

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...
<b>Accountability</b>	<a href="mailto:accountability@la.gov">accountability@la.gov</a>	<a href="#">School Performance Scores</a> and the components of School Performance Scores, <a href="#">Accountability Commission</a> , and general accountability policy
<b>Assessments</b>	<a href="mailto:assessment@la.gov">assessment@la.gov</a>	<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>• Early childhood assessments</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>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 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:preopening@la.gov">preopening@la.gov</a>	Questions related to the pre-opening process for new Type 2 & 5 charter schools
<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 (CCAP)</a> , including questions from families and the general public; CCAP clients to verify documents, and contact case workers

Topic	Inbox	Answers Questions About...
Child Care Assistance Program (priority)	<a href="mailto:CCAPpriority@la.gov">CCAPpriority@la.gov</a>	Questions from priority populations for the Child Care Assistance Program (CCAP)
Child Care Assistance Program Early Head Start	<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
Child Care Assistance Program Fraud	<a href="mailto:ldeccapfraud@la.gov">ldeccapfraud@la.gov</a>	Concerns or reports around fraudulent claims for CCAP
Child Care Assistance Program Systems	<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
Child Care Assistance Program Transitional Living	<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
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>  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

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Compass	<a href="mailto:compass@la.gov">compass@la.gov</a>	Question related to the teacher evaluation system including: <ul style="list-style-type: none"> <li>• <a href="#">Compass</a></li> <li>• Compass Information System (CIS)</li> <li>• Student Learning Targets</li> <li>• Observations</li> <li>• Bulletin 130</li> </ul>
Communications & Newsletters	<a href="mailto:ldoecommunications@la.gov">ldoecommunications@la.gov</a>	Questions related to <a href="#">newsletters</a> , <a href="#">media</a> , or general communication questions
Curriculum & Instruction	<a href="mailto:classroomsupporttoolbox@la.gov">classroomsupporttoolbox@la.gov</a>	Questions related to <a href="#">standards</a> and <a href="#">curriculum</a>
Curriculum Verification and Results Reporting Portal	<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>
Data Governance	<a href="mailto:LDEdata@la.gov">LDEdata@la.gov</a>	Questions related to data governance including: <ul style="list-style-type: none"> <li>• Act 677</li> <li>• FTP assistance</li> <li>• <a href="#">Data sharing agreements</a></li> <li>• Records requests</li> <li>• Any additional inquiries related to newsletter entries or data governance webinars</li> </ul>
Data Systems	<a href="mailto:systemsupport@la.gov">systemsupport@la.gov</a>	Questions related to any of the LDOE data systems or specific inquiries in response to a newsletter entry or other communication channel
Data Systems	<a href="mailto:EdLink360@la.gov">EdLink360@la.gov</a>	Questions or inquiries about the <a href="#">EdLink system</a> including vendor questions and file extract concerns
Diverse Learner Support	<a href="mailto:diverselearnersupport@la.gov">diverselearnersupport@la.gov</a>	Questions related to <a href="#">diverse learner</a> supports including Intervention Content Leader, core supports, intensive interventions, and IAIPs

Topic	Inbox	Answers Questions About...
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 Academic 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 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 Child Care Provider Certification	<a href="mailto:providercertification@la.gov">providercertification@la.gov</a>	Questions and information related to <a href="#">provider certification</a> for child care centers and family home center
ELA Guidebooks	<a href="mailto:ELAGuidebooks@la.gov">ELAGuidebooks@la.gov</a>	Questions regarding <a href="#">ELA Guidebooks</a>
Environmental Education	<a href="mailto:environmentaleducation@la.gov">environmentaleducation@la.gov</a>	Questions regarding <a href="#">environmental education</a>
Events	<a href="mailto:LDOEEvents@la.gov">LDOEEvents@la.gov</a>	Questions regarding Department led events to include <a href="#">Teacher Leader Summit</a>
Federal Programs	<a href="mailto:LDOE.federalsupport@la.gov">LDOE.federalsupport@la.gov</a>	Questions regarding <a href="#">federal programs</a>
Finance: Charter Support	<a href="mailto:charterfinancehelpdesk@la.gov">charterfinancehelpdesk@la.gov</a>	<a href="#">Charter funding</a> and allocation support
Finance: Nonpublic Support	<a href="mailto:nonpublicfinancehelpdesk@la.gov">nonpublicfinancehelpdesk@la.gov</a>	<a href="#">Nonpublic</a> finance support with textbooks, school lunch, or required services allocations
Finance Issues: State & Local	<a href="mailto:schoolfinancehelpdesk@la.gov">schoolfinancehelpdesk@la.gov</a>	<a href="#">State &amp; Local Finance</a> related issues or support
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>
Grant Submissions	<a href="mailto:LDEgrants@la.gov">LDEgrants@la.gov</a>	Submission of <a href="#">Grant Budget applications</a> for programs that are managed outside of eGMS

Topic	Inbox	Answers Questions About...
High School Academic	<a href="mailto:highschoolacademics@la.gov">highschoolacademics@la.gov</a>	Questions related to <a href="#">College Readiness</a> including: <ul style="list-style-type: none"> <li>• TOPS University Diploma track</li> <li>• college preparatory coursework</li> <li>• dual enrollment opportunities</li> <li>• <a href="#">high school student planning guidebook</a></li> <li>• course codes</li> <li>• duplicate transcripts</li> <li>• Fast Forward</li> </ul>
Home Study	<a href="mailto:nonpublicschools@la.gov">nonpublicschools@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> , Super Summer Institute Registrants, and Career Development fund support
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
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
Principal Support	<a href="mailto:louisianaleaders@la.gov">louisianaleaders@la.gov</a>	<a href="#">Aspiring Principal Fellowship</a> , Principal webinar series
Pupil Progression Plans	<a href="mailto:PPP@la.gov">PPP@la.gov</a>	Questions related to <a href="#">Pupil Progression Plans</a> (PPP) and for collection of PPPs
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:elizabeth.duncan@la.gov">elizabeth.duncan@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

Topic	Inbox	Answers Questions About...
School Safety	<a href="mailto:healthyschools@la.gov">healthyschools@la.gov</a>	Questions related to <a href="#">emergency preparedness and recovery</a> , school safety and development of Emergency Operations Plans (EOPs)
School Transportation	<a href="mailto:michael.comeaux@la.gov">michael.comeaux@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	<a href="mailto:specialeducation@la.gov">specialeducation@la.gov</a>	Questions about <a href="#">special education</a> and 504 services or policy
Supplemental Course Academy	<a href="mailto:SCA@la.gov">SCA@la.gov</a>	Questions related to the <a href="#">Supplemental Course Academy</a> 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>
STEM	<a href="mailto:STEM@la.gov">STEM@la.gov</a>	Questions about <a href="#">STEM</a> fellows, STEM pathways, STEM course equivalencies
Teacher and Principal of the Year/Milken Awards	<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
Technology	<a href="mailto:edtech@la.gov">edtech@la.gov</a>	Questions regarding <a href="#">education technology</a>
Trauma Demonstration Grant	<a href="mailto:traumarecoverygrant@la.gov">traumarecoverygrant@la.gov</a>	General questions about the <a href="#">Trauma Recovery Demonstration Grant</a>
Travel	<a href="mailto:travelhelp.DOE@la.gov">travelhelp.DOE@la.gov</a>	Questions regarding travel reimbursement
Well-Being (School mental health)	<a href="mailto:studentwellbeing@la.gov">studentwellbeing@la.gov</a>	Questions regarding UIR-D (Only) schools, student and staff mental health resources, building relationships, Adverse Childhood Experiences (ACE's) training, and Restorative Practices
World Languages and English Learners	<a href="mailto:language.acquisition@la.gov">language.acquisition@la.gov</a>	Questions regarding Foreign Language/Immersion and <a href="#">English learner</a> instruction/services; Pk-12