high fees, usually for conditional use permits when not required of other professional businesses. Some reports result from a new staff person who is not yet familiar with CAMTC law. One instance was in Santa Ana, a city with one of our most supportive Police Chiefs and city staff. I spent some time bringing the new officer handling massage issues up to speed after she requested that a certified professional obtain a city police permit. In a few cases I am able to guide the massage therapist through the process and let them handle it. Most of these reports come to me as replies to an e-blast we sent in August 2011, indicating that many therapists have saved the original blast for ready access to CAMTC resources as needed.

**The “good”:** More and more cities rely on us for information, clearly counting on our expertise. We continue to receive requests to do presentations to cities and always request that they host a regional session so as to maximize use of our resources.

The trend is toward requiring certification, although hardly universal. Irvine, a city that initially claimed charter city exemption from the law, has now come into compliance, city staff working with Mark Dixon and me on a new ordinance that will require certification. As I have reported in the past, ordinance revisions can take anywhere from a few months to two years to complete. Three notable jurisdictions that have not revised ordinances since the passage of SB 731 are Los Angeles, both the county and city, and San Francisco. Although Ahmos, Rick and I have had met with the three LA county counsels who will be drafting the ordinance, and have had multiple follow-ups, they still await policy direction from the Board of Supervisors regarding whether to require certification. Meanwhile, they are still enforcing very strict zoning and high fee establishment regulations. We have been working with local certified professionals to put pressure on the Board of Supervisors to add this to their agenda.

Los Angeles city does not seem to have interest in an ordinance amendment and for the most part exempts certified professionals from the city ordinance. They continue to refuse to provide officer declarations.

San Francisco city may be close to revising their ordinance although I don’t expect quick action. We have been approached by a Supervisor who possibly will consider sponsoring a new ordinance and hope to schedule a meeting this month.

**The “bad”:** As with other states, full implementation can take decades, and with over 500 jurisdictions and all the complexities of the law and school oversight by BPPE still

not fully up to speed, it may be at least that long before we stop hearing of compliance issues. Some challenges remain to be solved. The inability to issue establishment permits if everyone providing massage is certified is one of the major challenges to cities.

Some cities have noted that most other professions have some type of state establishment regulation, and even if not, as an example, the medical board will investigate complaints of unlicensed or illegal practices. When illicit or unprofessional behavior occurs in professions such as acupuncture or chiropractic, if the licenses are not revoked the state sets up formal probation programs with officers to monitor and inspect the professional and office on a regular basis.

### **The potentially “ugly”:**

Despite the increasingly positive acceptance of CAMTC, many problems remain with illicit activity that now lie beyond the ability of local governments to address, and are not within CAMTC’s jurisdiction. Without fees from establishment permits, cash-strapped local governments have limited resources to investigate illicit businesses. Not being able to issue revocable establishment permits if everyone providing massage is certified, local jurisdictions are exploring what options they have to prevent a proliferation of questionable businesses. Once opened, the challenge becomes how to close an illicit business without having the resources needed for nuisance abatement, which typically takes two years. Helping cities address these types of challenges serves our mandate of public protection and reduces opportunities for the profession to be used as a subterfuge to violate prostitution laws. A number of cities have reported or forwarded us consumer complaints made to their city councils. Consumers, as well as a growing number of certified massage professionals, are concerned with the proliferation of businesses that appear to be illicit. In many cases, this is the result of the success with the passage of AB 619, in that businesses in which everyone providing massage are certified must for the most part be treated as are other professionals. This has removed some of the obstacles not only to the legitimate certified professional but also to those taking advantage of the law. It is my concern that if enough of the public rise up to make this a political issue that cities may join together to try to re-gain some of the control they no longer have. I encourage the Board not to take this lightly. I believe that the communication we have with city attorneys, including a core group of very thoughtful attorneys who respect the profession and also understand the law enforcement issues, will serve us well. Neither SB 731 nor AB 619 had direct involvement of city attorneys, and as a result, SB 731 needed cleaning up and CAMTC is proposing further amendments this year. It is my intent that by engaging some of these attorneys in new legislation, along with our League of Cities and California State Association of Counties

(CSAC) representatives, and the California Police Chiefs association, we may be able to pass an effective bill that will work until our Sunset legislation.

### **3. Clean-up legislation update, stakeholder concerns.**

As of February 7, 2012, the provisions approved by the CAMTC Board for a 2012 bill have not been introduced to Legislative Counsel. Senior staff will be meeting with the consultant for the Republican Caucus. Once he accepts that the provisions fall within the legislature's rules for a clean-up bill, the language will be submitted to Legislative Counsel. If not all the provisions are accepted as appropriate for a clean-up bill, the Business, Professions and Economic Development Committee is likely to insert any remaining provisions into another related committee bill.

Some concerns have been raised by the AMTA-CA Government Relations Chair to several proposed amendments and by the ABMP GR Director to one of these. Detailed responses to their concerns have been prepared and discussions will follow to address their concerns.

Torrance was the second city to require certification, and continues to have problems, both with people working without being certified and with illicit activity by those holding certification. In November of 2011 Rick, Ahmos and I met with the city attorneys and vice unit to discuss a working relationship using declarations to help address the problems. Due to weaknesses in B&P 4600 et seq., the city has considered their own legislation.

A conference call with the lobbyist for Torrance and a number of other cities took place, hosted by the AMTA-CA lobbyist, to discuss the CAMTC proposed amendments. In addition to Ahmos and me, Rick McElroy, Mike Callagy and Dixie Wall were on the call with the Torrance Assistant City Manager, Assistant City Attorney and Director of Economic Development. At this point they have not raised any objections and seem to be supportive of the proposals. They plan to coordinate with other cities in their area to discuss common issues.

### **4. Other updates**

I am working with PSD on implementation of Board policy regarding owning or working in a business that advertises in any adult media. We are considering protocols for how to determine and track establishments that engage in advertising practices that are considered "unprofessional" per Board policy. Procedures need to be created for determining who the owner is, how staff will check applicants' places of employments, etc.

Quite a number of the reports CAMTC receives of schools not providing the education claimed come from massage therapists themselves, often students

who are not pleased to see colleagues obtain transcripts illegally. A recent problem is that of so-called schools that are not even bothering to apply for BPPE approval, which costs thousands of dollars and requires significant administration to provide a quality education. These schools are advertising in newspapers targeting recent immigrants and offering to prepare them to pass one of the approved exams, with or without any supervised practical training. With the exam-only options, we can expect to see applicants who may not have had any hands-on training.

#### **5. General Website Updates for 2012**

I worked with Ahmos, Sheryl and Roberta to make the changes to the CAMTC website and application for 2012, as the grandfathering portals closed. Most of my involvement was in content – review and drafting. A great many thanks go to Roberta Rolnick for her incredible amount of hours editing content, creating pdfs, sending the new pages to our webmaster and making sure that everything was placed and linked accurately. This was a major endeavor.

#### **6. Resource for staff**

I continue to be a resource for applicants and staff regarding applicants from closed schools, scope of practice questions and miscellaneous other inquiries best addressed by an expert within the profession.

# REPORTED CITY PROBLEMS IN ORDER OF DECENDING POPULATION

| Jurisdiction          | Issue   | Date report | Status                        |
|-----------------------|---|-------------|-------------------------------|
| Los Angeles County    | still requires medical exam                           | May-11      | resolved-                     |
| Los Angeles County    | background checks/ permit                             | May-11      | resolved                      |
| Los Angeles County    | establishment permit and fees                         | Apr-11      | ongoing                       |
| Los Angeles County    | drafting ordinance                                    | May-11      | awaiting Supervisor direction |
| Los Angeles City      | business license/employee outcall                     | Oct-10      | unsure                        |
| Los Angeles City      | permit required- citations issued                     | May-11      | resolved                      |
| Los Angeles City      | establishment permit and CUP                          | May-11      | mostly resolved               |
| San Diego             | oppressive dress code                                 | Jul-11      | ongoing-not critical          |
| San Diego County      | background checks/ permit                             | Dec-10      | resolved                      |
| San Diego County      | Mueller school says needs background check            | Dec-10      | resolved                      |
| San Diego County      | establishment permits                                 | Dec-10      | ongoing                       |
| San Diego County      | drafting ordinance                                    | Nov-11      | in progress                   |
| San Bernardino County | proposed moratorium, new zoning w/CUP                 | May-11      | resolved - all medical        |
| San Bernardino County | use permit -  | Nov-11      | resolved                      |
| Santa Clara County    | county reqd permit                                    | Dec-11      | unknown                       |
| Santa Clara County    | no home occupation for massage                        | Dec-11      | unknown                       |
| Santa Clara County    | estab permit \$1200 new, \$980 renew                  | Oct-11      | in progress                   |
| Santa Clara County    | msidemeanor citations for not registering certified s | Sep-11      | in progress                   |
| Alameda County        | drafting ordinance                                    | Jun-11      | ongoing                       |
| Alameda County        | moratorium  | Jun-11      | ongoing                       |
| San Diego city        | background check of certified owner                   | Apr-11      | resolved- paige folkman       |
| San Diego city        | establishment permit                                  | Apr-11      | resolved -paige               |
| San Diego city        | showers required                                      | Apr-11      | resolved - paige              |
| San Diego city        | permit required                                       | Apr-11      | resolved                      |
| San Diego city        | restrictive zoning                                    | Sep-11      | in queue                      |
| San Diego City        | drafting ordinance                                    | Oct-11      | in progress                   |
| San Jose              | drafting new ordinance                                | Jun-11      | ongoing                       |
| San Jose              | no outcalls   | Jun-11      | in the queue                  |
| Fresno county         | background checks                                     | Dec-10      | unconfirmed                   |
| San Francisco         | estab permit  | Dec-10      | in progress                   |
| San Francisco         | estab.fees  | Dec-10      | stalled                       |
| San Francisco         | outcall permit required                               | Dec-10      | stalled-                      |
| San Francisco         | showers required                                      | Dec-10      | resolved                      |
| San Mateo County      | drafting ordinance                                    | Apr-10      | resolved                      |
| San Mateo County      | \$420 annual "medical waste" fee                      | Nov-11      | ongoing                       |
| San Joaquin           | permit background check, establishment                | Jan-12      | resolved                      |
| Stanislaus County`    | permits, even of instructors                          | Jun-11      | resolved                      |
| Fresno city           | background checks                                     | Mar-11      | resolved                      |
| Long Beach            | accessory use only                                    | Dec-10      | working with city             |
| Long Beach            | establishment fee for gym based massage               | Aug-11      | resolved                      |
| Long Beach            | business license fees                                 | Jun-11      | resolved                      |
| Long Beach            | employee zoning                                       | Jun-11      | resolved                      |
| Long Beach            | drafting ordinance                                    | Jul-11      | ongoing                       |
| Sacramento            | wants somatic practitioner permit                     | Dec-11      | confirming                    |
| Sacramento            | no home occupation (not confirmed if massage spec     | Oct-11      | CMTC checkingif only massage  |
| Santa Ana             | \$300 permit & \$150 med exam                         | 1/1/2012    | in progress                   |
| Anaheim               | establishment permit                                  | Jun-11      | in the queue                  |
| Bakersfield           | permit required                                       | Oct-10      | unknown                       |
| Bakersfield           | drafting ordinance                                    | Sep-11      | in progress                   |
| Riverside City        | over \$811 for establishment permit                   | Dec-10      | ongoing                       |
| Riverside City        | showers required/extra bathroom                       | Dec-11      | ongoing                       |
| Riverside City        | chair massage   | Dec-11      | ongoing                       |
| Riverside City        | background check for certified owner                  | Oct-11      | ongoing                       |
| Riverside City        | establishment permit                                  | Jun-11      | in the queue                  |
| Riverside City        | high establishment fee                                | Jun-11      | in the queue                  |

|                          |  |            |                           |
|--------------------------|--|------------|---------------------------|
| Chula Vista              | requires city permit                                     | Oct-11     | resolved                  |
| Fremont                  | CUP? \$4100  | Aug-11     | in queue                  |
| Irvine                   | no massage in hotel room                                 | Aug-11     | resolved                  |
| Irvine                   | drafting ordinance                                       | Feb? 2011  | final draft -Ok           |
| Modesto                  | owner and manager need certification                     | Apr-10     | in the queue              |
| Glendale                 | CUP  | unknown    | resolved                  |
| Huntington Beach         | no outcalls  | early 2010 | in the queue              |
| Oxnard                   | drafting ordinance                                       | Dec-11     | in progress               |
| Oceanside                | no home occ (permits only massage)                       | Aug-11     | new report- not confirmed |
| El Dorado                | requiring permit   | Apr-11     | resolved                  |
| Rancho Cucamonga         | establishment permit required                            | Dec-10     | resolved                  |
| Rancho Cucamonga         | \$2600 CUP   | Dec-10     | in process                |
| Santa Clarita/ LA county | background check   | Oct-10     | resolved                  |
| Santa Clarita/ LA county | showers required   | Oct-10     | resolved                  |
| Santa Clarita/ LA county | \$2100 establishment permit                              | Sep-11     | ongoing                   |
| Palmdale                 | possible establishment, owner must be member of a        | Aug-11     | resolved                  |
| Palmdale                 | requiring business certification of ME new location      | Aug-11     | resolved                  |
| Palmdale                 | will amend ordinance                                     | Jun-11     | in queue                  |
| Pasadena                 | drafting ordinance, likely estab permit if non-certified | Jul-11     | in the queue              |
| Pasadena                 | background check of certified owner                      | Dec-10     | in the queue              |
| Pasadena                 | CUP  | May-10     | in the queue              |
| Corona                   | refuses to renew business license unless large emplo     | Dec-10     | unconfirmed               |
| Torrance                 | drafting ordinance                                       | Jun-11     | ongoing                   |
| Torrance                 | moratorium   | Sep-10     | resolved                  |
| Escondido                | drafting ordinance - planning Nov reading                | Jun-11     | resolved                  |
| Lancaster                | drafting ordinance                                       | Mar-10     | passed 5/10 w. problems   |
| Lancaster                | compliance certificate and fee                           | Mar-10     | no recent activity        |
| Lancaster                | compliance permit required                               | May-10     | in new ordinance          |
| Lancaster                | establishment permit                                     | May-10     | in new ordinance          |
| Elk Grove                | massage permit required                                  | early 2011 | unverified                |
| Orange - city of         | W-2 employee biz license                                 | Aug-11     | resolved                  |
| Sunnyvale                | background check and city permit                         | Aug-11     | in queue                  |
| Sunnyvale                | establishment permit                                     | Aug-11     | in queue                  |
| Thousand Oaks            | establishment permit-citations                           | May-11     | resolved                  |
| Thousand Oaks            | drafting ordinance                                       | Oct-11     | planning                  |
| Simi Valley              | moratorium   | Nov-10     | unknown                   |
| Simi Valley              | drafting ordinance                                       | Nov-11     | in progress               |
| El Monte                 | establishment permit fee                                 | Nov-11     | in queue                  |
| Santa Clara City         | establishment permit                                     | Oct-10     | resolved                  |
| Santa Clara City         | background check   | Oct-10     | resolved                  |
| Concord                  | did not recognize certification                          | Aug-11     | resolved                  |
| Vallejo                  | police permits   | Jan-12     | resolved                  |
| Vallejo                  | CUP  | Jan-12     | confirming                |
| Costa Mesa               | amending new ordinance                                   | Jul-11     | ongoing                   |
| Costa Mesa               | establishment permit                                     | Jul-11     | resolved                  |
| Costa Mesa               | no hotel massage   | Jul-11     | ongoing                   |
| Costa Mesa               | moratorium   | Jul-09     | resolved                  |
| Downey                   | \$833 establishment permit                               | Oct-11     | resolved                  |
| Downey                   | restrictive zoning/ cup                                  | Jun-11     | resolved                  |
| Downey                   | drafting ordinance                                       | Nov-11     | in progress               |
| West Covina              | permit required  | Nov-10     | in the queue              |
| Victorville              | CUP  | Oct-11     | in progress               |
| Norwalk                  | CUP  | 8/11/2011  | resolved                  |
| Burbank                  | registration/permit?                                     | Jun-11     | resolved                  |
| Burbank                  | establishment permit for mobile at Warner Bro            | Jan-12     | resolved                  |
| Berkeley                 | establishment permit                                     | Apr-11     | resolved                  |
| Berkeley                 | city application   | Jan-11     | resolved                  |
| Berkeley                 | CUP  | Apr-11     | resolved                  |

|               |  |            |                      |
|---------------|--|------------|----------------------|
| Berkeley      | wants permit of sound healer                 | Jan-12     | in progress          |
| Ventura       | taking permit fees                           | Dec-10     | city will not budge  |
| Richmond      | background check and massage permit          | Sep-11     | resolved             |
| Richmond      | CUP, establishment permit                    | Aug-11     | new report           |
| Temecula      | city permit                                  | Mar-11     | in the queue         |
| Temecula      | no outcalls                                  | Mar-11     | in the queue         |
| Murrieta      | permit required                              | Oct-10     | in the queue         |
| Mission Viejo | \$800 establishment fee                      | Oct-10     | in the queue         |
| Mission Viejo | CUP  | Oct-10     | in the queue         |
| Mission Viejo | establishment permit                         | Oct-10     | in the queue         |
| Rialto        | CUP - high fee                               | Dec-10     | in the queue         |
| Rialto        | medical certificate                          | Dec-10     | in the queue         |
| Vista         | employee business license                    | Feb-11     | resolved             |
| Vista         | compliance fees                              | Feb-11     | in the queue         |
| Vacaville     | establishment "supplemental" license         | Aug-11     | in queue             |
| Westminster   | permit required                              | May-10     | in the queue         |
| Westminster   | police approval for business license as I.C. | May-10     | in the queue         |
| Santa Monica  | owner exam on city code                      | Aug-11     | new report           |
| santa monica  | restrictive zoning                           | Aug-11     | new report           |
| Santa Barbara | no chair massage                             | 11/1/2011  | in progress          |
| Santa Barbara | establishment permit                         | 11/1/2011  | in progress          |
| Newport Beach | CUP -  | early 2011 | resolved             |
| Newport Beach | city exam                                    | Aug-11     | resolved             |
| Newport Beach | drafting ordinance                           | unknown    | in the queue         |
| Chino         | plan to draft massage/zoning ord.            | Apr-11     | postponed, soon      |
| Chino         | establishment issues                         | Oct-10     | in queue             |
| Chino         | requires permit                              | Oct-10     | in queue             |
| san marcos    | establishment permit                         | Oct-10     | resolved in new ord. |
| san marcos    | employee business licenses                   | 8/6/2011   | new report           |
| san marcos    | drafting ordinance                           | Oct-11     | in progress          |
| Buena Park    | accessory use only                           | Feb-12     | in progress          |
| Lakewood      | background check of certified owner          | Feb-11     | in queue             |
| san leandro   | possible permit required                     | Oct-10     | in queue             |
| Chino Hills   | establishment permit                         | Oct-10     | resolved             |
| Chino Hills   | Conditional use permit                       | Jan-11     | resolved             |
| Chino Hills   | drafting new ordinance                       | Apr-11     | resolved             |
| Chino Hills   | no outcalls                                  | Aug-11     | resolved             |
| Lake Forest   | technician permit                            | Nov-11     | resolved             |
| Lake Forest   | establishment permit                         | Nov-11     | resolved             |
| Redwood City  | no outcalls in draft                         | Oct 2011`  | resolved             |
| Redwood City  | draft to deny CCMP's ability to work         | Oct-11     | resolved             |
| Redwood City  | drafting ordinance                           | Jul-11     | resolved             |
| Redwood City  | Cup, high fee                                | Jan-11     | resolved             |
| Bellflower    | possible employee business license           | Aug-11     | verifying            |
| Bellflower    | permit required                              | Oct-10     | in queue             |
| Upland        | forbids full massage in reflexology business | Nov-11     | in progress          |
| MountainView  | background check                             | Feb-11     | in queue             |
| Mountainview  | establishment permit & fees                  | Feb-11     | in queue             |
| Alameda city  | requires city permit,                        | Sep-09     | resolved             |
| Alameda city  | drafting ordinance                           | Jan-12     | in progress          |
| Union City    | restrictive zoning                           | Aug-11     | in queue             |
| Redlands      | restrictive zoning                           | Aug-11     | in queue             |
| Redlands      | CUP and fee                                  | Oct-09     | in queue             |
| Redlands      | permit required                              | Oct-09     | in queue             |
| Milpitas      | background checks                            | Sep-11     | resolved             |
| Folsom        | drafting ordinance                           | Oct-11     | ongoing              |
| Turlock       | background check/ police permit              | Nov-11     | resolved             |
| Turlock       | establishment                                | Dec-09     | in queue             |

|                 |  |              |                              |
|-----------------|--|--------------|------------------------------|
| Pleasanton      | city livescan and license fees                         | Aug-11       | resolved                     |
| Yorba Linda     | showers required                                       | Nov-11       | in progress                  |
| Yorba Linda     | establishment permit                                   | Dec-11       | in progress                  |
| San Clemente    | drafting ordinance                                     | early 2011   | resolved                     |
| San Clemente    | no home occupation for massage                         | Aug-11       | in queue                     |
| San Clemente    | restrictive zoning                                     | Aug-11       | in queue                     |
| Redondo Beach   | drafting ordinance                                     | early 2011   | in progress                  |
| Redondo Beach   | plans to require a CUP                                 | Nov-11       | in progress                  |
| Camarillo       | 2 business license fees - one specific only to massage | Oct-11       | resolved                     |
| Camarillo       | city permit and medical exam                           | Sep-11       | resolved                     |
| Camarillo       | no home or outcall massage                             | Jul-11       | resolved                     |
| Walnut Creek    | city permit required                                   | Aug-11       | resolved                     |
| Montebello      | no massage businesses allowed                          | May-11       | in queue                     |
| Palo Alto       | permit required  | May-11       | resolved                     |
| Palo Alto       | drafting ordinance                                     | May-11       | almost complete              |
| Encinitis       | \$6000 for new business planning fee                   | Jan-12       | probably resolved (see file) |
| Monterey Park   | certified owner background check                       | Oct-11       | resolved                     |
| Monterey Park   | restrictive zoning                                     | Mar-11       | resolved                     |
| Monterey Park   | new ordinance  | Oct-11       | complete                     |
| Monterey Park   | CUP  | Mar-11       | resolved                     |
| Monterey Park   | background check of certified owner                    | Oct 2010     | resolved                     |
| San Ramon       | incidental use; limited zoning                         | 8/6/2011     | in queue                     |
| La Habra        | requires city exam                                     | Jan-12       | resolved                     |
| La Habra        | requires showers                                       | Jan-12       | in progress- positive        |
| Diamond Bar     | CUP - resolved   | May-11       | resolved                     |
| Fountain Valley | establishment permit, CUP                              | and oct 2011 | in queue                     |
| Fountain Valley | extra restrooms  | Aug-11       | in queue                     |
| Fountain Valley | permit required/another report contradicts             | Oct-10       | in queue                     |
| Arcadia         | \$10 registration fee W-2 employees                    | 5/1/2011     | in queue                     |
| Arcadia         | limited to 33% of business                             | May-11       | in queue                     |
| Arcadia         | only in med, chiro offices - 2mts max                  | May-11       | in queue                     |
| Rocklin         | establishment permit                                   | Mar-11       | in queue                     |
| Perris          | variance   | early 2011   | in the queue                 |
| Cerritos        | CUP and Town Center limitation                         | May-11       | ongoing                      |
| Delano          | cup  | Nov-11       | resolved                     |
| Delano          | drafting ordinance                                     | Nov-11       | in progress                  |
| Novato          | permit required  | Oct-10       | resolved                     |
| Novato          | higher business license fee                            | Aug 0211     | in queue                     |
| Novato          | restrictive zoning                                     | Oct-10       | in queue                     |
| Cathedral City  | permit required  | early 2011   | in queue                     |
| Highland        | difficult to get business license                      | Aug-11       | in queue                     |
| Brentwood       | city permit (registration by employee?)                | Nov-11       | resolved                     |
| Placentia       | no independent contractors                             | Aug-11       | resolved                     |
| Placentia       | exam   | Oct-10       | resolved                     |
| Placentia       | accessory or medical only                              | Augn 2011    | ongoing                      |
| Placentia       | manager must be certified                              | Jun-11       | ongoing                      |
| Placentia       | CUP  | Oct-10       | ongoing                      |
| Palm Desert     | zoning, accessory use                                  | May-11       | in queue                     |
| Palm Desert     | permit required  | Dec-10       | in queue                     |
| Gilroy          | background check/police permit                         | Jan-12       | resolved                     |
| Yucaipa         | permit required  | May-11       | resolved                     |
| Lake Elsinore   | certified owner background check                       | Dec-11       | in progress                  |
| La Mirada       | CUP, also of holistic health businesses                | Oct-11       | will review/city to revise   |
| La Mirada       | new ordinance  | Oct-11       | resolved                     |
| Covina          | moratorium   | early 2011   | in queue                     |
| covina          | no mobile - needs planning                             | Jan-12       | in queue                     |
| Azusa           | moratorium   | May-11       | resolved                     |
| Dublin          | background check,                                      | May-11       | resolved                     |



|                     |  |          |                    |
|---------------------|--|----------|--------------------|
| Dublin              | moratorium                                     | May-11   | resolved           |
| Dublin              | no outcalls                                    | May-11   | in queue           |
| Palm Springs        | city permit                                    | Nov-11   | resolved           |
| Palm Springs        | dual business license fees                     | Sep-11   | resolved           |
| Palm Springs        | establishment permit                           | Oct-10   | resolved           |
| Palm Springs        | medical exam                                   | Dec-11   | in progress        |
| Palm Springs        | zoning   | Oct-10   | in progress        |
| Palm Springs        | accessory use only                             | Jan-12   | in progress        |
| San Luis Obispo     | TB test required                               | Nov-11   | resolved           |
| Newark              | no massage home occupation                     | Oct-10   | in queue           |
| Danville            | background checks                              | May-11   | in queue           |
| Danville            | moratorium                                     | May-11   | in queue           |
| Danville            | sheriff background checks                      | May-11   | in queue           |
| Rohnert Park        | did not recognize certification                | unknown  | resolved           |
| La Puente           | ignores law                                    | Jan-12   | in queue           |
| San Gabriel         | CUP  |          | resolved           |
| San Gabriel         | permit required for certified owner            | May-11   | resolved           |
| San Gabriel         | drafting new ordinance                         | May-11   | resolved           |
| San Gabriel         | Moratorium                                     | May-11   | resolved           |
| Rancho Palos Verde  | permit required                                | May-11   | resolved           |
| Lincoln             | no outcalls                                    | Jun-11   | in queue           |
| Campbell            | registration fee                               | Jun-11   | ongoing            |
| Campbell            | additional business license for massage        | Nov-11   | in progress        |
| Campbell            | \$471 establishment fee                        | Sep-11   | resolved           |
| Culver City         | establishment and technician permit            | Aug-11   | ongoing            |
| Culver City         | high fee                                       |          | in queue           |
| Pacifica            | cup \$3700                                     | Oct 2011 | resolved           |
| Pacifica            | police permits                                 | Mar-11   | resolved           |
| Pacifica            | medical exam                                   | Feb-11   | Resolved           |
| Morgan Hill         | moratorium                                     | unknown  | in queue           |
| Monrovia            | certified owner background check/\$1300        | Jul-11   | in queue           |
| Monrovia            | moratorium                                     | May-11   | in queue           |
| Monrovia            | restrictive zoning                             | May-11   | in queue           |
| Stanton             | permit required                                | Oct-10   | in queue           |
| Dana Point          | restrictive zoning                             | Aug-11   | in queue           |
| San Juan Capistrano | establishment permit                           | May-11   | resolved           |
| San Juan Capistrano | "business" permit required of employees        | May-11   | resolved           |
| San Juan Capistrano | restrictive zoning                             | May-11   | in queue           |
| Los Banos           | drafting ordinance                             | Dec-11   | in progress        |
| Beverly Hills       | fees, massage work permit and livescan         | 8/1/2011 | resolved           |
| Beverly Hills       | no cross gender massage                        | long ago | not being enforced |
| Temple City         | citation for not renewing establishment pemrit | Aug-11   | in queue           |
| Temple City         | refused information                            | May-11   | in queue           |
| La Verne            | requires city permit - no fee                  | unknown  | resolved           |
| Pleasant Hill       | permit required                                | Oct-10   | resolved           |
| Pleasant Hill       | establishment permit                           | Dec-11   | resolved           |
| Laguna Hills        | permit required                                | May-11   | in queue           |
| Walnut              | moratorium                                     | Jul-11   | in queue           |
| Saratoga            | non-cert. owner estab permit                   | Jun-11   | ongoing            |
| Goleta              | registration fee                               | Oct-10   | in queue           |
| Los Gatos           | employee business licenses                     | May-11   | stalled-           |
| Los Gatos           | variance/CUP                                   | Oct-10   | in queue           |
| Foster City         | background check                               | Aug-11   | in queue           |
| Twentynine Palms    | city therapist permit                          | Aug-11   | resolved           |
| Monterey City       | permit required                                | Nov-10   | in queue           |
| San Carlos          | new ordinance                                  | Jul-11   | ongoing            |
| Los Altos           | background, permit high fees & medical exams   | Aug-11   | resolved           |
| Banning             | moratorium                                     | unknown  | resolved           |

|                    |   |         |                             |
|--------------------|---|---------|-----------------------------|
| Desert Hot Springs | permit required                                   | Oct-10  | in queue                    |
| Belmont            | business license fee \$2038                       | 2000    | in queue                    |
| Belmont            | establishment fee \$3500                          | 2000    | in queue                    |
| Eureka             | city permit fee                                   | Dec-11  | resolved                    |
| South Pasadena     | proposed moratorium, new zoning w/CUP             | Jun-11  | resolved                    |
| South Pasadena     | Fee for ID badges                                 | Jun-11  | ongoing                     |
| South Pasadena     | \$300 zoning fee for contractor for each location | Aug-11  | new report                  |
| Wasco              | CUP if not in spa                                 | Jan-12  | confirming                  |
| San Fernando city  | certified owner background check/\$1300           | Oct-11  | in progress                 |
| Laguna Beach       | new ordinance                                     | Jan-12  | 1st reading 2.7.12          |
| Coronado           | restrictive zoning                                | Oct-10  | in queue                    |
| Calabasas          | permit required                                   | Oct-10  | in queue                    |
| Agoura Hills       | CUP   | Aug-11  | resolved                    |
| Agoura Hills       | establishment permit,                             | Aug-11  | ongoing                     |
| Millbrae           | new ordinance                                     | Jun-11  | postponed, communication    |
| Lomita             | massage permit                                    | Nov-11  | in progress                 |
| Pinole             | no outcalls                                       | unknown | in queue                    |
| Pinole             | permit required- city interview                   | Oct-10  | in queue                    |
| Santa Fe Springs   | new ordinance                                     | Oct-11  | in progress                 |
| Artesia            | employee business license                         | Jan-11  | resolved                    |
| El Segundo         | possible permit required                          | unknown | in queue                    |
| Albany             | restrictive zoning                                | Oct-10  | in queue                    |
| Rancho Mirage      | business license for hospital volunteer           | Aug-11  | resolved                    |
| Pacific Grove      | city permit                                       | Jan-12  | resolved                    |
| Carpinteria        | not permitting cmp to do outcall -                | May-11  | ongoing- stalled            |
| Malibu             | no home or outcall massage                        | Aug-11  | ongoing                     |
| Auburn             | no outcalls                                       | Oct-10  | in queue                    |
| Half Moon Bay      | possible permit required                          | Oct-10  | in queue                    |
| Marysville         | amended ordinance                                 | Feb-12  | full exemption -1st reading |
| Los Alamitos       | refused business license                          | Feb-11  | in queue                    |
| Scotts Valley      | possible permit required                          | Oct-10  | in queue                    |
| Lindsay            | new ordinance- favorable zoning                   | Oct-11  | support                     |
| Sierra Madre       | CUP, fee  | May-11  | in queue                    |
| Emeryville         | livescan and 500 hours                            | Sep-11  | resolved                    |
| Emeryville         | requiring permit                                  | Oct-10  | resolved                    |
| Corte Madera       | background check,                                 | Oct-10  | in queue                    |
| Corte Madera       | restrictive zoning                                | Oct-10  | in queue                    |
| Taft               | city permit required                              | Sep-11  | resolved                    |
| Taft               | establishment permit                              | Sep-11  | in queue                    |
| Calimesa           | requires permit                                   | Oct-10  | in queue                    |
| Escalon            | required permit                                   | Oct-10  | resolved                    |
| Escalon            | high fee permit                                   | Oct-10  | in queue                    |
| Escalon            | required CE's                                     | Oct-11  | in progress                 |
| Del Mar            | showers for clients and staff                     | Jul-11  | in queue                    |

## CITIES AND COUNTIES THAT REQUIRE CERTIFICATION

| Jurisdiction        | Population | Require certification?   |
|---------------------|------------|--------------------------|
| American Canyon     | 16,836     | yes, in policy           |
| Contra Costa County | 1,056,064  | yes -plan to             |
| Escondido           | 147,514    | yes (in new ord.)        |
| Chino Hills         | 78,971     | yes (1st reading 1/11/12 |
| San Mateo County    | 724,702    | yes - in new ord         |
| Agoura Hills        | 23,387     | yes                      |
| Antioch             | 102,330    | yes                      |
| Banning             | 28,751     | yes                      |
| Camarillo           | 66,690     | yes                      |
| Campbell            | 40,860     | yes                      |
| Costa Mesa          | 117,178    | yes                      |
| Cotati              | 7,476      | yes                      |
| Del Mar             | 4,660      | yes                      |
| Delano              | 54,447     | yes                      |
| Encinitas           | 65,171     | yes                      |
| Fontana             | 190,356    | yes                      |
| Gardena             | 61,927     | yes                      |
| Glendale            | 207,902    | yes                      |
| Huntington Beach    | 203,484    | yes                      |
| King City           | 12,140     | yes                      |
| La Verne            | 34,051     | yes                      |
| Laguna Beach        | 25,354     | yes                      |
| Modesto             | 211,536    | yes                      |
| Monrovia            | 39,984     | yes                      |
| Moorpark            | 37,576     | yes                      |
| Morgan Hill         | 40,246     | yes                      |
| Placentia           | 52,305     | yes                      |
| Pleasant Hill       | 33,844     | yes                      |
| Port Hueneme        | 21,887     | yes                      |
| Rosemead            | 57,756     | yes                      |
| San Carlos          | 29,155     | yes                      |
| San Clemente        | 68,763     | yes                      |
| San Diego City      | 1,257,000  | probably                 |
| San Diego County    | 3,118,876  | yes                      |
| San Gabriel         | 42,984     | yes                      |
| San Rafael          | 58,822     | yes                      |

|               |           |                         |
|---------------|-----------|-------------------------|
| Santa Clarita | 177,641   | yes                     |
| Santa Rosa    | 163,436   | yes                     |
| Torrance      | 149,717   | yes                     |
| Vacaville     | 97,305    | yes                     |
| Ventura City  | 106,096   | yes                     |
| Vista         | 97,513    | yes                     |
| Fresno City   | 502,303   | will                    |
| Clovis        | 96,868    | plans to                |
| San Marcos    | 84,391    | no-probably won't       |
| Daly City     | 108,383   | no-but recommend        |
| Oxnard        | 200,004   | no- planning to         |
| San Jose      | 1,023,083 | no -plan to keep dual   |
| Thousand Oaks | 130,209   | no- plan to             |
| Folsom        | 71,453    | no -plan to             |
| Irvine        | 217,686   | no (planned to require) |
| Redwood City  | 78,568    | no - plan to            |
| Dublin        | 48,821    | no - likely will        |
| Marysville    | 12,867    | no - full exemption     |

## CITY AND COUNTY ORDINANCE STATUS

| Jurisdiction        | Population | Drafting ordinance?     |
|---------------------|------------|-------------------------|
| Agoura Hills        | 23,387     | new 1.12.12             |
| Alameda city        | 75,409     | yes                     |
| Alameda County      | 1,521,157  | yes                     |
| American Canyon     | 16,836     | no ordinance            |
| Azusa               | 49,207     | new Oct 2011            |
| Bakersfield         | 338,952    | yes                     |
| Banning             | 28,751     | new                     |
| Berkeley            | 108,119    | Dec-12                  |
| Brentwood           | 52,492     | new (Feb 2011)          |
| Chino               | 84,742     | yes (soon)              |
| Chino Hills         | 78,971     | yes (soon)              |
| Clovis              | 96,868     | in process              |
| Contra Costa County | 1,056,064  | plan to                 |
| Costa Mesa          | 117,178    | yes-amending new ord.   |
| Del Mar             | 4,660      | passed 9/12/11          |
| Delano              | 54,447     | yes                     |
| Downey              | 113,715    | drafting new            |
| Dublin              | 48,821     | soon                    |
| Emeryville          | 10,227     | drafting new            |
| Encinitas           | 65,171     | eff jan 2012            |
| Escondido           | 147,514    | first reading           |
| Folsom              | 71,453     | yes                     |
| Foster City         | 30,719     | new                     |
| Fresno City         | 502,303    | in process              |
| Gardena             | 61,927     | complete                |
| Irvine              | 217,686    | yes                     |
| La Mirada           | 50,015     | opening zoning          |
| Laguna Beach        | 25,354     | first reading 2.7.12    |
| Lake Forest         | 78,720     | no (keeping dual)       |
| Lancaster           | 145,875    | new                     |
| Long Beach          | 494,709    | yes                     |
| Los Angeles County  | 9,858,989  | yes (soon)              |
| Los Banos           | 36,421     | yes                     |
| Marysville          | 12,867     | new 2/7/12first reading |
| Millbrae            | 21,968     | yes (soon)              |
| Monterey Park       | 65,027     | yes                     |

|                    |           |                          |
|--------------------|-----------|--------------------------|
| Newport Beach      | 86,738    | possibly                 |
| Oakley             | 35,646    | plan to                  |
| Oxnard             | 200,004   | complete                 |
| Palmdale           | 152,622   | (soon)                   |
| Palo Alto          | 65,408    | yes                      |
| Pasadena           | 151,576   | yes                      |
| Pleasant Hill      | 33,844    | in process 1.12          |
| Pomona             | 163,683   | yes                      |
| Redondo Beach      | 68,105    | yes                      |
| Redwood City       | 78,568    | yes                      |
| Ridgecrest         | 28,726    | drafting new             |
| Roseville          | 115,781   | yes                      |
| San Bernadino city | 204,800   | yes                      |
| San Carlos         | 29,155    | yes                      |
| San Clemente       | 68,763    | yes                      |
| San Diego City     | 1,257,000 | yes                      |
| San Diego County   | 3,118,876 | revising again           |
| San Gabriel        | 42,984    | new                      |
| San Jose           | 1,023,083 | yes                      |
| San Marcos         | 84,391    | yes                      |
| San Mateo County   | 724,702   | yes                      |
| Santa Clarita      | 177,641   | new                      |
| Santa Fe Springs   | 17,929    | yes                      |
| South Pasadena     | 25,881    | zoning                   |
| Thousand Oaks      | 130,209   | yes                      |
| Torrance           | 149,717   | zoning                   |
| Visalia            | 125,971   | drafting first ordinance |



### **Sunset Process 101 – a quick overview**

The Sunrise/Sunset process began in California in the mid 1990's in an effort to evaluate the need, effectiveness and efficiency of the states boards, commissions and similar bodies.

Sunrise is a process by which an occupation or profession wishing to establish new state certification or licensure must propose the components of the legislation, along with cost and benefit estimates of the proposed regulation. The Joint Committee on Business, Professions and Economic Development reviews Sunrise requests before legislation is introduced to create new regulation. Justification for new regulation is based on whether the public is being harmed by the lack of state regulation; whether the type of regulation being sought will protect the public, and what is the least level of regulation that will protect the public.

The Sunset process occurs periodically – every five to ten years. The Joint Legislative Sunset Review Committee reviews the Sunset Survey Packet, solicits stakeholder response, and holds a hearing. Major categories of concerns to be addressed are:

1. Does the law protect the public, and if so, are revisions needed to make the law more effective?
2. Does the regulatory entity take adequate disciplinary action against those it regulates?
3. Do the Board and any committees adequately represent the public's perspective on issues concerning regulation of the profession? Are the members fair and serving the public interest or the professions interest?
4. Does the Board fulfill its' statutory responsibility?
5. Is the Board operating efficiently?
6. Has the Board defined incompetent, negligent and unprofessional conduct and created programs to uphold ethical standards?

The standard Survey will be customized since CAMTC is a private non-profit certifying organization and not a state licensing board so we have yet to see the specific questions that we will be asked. Nevertheless, there is much to be learned and prepared for by studying other Sunset Packets, including those for professions with similar regulatory models. These include:

Certified Industrial Hygienists - BPC Section 20700

Registered Tax Preparers - BPC Section 22250

Certified Massage Therapists - BPC Section 4600

Certified Common Interest Development Managers - BPC Section 11500

Certified Interior Designers - BPC Section 5800 – Sunset Survey will be prepared in late 2012

The law under which CAMTC operates is California Business and Professions Code (BPC) Section 4600 et seq. The law Sunsets January 1, 2015 unless new legislation extends it. Initial identification and consideration of some of the policy decisions that the Board will need to make will begin in the second half of 2012.

Dates to Remember:

- Early 2013 - CAMTC receives a copy of the Sunset Survey
- October or November 2013 - Survey and supporting documentation are submitted to the Joint Legislative Sunset Review Committee
- Stakeholder input requested by the committee
- Early 2014 - Committee Report and Recommendation is finalized
- If their recommendation is to extend the law, a committee bill will be introduced in early 2014 to extend and amend as appropriate.
- April 2014 - Hearing occurs before the committee.
- January 2, 2015 - The new law, if passed by the legislature and signed by the Governor, becomes effective.

**Brief Overview of some of the Decisions for the CAMTC Board (not a complete list)**

1. Should statewide regulation of massage continue?
2. Should CAMTC continue as the regulating entity?
3. Should the law become a mandatory licensing (practice) act?
4. What is the appropriate level of education and competency assessment?
5. What other authorities should be granted to the regulatory entity?
6. What if any changes should be considered to board composition and appointment of Board members?



In summary, there are some very significant decisions to be made by the CAMTC Board before responses to the Sunset Survey even begin. Much more discussion of these issues will be presented in upcoming meetings.

## **The Goal of Sunset Review Focuses on Application Processing and Complaint Handling**

Sunset review's goal is to improve the quality of services provided to consumers. It examines a board's operations, including application processing and complaint handling to:

- Ensure that the public's complaints are handled in a courteous and expeditious manner
- Ensure the public is informed about any complaints, disciplinary actions, judgments and criminal actions against a licensed (certified) professional
- Establish appropriate performance measures for each board reviewed

## **As with all DCA Boards and Bureaus, Every Aspect of CAMTC's Operation is Reviewed and Monitored**

CAMTC will be given a questionnaire of over 300 questions. This initiates the sunset review process for each board and bureau. Highlights of specific evaluative questions regarding applications processing, complaint handling, and operational systems include:

- Has the board/bureau specified its vision, mission and goals and objectives for its agency?
- Has the board/bureau been involved in strategic planning, any type of basic self-assessment quality management practices, or reorganization to improve the board's overall effectiveness and efficiency?
- Are there any undue delays in approving an application, providing an exam, or in issuing a license or certification?
- Does the consumer have access to application and licensing or certification information?
- Are complaints handled in both an expeditious and appropriate manner, either through informal or formal processes? Is there any reduction in complaint handling timeframes, or have timeframes increased?
- Is complaint information disclosed to the public?
- How many investigations have been commenced and completed for each year over the past four years, and how many are currently open/pending? What has been the timeframe for these investigations? Has there been a backlog or reductions of outstanding investigation cases?

- Are investigations, inspections and/or audits handled in both an expeditious and appropriate manner by the board/bureau, through use of their own investigative staff? How accurate are the initial and subsequent decisions on investigations?
- Have there been any extreme delays in handling of disciplinary cases over the past four years?
- What disciplinary information is disclosed to the public?

In addition, the initial round of sunset review includes a Consumer Satisfaction Survey, which asks each board and bureau to assess what percentage of consumers are satisfied with the way in which the board handled their complaints.

## Increase public transparency and stakeholders' input

California Massage Therapy Council's (CAMTC) mission is to protect the public by certifying qualified massage professionals in California. To that end, the Board would like to encourage public and other stakeholder input as it considers policy decisions.

In order to assist individuals and organizations in determining whether they want to provide input on agenda items the Board instructs staff:

1. Regarding policy changes, to disseminate information beyond what is described on the agenda, whenever possible.
2. To develop a mechanism to help facilitate public input to the Board.

No documents were received for this item



TO: Board of Directors

FROM: Ahmos Netanel, Chief Executive Officer

DATE: February 8, 2012

RE: In house counsel- search and hiring update

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Immediately after the Board's decision to locate the in house counsel in Los Angeles we scraped our original search and run update ads on Monster.com and Craigslist. As expected, since we limited the geographical area this time we received a smaller number of applications.

We have completed an initial telephone interviews with the candidates and received writing samples and salary requirements. We have 5 promising people that we are in the process of scheduling interviews with.

However, some of their salary requirements are on the high end of what CAMTC would be willing to pay, but these are for the candidates with applicable experience, and they have said they are negotiable (one is \$95k and another is \$100k). The CEO doesn't think these amounts should disqualify these people. We are hoping to have the new staff attorney start training by March 1, 2012.

The CEO would like to remind the Board that the 2012 budget assumed that the staff attorney starting date was going to be January 2, 2012. The expected two months delay because of location change also triggers a two months delay in the commencement of a \$26,000 in monthly savings in PSD's legal assistance. The CEO is reminding to the Board that the decision to engage an attorney who resides in the Los Angeles area will require some initial travel to Sacramento for training. The Board should also be cognizant of the fact that there are no funds available in the budget for the training travel expense or for office rent.

The CEO will be happy to provide the Board an estimated budget for travel and office space for the staff attorney in March.



TO: Board of Directors

FROM: Ahmos Netanel, Chief Executive Officer

DATE: February 7, 2012

RE: Reevaluation of management contract with AMG

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In order to better evaluate the anticipated volume and nature of work expected from AMG, April through December 2012, AMG and CAMTC will commence negotiations during the last week of February 2012. The CEO will present the Board the results of these negotiations in the middle of March 2012.

1.



**CALIFORNIA**  
MASSAGE THERAPY COUNCIL

One Capitol Mall, Suite 320 | Sacramento, CA 95814  
tel 916.669.5336 fax 916.444.7462 www.camtc.org

# Memo

**To:** Ahmos Netanel, CEO  
**From:** Sheryl LaFlamme, CAMTC Operations Manager  
**Date:** 2/7/2012  
**Re:** Hearing Filing Fee

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The June and September 2011 Boarding Meetings introduced the recommendations for Hearing Filing Fee's and the waiver form for those indigent and unable to pay. A motion was made, on September 15, 2011, to adapt the form which would go into effect on January 1, 2012.

Implementation of the filing fee motion was done in three parts:

- Hearing Fee language and waiver information added to the Proposed Denial Letter (PDL)
- Online payment method for hearing fee added to the website
- Hearing filing fee procedures written for staff

The October 28, 2011 PDL letters were the first batch to execute the filing fee motion. Hearings were already scheduled through January 5, 2012, which automatically forced scheduled hearing from the October 28<sup>th</sup> letter well past the January 1, 2012 effective date.

Below are the filings fees paid to date and the waivers granted. Aside from the 10/28/2011 and 12/2/2011 PDL's, please note that the 12/30/2011 PDL's have document deadline dates in March and May. Complete data for the 12/30/2011 PDL's will not be obtained until after the deadline.

It's also important to understand that once a hearing is scheduled, an applicant has one week prior to that scheduled hearing to pay the filing fee. If the filing fee is not paid, the applicant is removed from calendar and advised that once payment is received, they will be placed back on calendar. Applicants will be given one year to pay their fee after timely requesting a hearing/consideration. After one year, they will receive a letter advising they have 30 days to pay or their file will be purged.



**10/28/2011 PDL - 81 letters mailed**

(1/5/2012 deadline to request hearing)

Oral Hearing Requested – 22

- Paid – 16
- Waiver Granted - 6

Written Consideration Requested – 8

- Paid – 1
- Waiver Granted - 1

Removed from Calendar for non-payment of filing fee's

- Oral Hearing – 2
- Written Consideration – 1

**12/30/2011 PDL - 257 letters mailed**

(3/8/2012 and 5/10/2012 deadlines to request a hearing)

Oral Hearing Requested – 15

- Paid – 13
- Waiver Granted- 2

Written Consideration Requested – 6

- Paid – 6
- Waiver Granted – 0

**12/23/2011 PSD initiated PDL's – 7 letters mailed**

(1/26/2012 deadline to request hearing)

Oral Hearing fee's paid – 2

**12/23/2011 PSD initiated PRL (Proposed Revocation Letters) – 4 letters mailed**

(1/26/2012 deadline to request hearing)

Oral Hearing fee paid – 1

No documents were received for this item

Draft employee handbook will be sent to the Board  
by General Counsel