

Email Support Contact List

The following is a comprehensive list of all school systems or public facing email inboxes managed by the Department. Please review this list and send your questions to the appropriate email in order to ensure that your questions are answered in a timely manner.

LDOE Email Response Protocols:

- All emails sent to one of the following inboxes should be responded to within 48 hours of receipt.
- Should the LDOE need more than 24 hours to respond to a question, the sender will be notified of the anticipated timeline in which they will receive an answer to their question.
- If after 48 hours the sender has not received a response to their question, they should resend the email and copy the inbox primary contact.

Topic	Public Contact Information	Answers Questions About...
Accountability	accountability@la.gov	<ul style="list-style-type: none"> • School Performance Scores and the components of School Performance Scores • Accountability Council • General school and district accountability policy
Assessments	assessment@la.gov Phone: 1-844-268-7320	<ul style="list-style-type: none"> • Preparation for and administration of assessments and accountability including, but not limited to, standard and alternate assessment for grades 3-8 and high school • All K-12 summative and non-summative assessments (ELPT, ELPS, LEAP Connect, ACT, LEAP 360, etc.) • K-3 Literacy Screening • Student test histories • Assessment graduation requirements • School and district performance scores • Data certification <ul style="list-style-type: none"> • Accommodations

Topic	Public Contact Information	Answers Questions About...
Believe and Prepare	believeandprepare@la.gov	General questions about the Believe and Prepare program or educator preparation Questions about Content and Mentor Teachers
Charter Support	charters@la.gov	Automates issue tickets for charters in Charter Salesforce platform
Charter Pre-Opening	charters@la.gov	Questions related to the pre opening process for new Type 2 & 5 charter schools
CSP Grant	cspgrant@la.gov	Questions related to CSP grant eligibility and application. Accepts grant application Letters of Intent and Applications.
Child Care Assistance Program (general)	LDECCAP@la.gov	Questions related to Child Care Assistance Program (CCAP), including questions from families and the general public; CCAP clients to verify documents, and contact case workers.
Child Care Assistance Program (priority)	CCAPpriority@la.gov	Questions from priority populations for the Child Care Assistance Program (CCAP)
Child Care Assistance Program Early Head Start	EHSccap@la.gov	Processes Early Head Start Partnership applications, EHS verifications, EHS communications, center Change reports
Child Care Assistance Program Fraud	ldeccapfraud@la.gov	Concerns or reports around fraudulent claims for CCAP and Early Childhood Education matters.
Child Care Assistance Program Systems	ccapsystems@la.gov	Used for notifications to systems team members for internal technical requests, reporting technical issues and various data requests.
Child Care Assistance Program Transitional Living	TLCCAP@la.gov	Answers questions and requests regarding CCAP Transitional living documents (outreach centers/programs, shelters, opioid) and verifications

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Child Care Assistance Program- virtual faxes	nextiva@la.gov	Answers virtual faxes related to Child Care Assistance Program
Child Care Assistance Program Welfare	CCAPchildwelfare@la.gov	This inbox processes Continuity of Care applications and answers questions about said topic.
Child Care Center Licensing	LDElicensing@la.gov	Questions and information related to all licensing for child care centers This is the address that should be used to report complaints about child care providers or unlicensed sites
Child Care Criminal Background Checks	LDECCBCprocessing@la.gov	Questions related to Child Care Criminal Background Checks processing, requirements, and associated fees.
Child Care Criminal Background checks	LDEchildcareCBC@la.gov	Questions related to Child Care Criminal Background Checks, including individuals with out-of-state records.
Child Care Criminal Background checks - Password Reset	ccbcpasswordreset@la.gov	Locked out of CCCBC System/Password reset needed

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LEADS	leads@la.gov	Question related to the teacher, counselor, or leader evaluation system including: <ul style="list-style-type: none"> • LEADS • Louisiana Evaluation System (LES) • Student Learning Targets • Observations • Bulletin 130
Communications & Newsletters	ldoecommunications@la.gov Media Requests: (225) 427-2983	Questions related to newsletters , media or general communication questions.
Curriculum & Instruction	classroomsupporttoolbox@la.gov	Questions related to standards and curriculum
Curriculum Verification and Results Reporting Portal	LDOECVR@la.gov	Questions related to Curriculum Verification and Results Reporting Portal (CVR) including: <ul style="list-style-type: none"> • Roster verification • granting CVR access • transitional student growth/VAM
DataGovernance	LDEdata@la.gov	Questions related to data governance including: <ul style="list-style-type: none"> • Act 677 • FTP assistance • Data sharing agreements • Records requests • Any additional inquiries related to newsletter entries or data governance webinars
Data Systems	systemsupport@la.gov	Questions related to any of the LDOE data systems or specific inquiries in response to a newsletter entry or other communication channel
Data System - EdLink Ops	EdOps Ticket System	Questions or inquiries about the EdLink Ops system including vendor questions and file extract concerns

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Digital Learning/ EdTech	DigitalLearning@la.gov	Questions about EdTech and implementing digital learning tools to support high quality instruction
Diverse Learner Support	diverselearnersupport@la.gov	Questions related to diverse learner instructional supports including best instructional practices for students with disabilities, supports for students with significant cognitive disabilities, and dyslexia.
Early Childhood	earlychildhood@la.gov	Questions related to Early Childhood including: <ul style="list-style-type: none"> • Funding • Enrollment • Accountability • Improvement for early childhood programs
Early Childhood - School Readiness Tax Credits		
Early Childhood Academic Assurances	ECassurances@la.gov	Inbox for early childhood academic assurances that are submitted annually by child care centers, as well as routinely for new child care centers
Early Childhood Appeals	earlychildhoodappeals@la.gov	Inbox for appeals related to CLASS observations and performance scores for early childhood sites/schools.
Early Childhood Child Care Provider Certification	providercertification@la.gov	Questions and information related to provider certification for child care centers and family home center

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Early Childhood Provider Help Desk	LDEccap@la.gov Phone: (225) 614-5917 or (225) 250-7635	All providers <u>must</u> submit a ticket (high priority issues from Governor, politicians, lawyers are exceptions) Providers <u>must allow</u> a 30 day window to research their issue and follow up. It may not take this long. If a provider has to inquire of their ticket status after the 30 day window, they should include their ticket number with the call or email to LDECCAP@la.gov .
Early Childhood Provider Licencing	LDELicensing@la.gov Phone: (225) 342-9905	Questions regarding becoming a licensed childcare provider. The Licencing team also investigates concerns and complaints from parents regarding issues at daycare centers.
EdLink	systemsupport@la.gov	Questions regarding EdLink.
ELA and ELA Guidebooks	ELAGuidebooks@la.gov	Questions regarding ELA & ELA Guidebooks
Environmental Education	environmentaleducation@la.gov	Questions regarding environmental education
Events	LDOEvents@la.gov	Questions regarding Department led events to include Teacher Leader Summit
Federal Programs	LDOE.federalsupport@la.gov	Questions regarding federal programs
Finance: Charter Support	charterfinancehelpdesk@la.gov	Charter funding and allocation support
Finance: Nonpublic Support	nonpublicfinancehelpdesk@la.gov	Nonpublic finance support with textbooks, school lunch, or required services allocations

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Finance Issues: State & Local	schoolfinancehelpdesk@la.gov	State & Local Finance related issues or support
Financial Aid Planning	LDEfinancialaid@la.gov	Questions related to financial aid planning and FAFSA
Grants Help Desk	LDOE.grantshelpdesk@la.gov	Technical assistance with grants
Grant Submissions	LDEgrants@la.gov	Submission of Grant Budget applications for programs that are managed outside of eGMS.
High School Academics	highschoolacademics@la.gov	Questions related to high school programming including graduation pathways and dual enrollment. Questions related to attendance and alternative education programming.
Home Study	homestudy@la.gov	Questions about the Home Study process
Instructional Materials Review	louisianacurriculumreview@la.gov	Questions related to textbooks and instructional materials review , vendors, and PD vendor guide
Jump Start	jumpstart@la.gov	Questions related to the Jump Start program , Career and Technical Education, Career Development Fund, Apprenticeships , and Fast Forward .
Lead Agency Support	leadagencysupport@la.gov	Questions related to community networks, lead agency programs , enrollment, and other support topics.
Literacy	louisianaliteracy@la.gov	Questions related to K-12 literacy, literacy coaching, family literacy engagement, trainings and professional development around literacy, local literacy plans, classroom literacy practices
MFP Support	LDOEMFPhelpdesk@la.gov	Minimum Foundation Program & related questions support
Nonpublic School Support	nonpublicschools@la.gov	Questions related to nonpublic school approval, School Choice Scholarship for Students with Exceptionalities , and general parent concerns/questions regarding state approved nonpublic schools

Topic	Public Contact Information	Answers Questions About...
Policy & Governmental Affairs	EducationPolicy@la.gov	Questions related to general education policy
Principal Support	louisianaleaders@la.gov	Aspiring Principal Fellowship Aspiring Principal Fellowship , Principal webinar series, Retention and Recruitment Fellowship, Principal Bootcamp, Principal Newsletter
Pupil Progression Plans	PPP@la.gov	Questions related to and collection of Pupil Progression Plans (PPP)
Scholarship School Support	studentscholarships@la.gov	Questions from parents and schools related to the Louisiana Scholarship Program
School-Based Medicaid	elizabeth.duncan@la.gov	Questions related to Medicaid reimbursement for provision of health services: nursing services, therapy services (speech therapy, OT and PT), behavioral health services (including ABA therapy), special transportation and personal care services
School Health	healthyschools@la.gov	Health Education Physical Education Adapted Physical Education School Nursing Mental/Behavioral Health School Health Advisory Councils
School Improvement Support	schoolimprovementdivision@la.gov	Questions related to school improvement support for CIR/UIR-A schools
School Safety	healthyschools@la.gov	Questions related to emergency preparedness and recovery , school safety and development of Emergency Operations Plans (EOPs)
School Support Institutes	SSIsupport@la.gov	Questions related to School Support Institutes

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School Transportation	michael.comeaux@la.gov	Questions related to School Bus Transportation specifications, procedures, and regulations regarding the design, construction, equipment and operation of school buses used in transporting children to and from school
Special Education and 504 Policy	specialeducation@la.gov	Questions about special education , 504, and pupil appraisal policy.
Special Education Dispute Resolution	DisputeResolution.DOE@la.gov	Questions regarding dispute resolution for students with exceptionalities.
Supplemental Course Allocation	SCA@la.gov	Questions related to the Supplemental Course Allocation including: <ul style="list-style-type: none"> • Requests from LEAs for support regarding usernames, technical issues, requests for assistance, etc. • Auto messages from lacourses.net
STEM	STEM@la.gov	Questions about math, science, STEM pathways, STEM course equivalencies, and computer science..
Teacher and Principal of the Year/Milken Awards	excellenteducators@la.gov	Questions related to the Louisiana Teacher and Principal of the Year programs or other educator recognition initiatives
Technology	edtech@la.gov	Questions regarding education technology
Duplicate transcripts	transcripts@la.gov	Questions related to duplicate transcripts are education verification
Trauma Demonstration Grant	traumarecoverygrant@la.gov	General questions about the Trauma Recovery Demonstration Grant
Travel	travelhelp.DOE@la.gov	Questions regarding travel reimbursement

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Tutoring	tutoring@la.gov	Questions regarding Accelerate: High Dosage Tutoring or Steve Carter Tutoring program
World Languages	language.acquisition@la.gov	Questions regarding World Language/Dual Language Immersion instruction/services; Seals of Biliteracy and the International Associate Teacher Program