

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	Inbox	Answers Questions About...
Accountability	accountability@la.gov	School Performance Scores and the components of School Performance Scores, Accountability Commission, and general accountability policy
Assessments	assessment@la.gov	<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.) • Early childhood assessments • Student test histories • Assessment graduation requirements • School and district performance scores • Data certification • Accommodations
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	preopening@la.gov	Questions related to the pre opening process for new Type 2 & 5 charter schools
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	ldccapfraud@la.gov	Concerns or reports around fraudulent claims for CCAP.
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
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.
Compass	compass@la.gov	Question related to the teacher evaluation system including: <ul style="list-style-type: none"> ● Compass ● Compass Information System (CIS) ● Student Learning Targets ● Observations ● Bulletin 130
Communications & Newsletters	ldoecommunications@la.gov	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
Data Governance	LDdata@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 Systems	EdLink360@la.gov	Questions or inquiries about the EdLink system including vendor questions and file extract concerns.
Diverse Learner Support	diverselearnersupport@la.gov	Questions related to diverse learner supports including Intervention Content Leader, core supports, intensive interventions, and IAIPs.
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 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

ELA Guidebooks	ELAGuidebooks@la.gov	Questions regarding ELA Guidebooks
Environmental Education	environmentaleducation@la.gov	Questions regarding environmental education
Events	LDOEEvents@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
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 Academic	highschoolacademics@la.gov	Questions related to College Readiness including: <ul style="list-style-type: none"> • TOPS University Diploma track • college preparatory coursework • dual enrollment opportunities • high school student planning guidebook • course codes • duplicate transcripts
Instructional Materials Review	louisianacurriculumreview@la.gov	Questions related to textbooks and instructional materials review, vendors, and PD vendor guide
JumpStart	jumpstart@la.gov	Questions related to the Jump Start program, Super Summer Institute Registrants, and Career Development fund support.
Lead Agency Support	leadagencysupport@la.gov	Questions related to community networks, lead agency programs, enrollment, and other support topics.
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

Principal Support	louisianaleaders@la.gov	Aspiring Principal Fellowship, Principal webinar series
Pupil Progression Plans	PPP@la.gov	Questions related to Pupil Progression Plans (PPP) and for collection of PPPs for the 2015-16 school year and beyond.
Scholarship School Support	studentscholarships@la.gov	Questions from parents and schools related to the Louisiana Scholarship Program
Special Education and 504	specialeducation@la.gov	Questions about special education and 504 services or policy.
Supplemental Course Academy	SCA@la.gov	Questions related to the Supplemental Course Academy 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 STEM fellows, STEM pathways, STEM course equivalencies
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.
Travel	travelhelp.DOE@la.gov	Questions regarding travel reimbursement
World Languages and English Learners	language.acquisition@la.gov	Questions regarding Foreign Language/Immersion and English learner instruction/services; Pk-12