

# LDOE Weekly Newsletter



**September 22, 2020**

Dear Colleagues,

One week ago today marked my 100th day as your State Superintendent. To say these past few months have been challenging for our educators is a vast understatement. I know how hard you are working to continue making a difference in the lives of students. Your work and your character inspire me.

Over the past few months we've served Louisiana's 800,000 children during a global health pandemic, one of the strongest hurricanes on record for our state, an extraordinary legislative special session, a time of social unrest, an uncertain economy and various other challenges. Against a backdrop of national political decisions, there were few answers on how to move forward. Distractions could have thrown us off course. Negativity could have consumed our psyche. The can't could have surpassed the can. Together, as a state, we've balanced safety with the need to open our economy, open our schools, open critical conversations and open our minds to new ways of collaborating on our future.

My first 100 days are behind me. I hear these days set the tone for the years to follow. I'm hopeful that tone is one of equity, support, high expectations and a steady resolve to push through adversity alongside each of you. While my primary focus has been safely reopening Louisiana's schools and aiding Hurricane Laura recovery, I've also invested considerable time listening and learning from so many of you. To echo your sentiments, we're doing some things well, some things need work and important possibilities lie ahead.

Three words emerged over and over again during my conversations with stakeholders: inspire, innovate and impact. We're charged with being more than a compliance agency. We must inspire those we serve. We must spearhead and support innovation. We must anchor our priorities on creating the greatest impact for children and, ultimately, Louisiana.

Tomorrow I will publicly release my 100 day report. [You can access it today.](#) This report outlines where we are now and where we're headed in the immediate future. You will also find a timeline for the long-term plan that further operationalizes the critical goals of our state's ESSA plan. I look forward to continuing our work. We will move the needle for children in Louisiana. I believe in us and what we will accomplish, together. Amid the storms — which have been literal — we've maintained a steadfast focus on our students, families and communities. I'm glad I'm here. We will succeed for Louisiana.

Dr. Cade Brumley  
State Superintendent of Education

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## Important Dates for School Systems

Office Hours	
Office Hours Title	Zoom Link
EdLink 360 Office Hours	<a href="#">September 24 at 1 p.m.</a>
Career and College Readiness Office Hours	<a href="#">September 24 at 3 p.m.</a>
<a href="#">Assessment and Accountability Office Hours</a>	<a href="#">September 29 at 3:45 p.m.</a>
Monthly Calls*	
Monthly Call Title	Zoom Link
<a href="#">Academic Content and Educator Development Monthly Call</a>	<a href="#">September 23 at 1 p.m.</a>
Education Technology Monthly Call	<a href="#">September 24 at 11 a.m.</a>
Data Coordinator Monthly Call	<a href="#">October 1 at 2 p.m.</a>
System Leaders Monthly Call	<a href="#">October 2 at 9 a.m.</a>
SPED Leader Monthly Call	<a href="#">October 8 at 2 p.m.</a>
Charter Authorizers Monthly Call	<a href="#">October 14 at 11 a.m.</a>
BESE Authorized Charter School Monthly Call	<a href="#">October 14 at 3 p.m.</a>
Federal Programs and Grants Management Monthly Call	<a href="#">October 15 at 10 a.m.</a>
Career and College Readiness Monthly Call	<a href="#">October 15 at 3 p.m.</a>
Reopening Roundtable for System Leaders	<a href="#">October 16 at 9 a.m.</a>
Legislative and Policy Support Monthly Call	<a href="#">October 19 at 10 a.m.</a>

Assessment and Accountability Monthly Call	<a href="#">October 20 at 3:45 p.m.</a>
Nonpublic Monthly Call	<a href="#">October 21 at 2 p.m.</a>
Student Well-Being Monthly Call	<a href="#">October 21 at 3:30 p.m.</a>
<i>*Monthly call presentations are available in the <a href="#">School Improvement Library</a>.</i>	
Upcoming Events	
Event Title	Zoom Link
NCCER Updates for Craft Instructors	<a href="#">September 23 at 10 a.m.</a>
2020-2021 EEF Application Preparation Overview Webinar	<a href="#">September 23 at 10:30 a.m.</a>
NCCER Updates for Craft Instructors	<a href="#">September 23 at 2 p.m.</a>
2020-2021 EEF Application Preparation Overview Webinar	<a href="#">September 23 at 2:30 p.m.</a>
High Cost Services Webinar	<a href="#">September 24 at 1 p.m.</a>
Quest for Success Unit 3 Hybrid Modifications Webinar	<a href="#">September 28 at 4 p.m.</a>
2021 Student of the Year Informational Webinar	<a href="#">September 29 at 10 a.m.</a>
Children's Hospital Town Hall Meeting	<a href="#">September 29 at 3 p.m.</a>
Important Deadlines	
Document Link	Deadline
<a href="#">FY2019-2020 Annual Financial Report (AFR) Collection</a>	September 30
<a href="#">Recruitment and Retention Fellowship Application</a>	October 2
<a href="#">2020-2021 Midterm Graduate Diploma Form</a>	October 9
<a href="#">2020-2021 Pupil Progression Plan</a>	October 16
<a href="#">2021 Student of the Year Application</a>	October 16

## School System Support

### **System Leaders Monthly Call**

Superintendents and charter leaders are invited to participate in a System Leaders Monthly Call hosted by Dr. Brumley and the LDOE team on **October 2 at 9 a.m.** Information needed to join this call is included below.

- **Webinar Date and Time:** October 2 at 9 a.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/97982207566>
- **Webinar Passcode:** @Ax4Q3
- **Webinar Phone Number:** 312-626-6799
- **Meeting ID#:** 979 8220 7566
- **Dial-in Passcode:** 744001

System leaders are asked to enter their full name and school system name when logging in.

## Career and College Readiness

### **2019-2020 (FY20) Carl Perkins Grant Funds Allocations**

**Please share with school system finance and career and technical education (CTE) leadership.**

To be reimbursed for unexpended 2019-2020 (FY20) Perkins funds, these funds must be budgeted and approved in the Super App as well as reimbursements submitted by **October 31**. Use the process below to meet this deadline.

1. Designate on the Allocations Tab to one of the following: Diverse Learners; Core Academics; Workforce Talent; or LEA Systems.
2. Include as expenditure in Program Specific Questions using FY20 as part of the descriptor.
3. Delineate, in Budget Details, using FY20 as part of the descriptor.

Please contact [martha.moore@la.gov](mailto:martha.moore@la.gov) with questions.

## **Quest for Success Unit 3 Hybrid Modifications Webinar**

**Please share with career and technical education leaders and Quest for Success instructors.**

A [Quest for Success Curriculum crosswalk](#) has been created to help facilitate virtual and hybrid learning. The guide includes alternate face-to-face activities that may be challenging to complete in a virtual environment or while maintaining social distancing. The tips included, provide suggestions for both synchronous and asynchronous learning and alternative activities for virtual environments.

A webinar is scheduled to provide an overview of the *Quest for Success* Unit 3 resources and answer questions pertaining to these resources.

- **Webinar Date and Time:** September 28 at 4 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/98206897192>
- **Webinar Passcode:** quest1
- **Webinar Phone Number:** 646-876-9923
- **Dial-in Passcode:** 714594
- **Meeting ID#:** 982 0689 7192

Please contact [ted.holmes@la.gov](mailto:ted.holmes@la.gov) with questions.

## **Equity, Inclusion and Opportunities**

### **Strong Start 2020: Guidance to Support English Learners (ELs)**

This week, the Department released the [Strong Start 2020: Guidance to Support English Learners](#) to help school systems ensure that ELs continue to have equitable access to high-quality instruction across virtual, hybrid and traditional learning scenarios. The guidance includes specific considerations for providing ELs with language support services across learning scenarios including preparation and delivery of supportive instruction, accommodations, and frequently asked questions.

Please contact [diverselearnersupport@la.gov](mailto:diverselearnersupport@la.gov) with questions.

## **Legislative and Policy Support**

### **Educator Workforce**

### **Recruitment and Retention Fellowship: Applications Due October 2**

The Department is pleased to announce an opportunity for school systems to participate in a **recruitment and retention fellowship** through a national non-profit organization, [USHCA](#). Through this fellowship, human capital leaders will:

- network with other human capital leaders throughout the nation, learn from one another and discuss best practices with regard to recruiting and retaining teachers; and
- work with a small cohort of Louisiana school systems to develop strategies to recruit and retain teachers in Louisiana's highest-need certification areas, with a particular focus on math and science.

### **Time Commitment and Cost**

The time commitment for this opportunity includes two, all-day virtual meetings (one during the week of October 26 and one in the spring) as well as meetings in between for the Louisiana cohort to brainstorm with one another regarding teacher recruitment strategies. There is no cost to school systems.

### **Application Process**

Please apply for the fellowship by completing this [short application](#) by **October 2**. Fellowship participants will be announced in early October.

Please contact [sara.delano@la.gov](mailto:sara.delano@la.gov) with questions.

## **Healthy Communities**

### **2020 Farm to School Conference Registration Available**

The *2020 Louisiana Farm to School Conference: Farm to School - Virtually Everywhere* will be held entirely online over four days and will occur in two-hour sessions from 10 a.m. to 12 p.m. on September 30, October 1, 7 and 8. While there is no charge, attendees must [register](#). The sessions scheduled on October 1 (School Gardens) and October 7 (Farm to School Education Resources) may be of special interest to teachers.

Please contact [melissa.campbell@la.gov](mailto:melissa.campbell@la.gov) with questions.

## **Teaching and Learning**

### **Academic Content**

#### **K-2 CLASS® Pilot Overview Webinar**

The Department hosted a K-2 CLASS® Pilot Overview Webinar on September 9 to provide information around the CLASS® tool, including current pilot updates and future opportunities to join. CLASS® is an observation instrument that measures the effectiveness of teacher-student interactions that promote academic learning, engagement and social development. It is used statewide in publicly funded birth through pre-K classrooms and is now in its fifth pilot year for early elementary. The [recording](#) of the webinar and [resources](#) for the K-2 CLASS pilot are available.

Please contact [lisa.holliday@la.gov](mailto:lisa.holliday@la.gov) with questions.

#### **Guidance for School Systems Hosting International Associate Teachers**

**Please share with world language supervisors and administrators.**

To support school systems that host or anticipate hosting international associate teachers, the Department has published the [Louisiana International Associate Teacher Program Handbook](#). This handbook provides information on program participation, goals and timelines. It also outlines the U.S. Department of State and State of Louisiana requirements for hosting international teachers.

Please contact [language.acquisition@la.gov](mailto:language.acquisition@la.gov) with questions.

## **Google Training: Virtual Professional Development**

Please share with teachers interested in professional development for virtual learning.

The Department has partnered with [Google](#) and [friEd Technology](#) to provide a series of Facilitated Online Learning Experiences (FOLE) that will enhance teachers' Google Skills and best practices for Digital Learning.

- Teachers can register for all three FOLEs or single events.
- Three session topics will be available on a first-come, first-served basis for up to 500 registered participants.
- Training dates range from October 7 to October 29. Registration is now [available](#).

Please contact [edtech@la.gov](mailto:edtech@la.gov) with questions.

## **LaCUE Cares: Virtual Professional Development**

Please share with teachers interested in professional development for virtual learning.

The Louisiana Association of Computer Using Educators (LaCUE) is offering free professional development opportunities for teachers and administrators through December. Each event will be focused on key education technology topics:

- October 17 - Tech Talk with Northwestern State University
- November 13-14 - Blended Learning with Weston Kieschnick
- December 4-5 - Celebrating Teachers and Technology with Eric Sheninger

[Register](#) to attend each session.

Please contact [edtech@la.gov](mailto:edtech@la.gov) with questions.

## **Assessment and Accountability**

### **For District Testing Coordinators and Accountability Contacts**

#### **New: NAEP 2021**

- After careful deliberation, it has been determined that the National Center for Education Statistics (NCES) will proceed with a reduced administration of the mandated mathematics and reading assessments.
  - The sample has been reduced to about half, impacting the number of sampled schools and students selected in Louisiana.
  - NAEP will be administered in mathematics and reading at grades 4 and 8 at the state level.
  - The NAEP assessment window will occur from January 25 through March 19, 2021.
  - School system leaders will receive an email letter by the end of September.
  - As in previous years, NAEP representatives will provide significant support to schools by administering the assessment and bringing all necessary materials and equipment, including sanitized tablets, on which students take the assessment.
  - Considerations will continue to monitor processes and procedures in response to any safety or health concerns related to COVID-19.

### **LEAP 2025 Grades 3-8 Spring Test Administration**

- At the request of many school systems who have had especially difficult challenges to the opening of school, the LEAP 2025 spring testing for grades 3-8 has been rescheduled as follows:
  - April 26-May 26: CBT
  - April 28-30 ELA and Math: PBT
  - May 3-4 Science and Social Studies PBT
- The [2020-2021 Assessment Calendar](#) has been updated and additional key dates will be released in the coming months.

### **ACT**

- Please check the [ACT State Testing](#) site for an updated [Schedule of Events](#).
- September 7-October 6: Verify, as needed, student information in PANext for initial test date of October 6
- September 7-25: Order non-college reportable accommodations materials for the initial testing window, October 6-16 and addition standard time materials for the initial test date, October 6
- September 14-24: Materials for the initial test date for ACT will be delivered. Please check PANext for tracking numbers and call local FedEx offices for specific information about deliveries.

### **Fall LEAP 2025 High School Assessment Administration**

- Fall LEAP 2025 High School Assessments administration is currently scheduled for December 1-18. In response to delayed school openings, a second window has been scheduled for January 6-26. School systems will be asked to submit their choice of window to the Department from October 1-9 through DRC INSIGHT.
- Additional dates and reminders are forthcoming.

### **Birth-Grade 3 Assessment Guidance**

- Administer the KEA and K-3 literacy screener within the first 30 school days. Please review the [Pre-K to 3<sup>rd</sup> Grade Assessment Guidance 2020-2021](#) for additional information.
- Due October 31: Deadline for data managers to submit the KEA and K-3 literacy screener data with the [SIS K-3 Assessment Collection](#).
- Due October 31: Fall Checkpoint for GOLD: Early Childhood (ages 3-5). Visit the [Early Childhood \(pre-K\) Assessment Guidance for Various Learning Environments](#) for additional information.
- LDOE will work with those school systems that are severely impacted by Hurricane Laura. The Department will review BESE policy to ensure alignment with state law and will consider flexibility in timelines for administration and reporting results during times of crisis or natural disaster. For questions, please contact [assessment@la.gov](mailto:assessment@la.gov).

### **Data Certification for DCAI, Partial Assessment and Alternative School Indices**

- Data certification for DCAI, ELPT, LEAP Connect and alternative school indices **has been extended through Friday, September 25**. Accountability contacts received individual emails with login credentials and resources.

### **Screening for English Learners**

- School systems must continue to determine if students entering kindergarten through grade 12 for the first time are English Learners (ELs) who require supplementary support services to continue developing language proficiency in English. Guidance is provided to facilitate the identification of ELs and to determine if EL services are needed when it is not possible to administer the ELPS in the [Guidance for the Provisional Identification of English Learners](#) document.

## Assessment Administration Support and Training Office Hours

The next Assessment and Accountability Office Hours will be on **September 29 at 3:45 p.m.** A password will now be required for office hours. Webinar details are listed below.

- **Webinar Date and Time:** September 29 at 3:45 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/202189164>
- **Webinar Phone Number:** 646-876-9923
- **Meeting ID#:** 202 189 164
- **Passcode:** 2020202!

## Reminders

- [\*\*School System Support Reminders\*\*](#)
- [\*\*Career and College Readiness Reminders\*\*](#)
- [\*\*Legislative and Policy Report Reminders\*\*](#)
  - [\*\*Healthy Communities Reminders\*\*](#)
- [\*\*Operations Reminders\*\*](#)
  - [\*\*Grants Management Reminders\*\*](#)
- [\*\*School System Financial Services Reminders\*\*](#)
- [\*\*School System Relations Reminders\*\*](#)
  - [\*\*Excellent Educators Reminders\*\*](#)
- [\*\*Teaching and Learning Reminders\*\*](#)
  - [\*\*Academic Content Reminders\*\*](#)
  - [\*\*Assessment and Accountability Reminders\*\*](#)

## School System Support Reminders

### **2019-2020 P-EBT Benefit Communication**

Louisiana has reopened the Pandemic Electronic Benefit Transfer (P-EBT) program for families who did not apply in May and June. Schools and systems should notify families that they may be eligible for up to \$285 for free and reduced-price meals children missed when schools were closed during the 2019-2020 school year. Systems and schools can use [this toolkit](#) for sample messages to share with families. It includes sample letters and messages that can be shared through messaging systems and social media. The following communications resources are also available:

- [LDOE P-EBT Flyer](#)
- [FAQ](#)
- [Louisiana Budget Project Outreach Toolkit \(Includes Translations\)](#)

The [application portal is open](#) until **September 29 at 5 p.m.** **This application window is only for eligible families who did not apply in May and June.** Families of children who receive free or reduced-price school meals are eligible to receive financial benefits for meals missed in 2019-2020 when schools closed due to the pandemic. This includes all students attending a [Community Eligibility Provision \(CEP\) school](#). To receive these benefits, families must complete an application. Without the requested information, the Department of Children and Family Services cannot issue the Electronic Benefit Transfer (EBT) card and provide benefits. Please note that the information families enter in the application must exactly match what is on file in the student information system.

Please contact [LDOECOVID19support@la.gov](mailto:LDOECOVID19support@la.gov) with questions.

## ***Career and College Readiness Reminders***

### **2021 Student of the Year Recognition Program Guidelines**

**Please share with superintendents, supervisors, administrators and counselors.**

Each year, the Department recognizes the outstanding accomplishments of students through the Louisiana Student of the Year Awards Program. The application for the 2021 Student of the Year program is now available, and all school systems are encouraged to participate.

To participate, please review the recently revised [Student of the Year Selection Guidelines](#) for the program and current [Student Application Packet](#) for 2021 and complete the following steps:

1. Complete the [School System Information Form](#) and email it to [Marian Johnson](#) by **October 16**. This information will enable the Department to determine zone and regional sites and to communicate directly with coordinators on upcoming events and activities related to this program.
2. Make the [Student Application Packet](#) available to the parents of students eligible to participate in the program.

A webinar is scheduled to share additional information.

- **Webinar Date and Time:** September 29 at 10 a.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/99474941684>
- **Webinar Phone Number:** 646-876-9923
- **Meeting ID#:** 994 7494 1684
- **Dial-in Passcode:** 547253

Please contact [marian.johnson@la.gov](mailto:marian.johnson@la.gov) with questions.

### **2020-2021 Midterm Graduate Diploma to Include New Superintendent's Signature**

**Please share with principals, counselors and data coordinators.**

Please use the [Diploma Order Form](#) to submit an order for 2020-2021 midterm graduates. Diploma requests should be submitted by **October 9**. Diplomas ordered will include the signature of Louisiana State Superintendent of Education Dr. Cade Brumley. Diplomas utilized from this point forward should include the new signature.

Please contact [megan.thompson2@la.gov](mailto:megan.thompson2@la.gov) with questions.

## ***Legislative and Policy Support Reminders***

### ***Healthy Communities Reminders***

#### **American Academy of Pediatrics Free Webinar Series: E-cigarettes 101**

The American Academy of Pediatrics is hosting a free webinar series on approaches to addressing youth e-cigarette use and prevention with adolescents, families and communities. These webinars are open to school teachers, nurses, administrators, parents and others invested in adolescent health. The first webinar, "E-cigarettes 101," will identify the known health impacts of e-cigarette use and will describe the appeal of e-cigarettes to adolescents and young adults. The webinar will be held on **September 24 at 7 p.m.** [Registration is required.](#)

Please contact [stephen.guccione@la.gov](mailto:stephen.guccione@la.gov) with questions.

### ***Operations Reminders***

#### ***Grants Management Reminders***

#### **2020-2021 Education Excellence Fund (EEF) Application Preparation Overview**

To assist school systems in preparing for the upcoming release of the 2020-2021 Education Excellence Fund (EEF) application, the Division of Grants Management will host two Zoom meetings **tomorrow, September 23**. The morning session will begin at 10:30 a.m., and the afternoon session will begin at 2:30 p.m.

The meeting information included provides access to both Zoom sessions. To participate in the Zoom meetings, please click on the webinar link below:

- **Webinar Date and Time:** September 23 at 10:30 a.m. and 2:30 p.m.
- **Webinar Link:** <https://ldoe.zoom.us/j/96301521048>
- **Webinar Phone Number:** 301-715-8592
- **Meeting ID#:** 963 0152 1048
- **Dial-in Passcode:** 221993

Please contact [tonya.johnson@la.gov](mailto:tonya.johnson@la.gov) with questions.

## ***School System Financial Services Reminders***

### **FY2020-2021 Annual Adopted Budget and General Fund Budget Submission**

Please share with business managers and financial officials of city/parish public school systems.

Louisiana R.S.17:88 requires that city/parish school boards submit an adopted balanced budget to the Department **no later than September 30** each year. The following items provide the UPDATED guidance and documents to complete this task:

- [FY2020-2021 Annual Adopted Budget Submission memo](#) (updated guidelines and requirements)
- [Submission Instructions and Required Signature Sheet](#)
- [FY2020-2021 General Fund Budget - Form A](#)
- [Steps for Budget Adoption](#) (Legislative Auditor document for reference)
- [Local Government Budget Act \(LGBA\) R.S. 39:1301-1315](#) (FAQ summary of general principles and guidelines)
- [Best Practices and Resources in Budgeting](#)

Please contact [schoolfinancehelpdesk@la.gov](mailto:schoolfinancehelpdesk@la.gov) with questions.

## ***School System Relations Reminders***

### ***Excellent Educators Reminders***

#### **Searching for Louisiana's Next State Teacher and Principal of the Year**

The Department recognizes great teachers and school leaders are critical to student success. Annually, the Department honors some of the state's most successful educators through the Louisiana Teacher and Principal of the Year programs.

Part of the selection process for naming the district and state-level winners includes recommendations from teachers, principals, district employees, parents, colleagues and community members. To assist with the process, a nominations portal was created.

The nominations portal is open now and will close on **October 16**. Upon portal close, the nomination information will be shared with school systems for their consideration.

Please share this [nomination portal link](#) with stakeholders and encourage everyone to nominate outstanding teachers and leaders. The portal may also be accessed by visiting the Department's [Award's page](#).

Please contact [excellenteducators@la.gov](mailto:excellenteducators@la.gov) with questions.

## ***Teaching and Learning Reminders***

### ***Academic Content Reminders***

#### **Continuous Learning Updates for Social Studies**

**Please share with social studies supervisors, administrators and social studies teachers.**

A [webinar](#) providing guidance on how to use the [social studies distance learning packets](#) has been posted on the [Louisiana Believes YouTube channel](#) under the Distance Learning playlist. This webinar should be viewed by any social studies teachers or supervisors in school systems where the distance learning packets are being used in a virtual, hybrid or in-class setting.

All unit 2 distance learning packets have been posted on the [K-12 Social Studies Resources](#) page. The teacher materials and student materials sections have been separated, and the teacher materials have been [password protected](#) to help ensure only teachers have access to the answer keys. Unit 3 packets will be posted by November. The Department will evaluate the need for more distance learning support throughout the 2020-2021 school year.

Please contact [classroomsupporttoolbox@la.gov](mailto:classroomsupporttoolbox@la.gov) with questions.

#### **Science Distance Learning Resources**

**Please share with science supervisors, administrators and science teachers.**

To support school systems and teachers in ensuring continuous student engagement with high-quality science curriculum in fully remote or hybrid school models, the Department will release guidance for implementing OpenSciEd and inquiryHub in a remote learning setting.

Distance learning plans for OpenSciEd Grade 6-8 and inquiryHub Biology will contain the following:

- Links to remote learning resources
- Unit guidance
- Detailed lesson-by-lesson guidance
- Printable lesson documents

The first two OpenSciEd units for Grades 6-8 and inquiry Hub Biology Unit 1 Bends 1 & 2 as well as recorded webinars are available now on the [K-12 Science Planning Page](#) in the Distance Learning Box. Additional units will be released on a [rolling schedule](#).

Please contact [STEM@la.gov](mailto:STEM@la.gov) with questions.

### ***Assessment and Accountability Reminders***

#### **Update on 2020 Accountability Data**

Due to the lack of 2020 assessments, BESE policy and state and federal waivers, school performance scores and letter grades will not be produced for the 2019-2020 school year. The Department has released an [FAQ](#) to answer common questions related to the pandemic's effect on the release of 2020 accountability data.

Please contact [assessment@la.gov](mailto:assessment@la.gov) with questions.