

Ian-James Keali'iolani Custino

Education

Walden University	M.S.	Psychology
University of Hawaii	B.A.	Sociology
University of Hawaii	Certificate	Peace & Conflict Education
Kamehameha Schools	Kapālama Campus	High School Diploma

Distinctions

Plaza Club Honolulu, Young Professionals Chairperson	2013-Present
Emergency Management Professionals – HI	2013-Present
Waikiki Surf Club, Coach 14 & under	2011-Present
Waikiki Surf Club, Board Member	2008-Present
Honolulu City & County Department of Emergency Management Community Emergency Response Team (CERT) Master Trainer	2004-Present
Honolulu City & County Department of Emergency Management, Emergency Management Reservist	2004-Present

Skills

60wpm, SPSS and various word processing software, database software (Word, Excel, PowerPoint, Access), website content management system experience.

Employment Experience

Kamehameha Schools 11/2016 – Present **Project Manager**

Manages projects through planning and organizing. Utilizes project management strategies to plan and implement projects within the constraints of scope, cost, quality, time, and client expectation. Provides reports on progress and outcomes. Manages project planning and tracking, managing scope, activity, delivery, budget, and reporting to achieve KS' strategic goals. Emphasizes the implementation, system assessments, quantitative and qualitative information syntheses, business modeling, business case development with viable solutions generation, solution impact analyses, implementation roll-out and transition planning and/or execution, performance management, and generation of written analyses and report deliverables for the project completion. Executes and reports assigned initiatives. Builds, leads, and motivates project teams.

Facilitates project team meetings to problem solve to resolution and successful outcomes. Keeps project team on task to meet project deadlines. Aligns and manages client expectations. Communicates to internal and external audiences the project timelines and progress. Oversees professional and peer development related to the planning and delivery of programs, projects, and organizational and technological change. Performs other related duties as assigned or requested.

Holomua Site Services, Inc. 5/2012 – Present

Owner/C.E.O. & Emergency Management Coordinator

The President/C.E.O. oversees all aspects of operation for the company, including human resource management for laborers and professional employees, financial planning and fiscal management, and leads the company's sales and marketing efforts. In addition to managing an individual project portfolio, the President supervises six site managers with individual portfolios. Site managers are tasked with project management of community associations ranging from 60 – 300 units and includes managing construction, landscaping, fire systems and emergency/disaster preparedness and recovery projects. Site managers are accountable for budget tracking and reporting for projects that range in size from a few thousand dollars to hundreds of thousands of dollars. The Emergency Management Coordinator, plans (i.e. Continuity of Operations Plan), creates, and implements all emergency and disaster plans and response actions, and acts as the company's Incident Commander and inter-agency liaison, as it relates to the NIMS (National Incident Management System) guidelines, in disaster situations.

Property Care Inc. 3/2010 – 5/2012

Senior Site Manager & Emergency Management Coordinator

In addition to managing an individual project portfolio, the Senior Site Manager supervises two site managers with individual portfolios. Site managers are tasked with project management of community associations ranging from 60 – 300 units and includes managing construction, landscaping, fire systems and emergency/disaster preparedness and recovery projects. Site managers are accountable for budget tracking and reporting for projects that range in size from a few thousand dollars to hundreds of thousands of dollars. The Emergency Management Coordinator, plans (i.e. Continuity of Operations Plan), creates, and implements all emergency and disaster plans and response actions, and acts as the company's Incident Commander and inter-agency liaison, as it relates to the NIMS (National Incident Management System) guidelines, in disaster situations.

R & J Services 3/2008 – 3/2010 Part-Time

Site Manager & Emergency Management Coordinator

The Site Manager is tasked with project management of community associations ranging from 60 – 300 units and includes managing construction, landscaping, fire systems and emergency/disaster preparedness and recovery projects. Site managers are accountable for budget tracking and reporting for projects that range in size from a few thousand dollars to hundreds of thousands of dollars. The Emergency Management Coordinator, plans (i.e. Continuity of Operations Plan), creates, and implements all emergency and disaster plans and response actions, and acts as the company's Incident Commander and inter-agency liaison, as it relates to the NIMS (National Incident Management System) guidelines, in disaster situations.

Po'ailani, Inc – Dual Diagnosis Treatment Facility 6/2009 – 3/2010

Housing Director & Emergency Management Coordinator The Housing Director is responsible for the oversight, supervision and operation of the state wide housing department at Po'ailani, Inc. The Housing Director ensures that appropriate coordination of consumer activities are maintained, promotes the basic human rights, dignity, health and safety of persons served, directs staff in providing coordinated, individualized, goal-oriented housing services that lead to desired consumer outcomes, effectively oversees departmental operations and staff using a collaborative, team approach. The Housing Director is responsible for the supervision of the Housing Coordinator, Facilities Supervisor, Senior Recovery Associates, Recovery Associates and all other Housing Department Staff. The Housing Director oversees maintenance and safety of all properties companywide, to include the buildings, surrounding grounds, and the vehicle fleet. The Housing Director coordinates, plans (i.e. Continuity of Operations Plan), creates, and implements all emergency and disaster plans and response actions, and acts as the company's Incident Commander and inter-agency liaison, as it relates to the NIMS (National Incident Management System) guidelines, in disaster situations. The Housing Director coordinates, plans, creates, implements and evaluates all staff training in such areas as therapeutic communication, consumer skill building, life skills training, vocational rehabilitation for consumers with mental illnesses and substance issues, emergency preparedness, mitigation, response, and recover, and other trainings pertinent to working with target population.

Coalition For a Tobacco Free Hawaii 3/2007 – 3/2010 Community Health

Specialist Facilitate statewide partnerships of local, state, and federal governmental and non-governmental organizations to create healthy communities by planning, implementing and evaluating evidence-based, community involved, and culturally appropriate tobacco control activities, such as social norms change campaigns, policy and advocacy initiatives, grass-roots community capacity building and education, and multi-media campaigns. Plan, facilitate, implement and evaluate statewide public health trainings to build capacity with the community and positively influence workforce development statewide. Coordinate the program activities of the statewide Hawaii Smoke-Free Homes Initiative, which involves building capacity and relationships within the real estate and property management community and with owners and tenants of multi-unit dwellings (MUDs) to facilitate voluntary smoke-free policy changes on private properties and provide technical assistance to owners, tenants, association boards and property management companies and their managers. Act as company liaison to and participate as an active member of the Hawaii Public Health Training Hui, a multi-agency cooperative workgroup whose sole purpose is to create, plan, implement and evaluate public health training in the state of Hawaii.

State of Hawaii Department of Health 3/2008 – 06/09 ATR Service

Developer/Monitor Work with administrators and staff of government agencies and faith-based and community organizations to implement the Access To Recovery project (Federal Grant through U.S. DHHS, SAMHSA, CSAT) and monitor services. Is the point of reference for all administrative matters relating to the project. Support the Project Director in all aspects of planning, implementation, monitoring and evaluation of the Project. Assure that service providers utilize best practices for substance abuse services; provides expertise in substance abuse treatment, consultative services to improve services, as well as technical assistance to service providers. Serve as a liaison to faith-based community organizations (FBCOs) and other service providers in

developing, implementing and monitoring the project. Facilitate the development of new or previously under-utilized services and/or providers. Evaluate problems of service providers in meeting performance and reporting requirements. Facilitate available technical assistance and support in resolving problems in conjunction with monitoring staff and other team members. Interpret federal rules and regulations, policies and procedures; develops and recommends policies and procedures for the Project. Monitor service providers through desk audits and site visits to ensure compliance. Conducts compliance investigations and evaluates provider applications to determine eligibility to act as an authorized provider. Compose, edit and finalize communications, reports, as well as documents, including requests for proposals, written agreements, and programmatic and fiscal justifications.

State of Hawaii Department of Health 1/2006 – 3/2007 Program Specialist

Manage, facilitate and evaluate the activities of the Hawaii Asthma Initiative, including fiscal management and monitoring of special contracts and grants between government agencies, non-profits and the private sector. Full use and knowledge of state and federal procurement; grant writing, evaluation and fiscal oversight. Serve as liaison between the program and coalitions, establish and maintain the HSACP website; maintain the local asthma resource directory (programs, services, educational materials). Plan and facilitate all meetings, events and media events related to the Hawaii Asthma Initiative. Plan, execute and review educational and clinical interventions in the community in collaboration with state and local government agencies, non-profit organizations, local and national businesses, and grass-roots community organizations.

Hina Mauka Recovery Center 4/2006 – 1/01/2008 Treatment Associate

Supervise, monitor and provide behavioral redirection of clients in the residential treatment program. Training in and use of non-violent intervention techniques, application of facilitation and psycho-educational techniques to facilitate client recovery goals according to program structure. Experience in urinalysis testing, collection and processing.

Alu Like, Inc. 2/2005 – 1/2006 Operations Specialist

Create, plan and execute statewide communications, inventory control, facilities and equipment monitoring system, accounting, technical support services, and in-staff training for ten field offices statewide. Manage & negotiate contract services including facilities, vehicle fleet, maintenance, and other services and equipment. Full use and knowledge of federal and non-profit fiscal procedure including grant writing, contracting, procurement and fiscal reporting.

University of Hawaii, Manoa 3/2004 – 9/2005 Orientation Coordinator

Create new and innovative ways to market and execute programming, activities, and events to engage more than 13,000 new and transfer college students and their parents/guardians entering the University of Hawaii at Manoa system to take an active role in navigating their college success and career goals. Supervise 15 orientation leaders, and oversee the execution of career and college advising sessions, campus tours, educational seminars, introductions to different fields of study, classes on financial aid procedures and guidelines,

activities and seminars geared toward introducing students to available resources to assist in college and career goals. Analyze program improvement data, and use that data to improve service and delivery. Create and implement staff training, evaluation, and improvement activities to improve the overall delivery of services to new and incoming students to UH Manoa.

University of Hawaii, Manoa 3/2003 – 9/2004 Orientation Leader

Execute new and innovative programming, activities, and events to engage more than 13,000 new and transfer college students and their parents/guardians entering the University of Hawaii at Manoa system to take an active role in navigating their college success and career goals. Assist and lead sessions in career and college advising, goal setting, financial aid, fields of study, sexual harassment and bullying, access to campus and community resources, safety and security, and various other college preparatory subject matter. Implement evaluation tools, such as surveys and questionnaires, to improve content and delivery.