ISSUE NO. 20 · FALL 2026

FOR ANYONE WHO NEEDS THE TRUTH

THE PANHANDLE

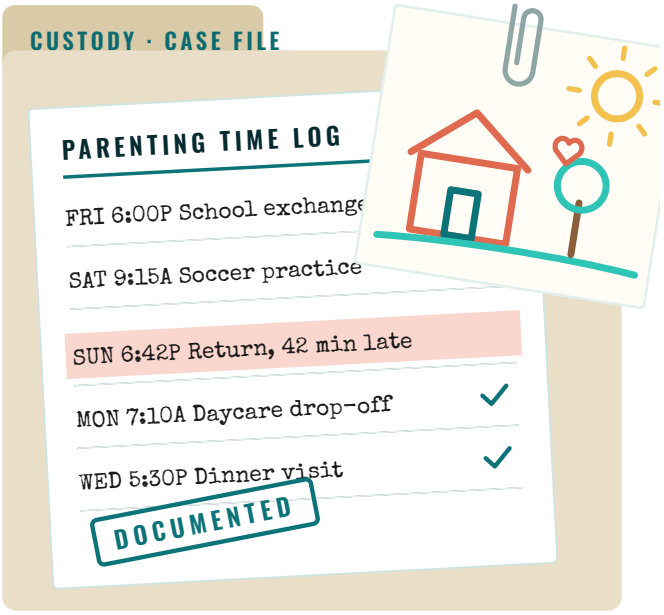
Investigator

VOTED #1 BEST OF FLORIDA & BEST OF BAY

COVER STORY · CHILD CUSTODY INVESTIGATIONS

Facts, Not Guesses.

What documentation actually helps in a Florida custody case, and how a licensed investigator gathers it lawfully for your attorney.



PARENTAL EVALUATIONS
Through a Child's Eyes
What our family evaluator looks for

BEFORE YOU HIRE
Don't Be Fooled by Google Ads
The out-of-town ad problem

FROM THE ARCHIVES
Buried Secrets
A 1988 Bay County murder

JUST FOR FUN
Married to a PI
Two wives share survival tips

PLUS · FOR CO-PARENTS
The Quiet Archivist's Blueprint
Simple, lawful ways to document exchanges that a court will take seriously

Licensed evidence holds up. DIY evidence can get thrown out.

PLUS: NO LICENSE? NO INVESTIGATION. WHAT FLORIDA LAW SAYS

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Evidence that holds up in court. In Florida, evidence gathered by unlicensed people or by unlawful means can be challenged and thrown out. Ours is collected lawfully, documented and ready for testimony.

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COMING IN ISSUE 21

Every Move. On the Record.

Surveillance from child custody to infidelity, plus Sundress Surveillance, The Tuesday Lunches and Meet the Leadership Team.

FROM THE OPERATING PARTNER

Facts first. People always.

Most people who call us are having one of the hardest weeks of their lives. A marriage feels wrong. A child may not be safe. A loved one has stopped answering.

What they need is not drama. They need facts, gathered lawfully, documented carefully and explained plainly, so they can make their next decision with a clear head.

That is why we publish this magazine. Our 20th issue is about families: what a custody investigation can do, how our family evaluator sees a case, and why evidence must be gathered lawfully to hold up. Some stories will make you laugh. Some won't.

Thank you for trusting us with what matters most.



Jacob Nolin
OPERATING PARTNER, NOLIN, NOLIN & ASSOCIATES
PROUD MEMBER, PANAMA CITY BEACH CHAMBER OF COMMERCE



CHILD CUSTODY INVESTIGATIONS · BY JACOB NOLIN, OPERATING PARTNER

Custody Cases: What Documentation Actually Helps

Courts decide on the child's best interests. Here's how parents can bring facts, not frustration, to the table.

Few things are more painful than worrying about your child while they're in someone else's care. Missed pickups, a new partner you've never met, a home that doesn't feel safe, a child who comes back withdrawn. Those worries are real. But in a custody dispute, worry alone doesn't move a judge. Documentation does.

Florida law presumes that equal, 50/50 time-sharing is in a child's best interests. A parent asking for more must show, by a preponderance of the evidence (more likely than not), that an equal schedule isn't best for this child. Courts weigh routines, actual caregiving, stability, school involvement, and any evidence of substance abuse, domestic violence or neglect.

WHAT HELPS

Specific, dated observations. "He was late" is an opinion. "Pickup was scheduled for 6:00 p.m. and occurred at 7:42 p.m." is a fact.

Patterns over incidents. One bad day happens to every parent. A repeated pattern tells a court something.

Neutral tone. Reports that read like an attack are easy to dismiss. Calm, objective documentation is hard to argue with.

Independent observers. A licensed investigator who can testify to what they personally saw carries weight that a parent's account often cannot.

WHAT HURTS

Secretly recording conversations (Florida requires everyone's consent), going through the other parent's phone, coaching a child, or arguing on social media. Each can backfire badly in court.

WHERE AN INVESTIGATOR FITS

We work alongside your family law attorney. Typical assignments include surveillance during parenting time, documenting living conditions visible from public places, background research and witness interviews. Our in-house Family Evaluator adds a social-work view of the family's circumstances and can testify to her findings. (Jasmine Allen explains her side of the work on page 6.)

The goal is never to "win" against the other parent. It is to give the court an accurate picture of what a child is experiencing.

A PARENT'S CHECKLIST

- ☐ Keep a dated journal of exchanges and concerns
- ☐ Save texts and emails; don't delete threads
- ☐ Keep communication brief, polite and in writing
- ☐ Collect school, medical and daycare records
- ☐ Talk to your attorney before hiring an investigator
- ☐ Stay off social media about the case

THE BLUEPRINT FOR DOCUMENTATION — FROM OUR WEBSITE

Be the quiet archivist of your child's exchanges.

Move to a co-parenting app. OurFamilyWizard, TalkingParents or AppClose create timestamped logs that can't be edited.

Keep a fact-only log. Date, time, place, what happened. No adjectives, no guesses.

Share it only with your attorney. A private, cloud-based journal is harder to call "backdated."

Stay calm at exchanges. Let a licensed investigator handle the surveillance.

Read the full guide at nnainvestigations.com

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Through a Child's Eyes: Parental Evaluations and Court Recommendations

My job is not to pick a winner. It's to make sure the child's experience is in the room when decisions are made.

Before joining Nolin Investigations, I spent more than two decades in child welfare, family services and juvenile justice. I've sat with children on the hardest days of their lives. That shapes every evaluation I do.

WHAT I LOOK AT

Home and routines, real caregiving, each parent's capacity, and the risk factors that matter most: supervision, substance use, domestic violence and stability.

TWO REPORTS

For our client, I write a **Parental Evaluation**: I review the case file and court and law enforcement records, interview the client (usually by video) and conduct structured interviews with their witnesses. For the other parent, I write a **Parental Risk Factor Report** built from the record alone, and it says so plainly. Reports that are honest about their limits hold up on cross-examination.

FROM FINDINGS TO RECOMMENDATIONS

Each report lays out the risk and protective factors I found and the reasoning behind my conclusions. When a case calls for it, I testify at deposition, hearing or trial and walk the court through my method. The judge makes the decision. My role is to make sure it's an informed one.

ADVICE FOR PARENTS

Be honest. Evaluators notice when stories are polished.

Never coach your child. Children feel the pressure, and it shows.

Talk about your child, not your ex. Show me you know their teacher, their fears, their favorite cereal.

Keep routines steady. Stability during a dispute speaks volumes.

Own your mistakes. Insight and growth count.

L. Jasmine Allen graduated summa cum laude in social work from Florida State University. Her 20+ year career includes program director roles in juvenile and family services, and she was named Children's Mental Health Advocate of the Year by Florida DCF / System of Care.



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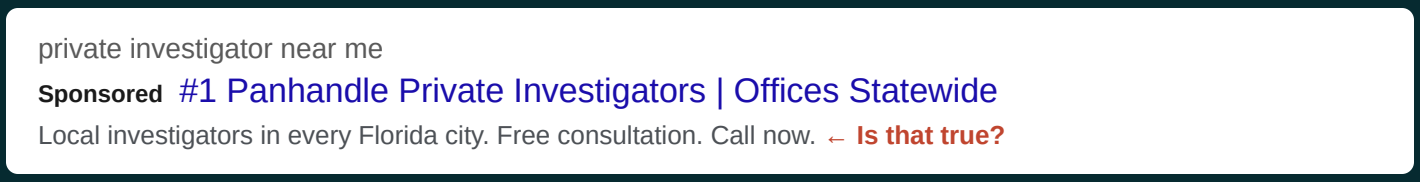
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COVER STORY · CONSUMER WARNING · NOLIN INVESTIGATIONS

Don't Be Fooled by Google Ads

The top result on your screen may not be a local investigator at all. Here's what really happens after you click.



You search "private investigator" plus your town. The first results are paid ads. Some belong to statewide or national firms that bid on every city name in Florida. Their websites show local beaches, local phone numbers and "offices" in towns where they have never had a desk.

WHAT HAPPENS AFTER YOU PAY

The person who answers is often a salesperson hundreds of miles away. They take your retainer, keep a cut, then post your case to a subcontractor database and hand it to the cheapest investigator they can find near you.

That investigator has never met you, may not know the area, and answers to the broker, not to you. If they get spotted, the subject is tipped off and your one shot at the truth is gone.

WHY IT MATTERS IN COURT

Evidence passes through more hands, and the investigator who actually saw what happened may live three counties away or be unavailable to testify. Gaps in the chain of custody give the other side room to challenge your evidence.

THE BROKER MODEL

1. You click a paid ad
2. A call center takes your retainer
3. Your case is posted to subcontractors
4. The lowest bidder shows up

THE NOLIN WAY

1. You call a local office
2. You meet the people on your case
3. Our own employees do the work
4. A partner reviews every report

ATTORNEYS

Hire us most

Most of our work comes from attorneys, on conflict and civil cases where deadlines and testimony matter.

OTHER AGENCIES

Call us for training

Licensed investigators and agencies come to us for advanced surveillance training and help on difficult cases.

LAW ENFORCEMENT

Requests our help

Law enforcement partners have asked for our assistance on cases. That trust is earned over decades.

EXPERIENCE YOU CAN CHECK

Our 11 investigators average more than 20 years of investigative experience, and nobody joins the team with less than ten. Most came from law enforcement. Our leadership retired from the Bay County Sheriff's Office after careers in criminal investigations and the civil division.

We live here. Our main office is in Panama City, with satellite offices in Pensacola, Navarre, Fort Walton Beach, Destin and Amelia Island. We never subcontract your case.

A PAID AD IS NOT A CREDENTIAL

Anyone with a credit card can buy the top spot on a search page. A license number, a local address you can visit and an investigator who will look you in the eye are worth far more.

7 QUESTIONS BEFORE YOU HIRE

1. What is your Florida agency license number?

2. Who will work my case, by name?

3. Is that person your employee or a subcontractor?

4. Where is your nearest office? Can I visit?

5. How many years has the investigator done this?

6. Will the investigator testify if needed?

7. Can I see a redacted sample report?

Licensed evidence holds up. DIY evidence can get thrown out.

In Florida, investigating without a license is a crime, and secretly recording a private conversation is a felony. Evidence gathered unlawfully can be challenged and excluded. A licensed investigator knows how to collect it so it stands up in court. See *No License? No Investigation.*, page 10.

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KNOW THE LAW · NOLIN INVESTIGATIONS

No License? No Investigation.

Why Floridians can't legally "play detective," even on their own spouse, and why do-it-yourself evidence so often gets thrown out.



JACOB NOLIN AND J.D. NOLIN

FLORIDA STATUTES CH. 493

IF IT ISN'T COLLECTED LAWFULLY, IT CAN BE THROWN OUT OF COURT

Private investigation in Florida is a regulated profession under Chapter 493, Florida Statutes. The law is blunt: any individual who performs the services of a private investigator must hold a Class "C" license. Agencies need their own Class "A" license. Ours is A1800159.

Florida defines those services broadly: gathering information about a person's habits, conduct, movements, whereabouts, associations or character, locating people, and securing evidence for use in court. Following a spouse, logging who they meet and building a file for a custody hearing fits that description.

"BUT I'M NOT GETTING PAID"

Many people assume unpaid investigating is exempt. That's far from settled. The individual licensing requirement contains no "for pay" qualifier, and unlicensed investigating is a first-degree misdemeanor, and a third-degree felony for a repeat offense.

THE RECORDING TRAP

Florida is an all-party consent state. Secretly recording a private conversation, installing spyware on a phone or reading someone's private messages can be a third-degree felony under Chapter 934, plus civil liability. Putting a tracking device on another person's vehicle without consent is also a crime.

The result: a parent hoping to strengthen a custody case can hand the other side a criminal allegation instead.

VERIFY BEFORE YOU HIRE

Look up any investigator or agency on the Florida Department of Agriculture and Consumer Services, Division of Licensing website. Ask for the license number. A legitimate agency will give it to you without hesitation.

Class A Agency
Class C Private investigator
Class CC Investigator intern

Educational information, not legal advice. Talk to a Florida attorney about your specific situation. Adapted from "Why You Can't Work Your Own Private Investigation Case in Florida" at nnainvestigations.com.

NNA LIE DETECTION

VOTED #1 · BEST OF BAY



The truth has a sound.

Confidential CVSA (Computer Voice Stress Analysis) credibility examinations in Panama City, conducted by J.D. Nolin: certified CVSA examiner, retired Bay County Sheriff's Office Major, and former senior trainer in confessions and criminal investigations.

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Call to discuss the examination process, its limitations, and whether it's right for your situation.

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THE CRAFT · BY J.D. NOLIN, MANAGING PARTNER

The Art of the Interview

Thirty-three years taught me that the truth rarely comes out under pressure. It comes out when someone finally feels heard.



I spent more than two decades in criminal investigations with the Bay County Sheriff's Office and years as a senior trainer in confessions and interviewing. People expect me to say the secret is a hard stare and a tough question. It isn't. The best interviews I ever conducted felt more like conversations than interrogations.

KNOW THE FILE COLD

Preparation wins interviews. Before I sit down with anyone, I want to know the timeline, the evidence and the gaps better than they do. When you know what's true, you recognize what isn't.

BUILD RAPPORT FIRST

Talk about something real before you talk about the case. It isn't a trick. People don't open up to someone who treats them like a suspect from the first sentence. Respect costs nothing and buys a great deal.

LEARN THEIR NORMAL

How does this person talk about things that don't matter: lunch, the weather, their kids? That's their baseline. When we reach the questions that do matter and the pace, detail or tone suddenly changes, I pay attention. A change is not proof of a lie. It's a sign to ask more.

ASK OPEN QUESTIONS

"Did you go to the store?" gets a yes or no. "Walk me through your evening" gets a story, and stories contain details that can be checked.

LET SILENCE WORK

Most people can't stand a pause. Ask your question, then stop talking. Some of the most important things I've ever heard came after ten seconds of quiet.

GIVE THEM A WAY TO TELL IT

People confess when the truth feels survivable. A good interviewer lets someone explain the why, not just admit the what. Understanding a reason is not excusing it.

NEVER CROSS THE LINE

No threats. No promises you can't keep. No pressure that would make an innocent person say whatever ends the conversation. False confessions are real, and every one is a failure of the person asking the questions.

CORROBORATE EVERYTHING

An admission is the beginning of the work, not the end. Every statement gets checked against the physical evidence, the timeline and the details only the person responsible would know. That's what holds up in court.

> *The goal of an interview is the truth, not a confession. Sometimes the truth is that they didn't do it.*

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FROM THE ARCHIVES · HOMICIDE · BY J.D. NOLIN

Buried Secrets

Murder, greed and a backyard cover-up in northern Bay County.

YEAR	AGENCY	JURISDICTIONS	OUTCOME
1988	Bay County Sheriff's Office	Florida · Texas · Indiana · Alabama	Two confessions

I spent more than 20 years in the criminal investigation division of the Bay County Sheriff's Office. Some cases fade. This one never has. It showed me how far people will go when they're driven by lust and greed.

THE VISITOR

A married man from Texas named Charles had become involved with a younger woman. One night he showed up unannounced at his father and stepmother's home in northern Bay County. He bullied the elderly couple into staying inside. Then he went into their backyard and dug a large hole, and buried something.

He didn't leave. Charles moved in and took control of their lives. He took over their Social Security checks. He pressured his father, a paraplegic who was bedridden, into signing over his property and his insurance.

THE ESCAPE

Fearing for her safety, the stepmother finally got away and went home to her family in Indiana. She believed whatever was buried in that backyard might be money from a robbery. Her family called Indiana authorities, and Indiana called us.

It wasn't money.

EVIDENCE LOG

ITEM 1 · A freezer, missing from the Texas home
ITEM 2 · Large excavation, backyard, northern Bay County
ITEM 3 · Arson plan: accelerants, phone and water cut off
ITEM 4 · A dated store receipt, planned as an alibi

WHAT TEXAS TOLD US

Charles had left Texas abruptly, in the middle of the night. When we looked at the house he left behind, only a few things were gone: his clothes, his personal belongings, and a freezer. His wife was nowhere to be found, and no one had reported her missing.

A SECOND MURDER, PLANNED

Charles was afraid his father would talk to investigators, so he recruited a cousin from Alabama known as "Pee Wee" to help kill him. The plan: disconnect the phone and the water, place accelerants throughout the house, including under the old man's bed, and have Pee Wee start the fire while Charles was in another city buying something, with a dated receipt for an alibi.

PULLING THE THREAD

It took a long, intense investigation: interviews with girlfriends, family members and associates, plus surveillance, wiretaps and search warrants. Piece by piece, we uncovered the entire plot. In that backyard, we recovered the remains of Charles's wife.

When we confronted them, Charles and Pee Wee both confessed. They were charged in Bay County with murder and arson, and Charles was indicted in Texas for his wife's murder.

WHAT IT TAUGHT ME

The detail that broke this case open wasn't dramatic. It was a missing freezer. I've told every investigator I've trained since: pay attention to what's missing, not just what's there.

ALSO FROM J.D.'S FILES

LIFE WITHOUT PAROLE

The Truck-Stop Killing

A homeless man was found dead behind a closed truck stop in Spartanburg County, South Carolina. A fingerprint on an empty cigarette pack pointed to a man who, it turned out, was already sitting in the Bay County jail on unrelated charges. J.D. helped coordinate between the Sheriff's Office, Spartanburg deputies, the FBI, the Secret Service and South Carolina's State Law Enforcement Division. A partial palm print on a beer bottle carrying the victim's blood sealed the case. A jury convicted the man of murder, and he was sentenced to life without parole.

J.D. Nolin retired as a Major with the Bay County Sheriff's Office after more than 33 years in law enforcement, including leading its criminal investigations division. He was named Officer of the Year for the State of Florida.

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- Memorial Bibles for agencies and families of officers killed in the line of duty
- Comfort and aid for officers and families during crises
- Free Bibles, prayer requests and a 24/7 online Bible study for officers
- Help establishing chaplain programs for law enforcement agencies

"Blessed are the peacemakers: for they shall be called the children of God."
Matthew 5:9

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JUST FOR FUN



Married to a PI

Survival tips from Brittany and Jodi, whose husbands, Jacob and Jerry, are best friends who tail strangers for a living.

ACCEPT "I CAN'T TELL YOU"

Some secrets are professional, not personal. Our fix: a one-word code, "pineapple," that means "I'm okay." (Don't pick a word that's also on your grocery list.)

VACATIONS ARE PROCEDURAL

The beach becomes a tactical grid. Jacob wants the umbrella with the best sightline; Jerry vetoes it because of a suspiciously friendly pelican.

THE KITCHEN IS CASE-FREE

No stakeout talk from 7 to 9 p.m., no tail reenactments while microwaving leftovers, and dessert comes before debriefing.

LEARN TO FLEX

Dinner means "dinner, unless someone suspicious walks by." Jerry's 3 a.m. "I saw something" texts are normal. "May be brief" is not binding.

IT'S NOT PERSONAL

They notice everything, down to how you load the dishwasher. Our comeback: "Are you tailing me or complimenting my shoes?"

BE THE SAFE PLACE

They see the worst of people all day. Home is where they get to come back to basic decency, and a microwave blanket.

STRANGE BUT TRUE

Our team's most bizarre case involved a beach vacation, a suspicious wife and a husband who wouldn't go anywhere without his pet chicken. That's all we can print here. Ask anyone at the office about "the Chicken Man."

ADAPTED FROM "MARRIED TO A PI: SURVIVAL TIPS FROM TWO WIVES" AT NNAINVESTIGATIONS.COM

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