

## 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...   |
|-----------------------|---|--|
| <b>Accountability</b> | <a href="mailto:accountability@la.gov">accountability@la.gov</a>                  | <ul style="list-style-type: none"> <li>• <a href="#">School Performance Scores</a> and the components of School Performance Scores</li> <li>• <a href="#">Accountability Council</a></li> <li>• General school and district accountability policy</li> </ul>   |
| <b>Assessments</b>    | <a href="mailto:assessment@la.gov">assessment@la.gov</a><br>Phone: 1-844-268-7320 | <ul style="list-style-type: none"> <li>• Preparation for and administration of <a href="#">assessments and accountability</a> including, but not limited to, standard and alternate assessment for grades 3-8 and high school</li> <li>• All K-12 summative and non-summative assessments (ELPT, ELPS, LEAP Connect, ACT, <a href="#">LEAP 360</a>, etc.)</li> <li>• K-3 Literacy Screening</li> <li>• Student test histories</li> <li>• Assessment graduation requirements</li> <li>• School and district performance scores</li> <li>• Data certification</li> <li>• <a href="#">Accommodations</a></li> </ul> |
| <b>Attendance</b>     | <a href="mailto:attendance@la.gov">attendance@la.gov</a>                          | Questions related to student attendance strategy, support, and requirements.   |

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| <b>Believe and Prepare</b>                               | <a href="mailto:believeandprepare@la.gov">believeandprepare@la.gov</a> | General questions about the <a href="#">Believe and Prepare</a> program or educator preparation<br>Questions about <a href="#">Content</a> and <a href="#">Mentor Teachers</a>                   |
| <b>Charter Support</b>                                   | <a href="mailto:charters@la.gov">charters@la.gov</a>                   | Automates issue tickets for <a href="#">charters</a> in Charter Salesforce platform  |
| <b>Charter Pre-Opening</b>                               | <a href="mailto:charters@la.gov">charters@la.gov</a>                   | Questions related to the pre opening process for new Type 2 & 5 charter schools  |
| <b>CSP Grant</b>   | <a href="mailto:cspgrant@la.gov">cspgrant@la.gov</a>                   | Questions related to CSP grant eligibility and application. Accepts grant application Letters of Intent and Applications.  |
| <b>Child Care Assistance Program (general)</b>           | <a href="mailto:LDECCAP@la.gov">LDECCAP@la.gov</a>                     | Questions related to <a href="#">Child Care Assistance Program</a> (CCAP), including questions from families and the general public; CCAP clients to verify documents, and contact case workers. |
| <b>Child Care Assistance Program Early Head Start</b>    | <a href="mailto:EHSCCAP@la.gov">EHSCCAP@la.gov</a>                     | Processes <a href="#">Early Head Start</a> Partnership applications, EHS verifications, EHS communications, center Change reports  |
| <b>Child Care Assistance Program Fraud</b>               | <a href="mailto:ldeccapfraud@la.gov">ldeccapfraud@la.gov</a>           | Concerns or reports around fraudulent claims for CCAP and Early Childhood Education matters.   |
| <b>Child Care Assistance Program Systems</b>             | <a href="mailto:ccapsystems@la.gov">ccapsystems@la.gov</a>             | Used for notifications to systems team members for internal technical requests, reporting technical issues and various data requests.  |
| <b>Child Care Assistance Program Transitional Living</b> | <a href="mailto:TLCCAP@la.gov">TLCCAP@la.gov</a>                       | 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           | <a href="mailto:nextiva@la.gov">nextiva@la.gov</a>                       | Answers virtual faxes related to Child Care Assistance Program   |
| Child Care Assistance Program Welfare                  | <a href="mailto:CCAPchildwelfare@la.gov">CCAPchildwelfare@la.gov</a>     | This inbox processes Continuity of Care applications and answers questions about said topic.   |
| Child Care Center Licensing                            | <a href="mailto:LDElicensing@la.gov">LDElicensing@la.gov</a>             | Questions and information related to all <a href="#">licensing for child care centers</a><br><br>This is the address that should be used to report complaints about child care providers or <a href="#">unlicensed sites</a> |
| Child Care Criminal Background Checks                  | <a href="mailto:LDECCBCprocessing@la.gov">LDECCBCprocessing@la.gov</a>   | Questions related to <a href="#">Child Care Criminal Background Checks</a> processing, requirements, and associated fees.  |
| Child Care Criminal Background checks                  | <a href="mailto:LDEchildcareCBC@la.gov">LDEchildcareCBC@la.gov</a>       | Questions related to Child Care Criminal Background Checks, including individuals with out-of-state records.   |
| Child Care Criminal Background checks - Password Reset | <a href="mailto:cccbcpasswordreset@la.gov">cccbcpasswordreset@la.gov</a> | Locked out of CCCBC System/Password reset needed   |

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

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

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| <b>Early Childhood Provider Help Desk</b> | <a href="mailto:CCAPPHD@la.gov">CCAPPHD@la.gov</a> Phone: (225) 614-5917 or (225) 250-7635 | <p>All providers <u>must</u> submit a ticket (high priority issues from Governor, politicians, lawyers are exceptions)</p> <p>Providers <u>must allow</u> a 30 day window to research their issue and follow up. It may not take this long.</p> <p>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 <a href="mailto:LDECCAP@la.gov">LDECCAP@la.gov</a>.</p> |
| <b>Early Childhood Provider Licencing</b> | <a href="mailto:LDELicensing@la.gov">LDELicensing@la.gov</a> Phone: (225) 342-9905         | <p>Questions regarding becoming a licensed childcare provider.</p> <p>The licensing team also investigates concerns and complaints from parents regarding issues at daycare centers and unlicensed locations.</p>   |
| <b>ELA and ELA Guidebooks</b>             | <a href="mailto:ELAGuidebooks@la.gov">ELAGuidebooks@la.gov</a>                             | Questions regarding ELA & <a href="#">ELA Guidebooks</a>  |
| <b>Environmental Education</b>            | <a href="mailto:environmentaleducation@la.gov">environmentaleducation@la.gov</a>           | Questions regarding <a href="#">environmental education</a>   |
| <b>Events</b>                             | <a href="mailto:LDOEvents@la.gov">LDOEvents@la.gov</a>                                     | Questions regarding Department led events to include <a href="#">Teacher Leader Summit</a>  |
| <b>Federal Programs</b>                   | <a href="mailto:LDOE.federalsupport@la.gov">LDOE.federalsupport@la.gov</a>                 | Questions regarding <a href="#">federal programs</a>  |
| <b>Finance: Charter Support</b>           | <a href="mailto:charterfinancehelpdesk@la.gov">charterfinancehelpdesk@la.gov</a>           | <a href="#">Charter funding</a> and allocation support  |
| <b>Finance: Nonpublic Support</b>         | <a href="mailto:nonpublicfinancehelpdesk@la.gov">nonpublicfinancehelpdesk@la.gov</a>       | <a href="#">Nonpublic</a> finance support with textbooks, school lunch, or required services allocations  |
| <b>Finance Issues: State &amp; Local</b>  | <a href="mailto:schoolfinancehelpdesk@la.gov">schoolfinancehelpdesk@la.gov</a>             | <a href="#">State &amp; Local Finance</a> related issues or support   |

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| Financial Aid Planning         | <a href="mailto:LDEfinancialaid@la.gov">LDEfinancialaid@la.gov</a>                     | Questions related to <a href="#">financial aid</a> planning and FAFSA   |
| Grants Help Desk               | <a href="mailto:LDOE.grantshelpdesk@la.gov">LDOE.grantshelpdesk@la.gov</a>             | Technical assistance with <a href="#">grants</a>  |
| High School Academics          | <a href="mailto:highschoolacademics@la.gov">highschoolacademics@la.gov</a>             | Questions related to high school programming including <a href="#">graduation pathways</a> and dual enrollment.   |
| Home Study                     | <a href="mailto:homestudy@la.gov">homestudy@la.gov</a>                                 | Questions about the <a href="#">Home Study</a> process  |
| Instructional Materials Review | <a href="mailto:louisianacurriculumreview@la.gov">louisianacurriculumreview@la.gov</a> | Questions related to textbooks and <a href="#">instructional materials review</a> , vendors, and PD vendor guide  |
| Jump Start                     | <a href="mailto:jumpstart@la.gov">jumpstart@la.gov</a>                                 | Questions related to the <a href="#">Jump Start program</a> , Career and Technical Education, Career Development Fund, <a href="#">Apprenticeships</a> , and <a href="#">Fast Forward</a> .   |
| Lead Agency Support            | <a href="mailto:leadagencysupport@la.gov">leadagencysupport@la.gov</a>                 | Questions related to community networks, <a href="#">lead agency programs</a> , enrollment, and other support topics.   |
| Literacy                       | <a href="mailto:louisianaliteracy@la.gov">louisianaliteracy@la.gov</a>                 | Questions related to K-12 literacy, literacy coaching, family literacy engagement, trainings and professional development around literacy, local literacy plans, classroom literacy practices, and Individual Academic Support Plans (IASP) |
| Math                           | <a href="mailto:math@la.gov">math@la.gov</a>   | Questions about mathematics standards, curriculum, professional learning, numeracy support and coaching.  |
| MFP Support                    | <a href="mailto:LDOEMFPhelpdesk@la.gov">LDOEMFPhelpdesk@la.gov</a>                     | <a href="#">Minimum Foundation Program</a> & related questions support  |
| Nonpublic School Support       | <a href="mailto:nonpublicschools@la.gov">nonpublicschools@la.gov</a>                   | Questions related to <a href="#">nonpublic school</a> approval, <a href="#">School Choice Scholarship for Students with Exceptionalities</a> , and general parent concerns/questions regarding state approved nonpublic schools             |
| Policy & Governmental Affairs  | <a href="mailto:EducationPolicy@la.gov">EducationPolicy@la.gov</a>                     | Questions related to general education policy   |

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| Principal Support                | <a href="mailto:louisianaleaders@la.gov">louisianaleaders@la.gov</a>                   | Aspiring Principal Fellowship <a href="#">Aspiring Principal Fellowship</a> , Principal webinar series, Retention and Recruitment Fellowship, Principal Bootcamp, Principal Newsletter  |
| Pupil Progression Plans          | <a href="mailto:PPP@la.gov">PPP@la.gov</a>   | Questions related to and collection of <a href="#">Pupil Progression Plans</a> (PPP)  |
| Scholarship School Support       | <a href="mailto:studentscholarships@la.gov">studentscholarships@la.gov</a>             | Questions from parents and schools related to the <a href="#">Louisiana Scholarship Program</a>   |
| School-Based Medicaid            | <a href="mailto:healthyschools@la.gov">healthyschools@la.gov</a>                       | Questions related to <a href="#">Medicaid</a> 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 and Safety         | <a href="mailto:healthyschools@la.gov">healthyschools@la.gov</a>                       | School Nursing<br>Mental/Behavioral Health<br>School Health Advisory Councils<br><a href="#">Emergency preparedness and recovery</a><br>Crisis Management plans   |
| School Improvement Support       | <a href="mailto:schoolimprovementdivision@la.gov">schoolimprovementdivision@la.gov</a> | Questions related to <a href="#">school improvement support</a> for CIR/UIR-A schools   |
| School Support Institutes        | <a href="mailto:SSIsupport@la.gov">SSIsupport@la.gov</a>                               | Questions related to <a href="#">School Support Institutes</a>  |
| School Transportation            | <a href="mailto:stephen.guccione@la.gov">stephen.guccione@la.gov</a>                   | Questions related to <a href="#">School Bus Transportation</a> 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 | <a href="mailto:specialeducation@la.gov">specialeducation@la.gov</a>                   | Questions about <a href="#">special education</a> , 504, and pupil appraisal policy.  |



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| <b>Special Education<br/>Dispute<br/>Resolution</b>                | <a href="mailto:DisputeResoltuion.DOE@la.gov">DisputeResoltuion.DOE@la.gov</a> | Questions regarding <a href="#">dispute resolution</a> for students with exceptionalities.   |
| <b>Course Choice</b>   | <a href="mailto:coursechoice@la.gov">coursechoice@la.gov</a>                   | Questions related to the <a href="#">Course Choice</a> program<br>Allocation including: <ul style="list-style-type: none"> <li>• Requests from LEAs for support regarding usernames, technical issues, requests for assistance, etc.</li> <li>• Auto messages from <a href="http://lacourses.net">lacourses.net</a></li> </ul> |
| <b>STEM</b>  | <a href="mailto:STEM@la.gov">STEM@la.gov</a>                                   | Questions about science, STEM pathways, STEM course equivalencies, and computer science..  |
| <b>Teacher and<br/>Principal of the<br/>Year/Milken<br/>Awards</b> | <a href="mailto:excellenteducators@la.gov">excellenteducators@la.gov</a>       | Questions related to the <a href="#">Louisiana Teacher and Principal of the Year</a> programs or other educator recognition initiatives  |
| <b>Technology</b>  | <a href="mailto:edtech@la.gov">edtech@la.gov</a>                               | <ul style="list-style-type: none"> <li>• Questions regarding <a href="#">education technology</a></li> </ul>   |
| <b>Duplicate<br/>transcripts</b>                                   | <a href="mailto:transcripts@la.gov">transcripts@la.gov</a>                     | Questions related to duplicate transcripts or education verification   |
| <b>Travel</b>  | <a href="mailto:travelhelp.DOE@la.gov">travelhelp.DOE@la.gov</a>               | Questions regarding travel reimbursement   |
| <b>Tutoring</b>  | <a href="mailto:tutoring@la.gov">tutoring@la.gov</a>                           | Questions regarding Accelerate: High Dosage Tutoring or Steve Carter Tutoring program  |
| <b>World Languages</b>   | <a href="mailto:language.acquisition@la.gov">language.acquisition@la.gov</a>   | Questions regarding World Language/Dual Language Immersion instruction/services; Seals of Biliteracy and the International Associate Teacher Program   |

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| <b>Accountability</b>      | <a href="mailto:accountability@la.gov">accountability@la.gov</a>                  | <ul style="list-style-type: none"> <li>• <a href="#">School Performance Scores</a> and the components of School Performance Scores</li> <li>• <a href="#">Accountability Council</a></li> <li>• General school and district accountability policy</li> </ul>   |
| <b>Assessments</b>         | <a href="mailto:assessment@la.gov">assessment@la.gov</a><br>Phone: 1-844-268-7320 | <ul style="list-style-type: none"> <li>• Preparation for and administration of <a href="#">assessments and accountability</a> including, but not limited to, standard and alternate assessment for grades 3-8 and high school</li> <li>• All K-12 summative and non-summative assessments (ELPT, ELPS, LEAP Connect, ACT, <a href="#">LEAP 360</a>, etc.)</li> <li>• K-3 Literacy Screening</li> <li>• Student test histories</li> <li>• Assessment graduation requirements</li> <li>• School and district performance scores</li> <li>• Data certification</li> <li>• <a href="#">Accommodations</a></li> </ul> |
| <b>Attendance</b>          | <a href="mailto:attendance@la.gov">attendance@la.gov</a>                          | Questions related to student attendance strategy, support, and requirements.   |
| <b>Believe and Prepare</b> | <a href="mailto:believeandprepare@la.gov">believeandprepare@la.gov</a>            | General questions about the <a href="#">Believe and Prepare</a> program or educator preparation<br>Questions about <a href="#">Content</a> and <a href="#">Mentor Teachers</a>   |