

Resolve

NEWSLETTER



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From Our CEO, Mark Shotwell

Dear Friends,

There are moments in an organization's history that remind us just how much is possible when people come together around a shared purpose. This has been one of those years.

After years of planning, partnership, and the unwavering support of this community, Ritter Center opened the doors to our new integrated health and wellness campus. Watching our first clients walk through those doors was a moment I will never forget. What was once a vision shared around conference tables is now a place where people can receive healthcare, behavioral health services, housing support, and other essential resources in one welcoming location.

This milestone would not have been possible without the California Department of Health Care Services through the Behavioral Health Continuum Infrastructure Program (BHCIP), the extraordinary leadership of our Capital Campaign Co-Chairs, Katie Smith and David Neagle, and the generosity of the many donors who believed in this project long before the building became a reality. Thank you for believing in what Ritter Center could become.

That same spirit of partnership shaped every part of this year. **Together, we served more than 3,000 individuals across Marin County.** We transformed our food pantry into the Ritter Center Community Market through our partnership with the San Francisco-Marin Food Bank, creating a space that offers dignity, choice, and nourishment. We are also launching a new county-funded employment services program to help individuals build skills, find meaningful work, and create greater stability for themselves and their families.

Our annual Under the Stars gala welcomed more than 285 guests, the largest attendance in the event's history, reminding us how deeply this community cares. **At our staff retreat this spring, I was reminded that Ritter Center's greatest strength has always been our people. Their compassion and commitment have led to stronger staff retention and an exceptional team dedicated to serving our neighbors.**



Thank you for believing in our mission and for walking alongside us. Because of you, hope has a home, lives are changing, and our work continues with purpose and possibility.

In Solidarity,

Mark Shotwell
CEO, Ritter Center

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Building a Legacy of Health, Hope, and Dignity

This summer, Ritter Center reached a defining milestone with the opening of our new Health & Wellness Center—a state-of-the-art facility designed to provide integrated medical care, behavioral health services, housing support, nutrition services, and more under one roof. Made possible through the extraordinary generosity of donors, foundations, and community partners, we have raised more than **\$20 million** toward this once-in-a-generation project. With **less than \$2 million remaining** to become completely mortgage debt-free, we are closer than ever to ensuring that every possible dollar can be invested directly in serving our community. The new center will enable Ritter Center to serve **25% more people** each year while providing care in an environment that reflects dignity, respect, and hope.

As we celebrate National Make-A-Will Month this August, we are reminded that transformational projects like this are only possible because of supporters who choose to leave a lasting legacy.

One such supporter was **Paul Lee Cullen**, who passed away in January 2026 at the age of 82. Throughout his life, Paul quietly made a difference in the lives of those around him. A lifelong Californian, he excelled as a distance runner in his youth, served in the U.S. Army National Guard, built a successful career in business and sales, and later founded Green Fingers Gardening. A passionate gardener, he also shared his expertise as a Rosarian Consultant Emeritus with the Marin Rose Society. Beyond his many accomplishments, Paul was known for his generous spirit, love of family, and unwavering loyalty to his beloved San Francisco Giants and 49ers.

Perhaps the most meaningful chapter of Paul's life came when he was reunited later in life with his daughter, **Pamela Ferguson**, who had been placed for adoption as an infant. Their reunion blossomed into a treasured father-daughter relationship that

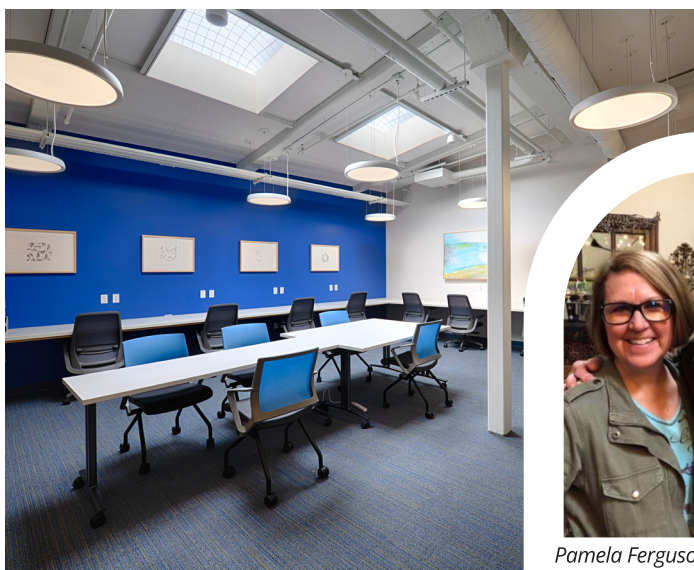


enriched both of their lives and demonstrated that family is defined not only by circumstance, but by love, connection, and the willingness to embrace one another wholeheartedly.

Inspired by a desire to make a lasting difference, Paul included Ritter Center in his estate plans. His thoughtful legacy gift will continue his lifetime of caring by helping provide healthcare, housing support, and hope for individuals and families experiencing homelessness and housing instability in Marin County. His generosity will touch thousands of lives for years to come.

A legacy gift is one of the most powerful ways to invest in the future of our community. By including Ritter Center in your estate plans, you can help ensure that every person—regardless of income or housing status—has access to compassionate, high-quality care.

Together, we are building more than a new facility. We are building a healthier, more compassionate Marin—and creating a legacy of hope that will endure for generations.



Pamela Ferguson & Paul Lee Cullen



Introducing Full Basket Community Market



Ritter Center's food pantry has been a lifeline for Marin County families for more than 45 years. Now, in partnership with the San Francisco-Marin Food Bank, it's growing into Full Basket Community Market.

Ritter Center's Full Basket Community Market is part of the Food Bank's Community Markets pilot initiative, pairing nutritious, culturally relevant food with the kind of wraparound support that addresses food insecurity at its root. Four days a week, any Marin County resident can walk in and shop for what they want — fresh produce, canned goods, and options for special diets — choosing exactly what their family needs, including the ingredients for a dish that reminds them of home.

"Food security and health are inseparable, and this partnership reflects our commitment to serving the whole person," said Mark Shotwell, CEO of Ritter Center. "The Full Basket Community



Market is a meaningful upgrade from what we were able to offer before — not just in the quality and variety of food available, but in the dignity of the experience."

For many, the Market is the first introduction to Ritter Center — and relationships that start here often lead to the medical care, behavioral health, and case management support people may also need.

In just three weeks, Ritter Center distributed food equal to over 16,000 meals, on pace for roughly 426,000 meals a year for Marin County residents — and Full Basket is only getting started, with an expanded space at 800 A Street to serve even more neighbors.

Street Medicine: Meeting People Where They Are

For someone living on the streets, a visit from Ritter Center's Street Medicine team may be the first act of kindness they've experienced in days—or even weeks. It begins with a conversation, a bandage, a warm greeting, or a simple question: How are you doing today? From that moment, trust begins to grow.

Every day, our nurse practitioners, registered nurses, behavioral health clinicians, case managers, and outreach specialists bring healthcare directly to people experiencing homelessness throughout Marin County. By meeting individuals where they are, the team removes barriers to care and creates pathways to healing, housing, and hope. **This past year alone, Street Medicine recorded more than 2,400 encounters, distributed over 1,700 Narcan kits that contributed to 25 documented overdose reversals, and connected hundreds of individuals to ongoing medical and behavioral healthcare.**

*"Every visit is an opportunity to remind someone they have not been forgotten," says **Rachelle Valenzuela, Clinic Manager.** "Before we can treat a medical condition, we have to build trust. That trust often becomes the turning point that helps someone accept care."*

*"Street medicine is more than bringing services to people—it's about bringing connection, dignity, and hope. When we meet people where they are and build relationships rooted in trust and consistency, we create opportunities for healing and a renewed sense of belonging," adds **Rory Rieger, Clinical Director of Behavioral Health Services.***



This life-changing work continued through a critical funding gap because generous partners stepped forward when it mattered most. We extend our heartfelt gratitude to Kaiser Permanente, the Sarlo Family Foundation, BioMarin, the Rodney & Greta Johnson Fund of Marin Community Foundation, the RHE Foundation, the San Francisco Marin Medical Society Community Service Foundation, and the many individual donors whose generosity ensured our Street Medicine team never stopped showing up for neighbors with nowhere else to turn. Their investments sustained compassionate, life-saving care when our community needed it most.

Today, the need continues to grow. A **sponsorship of Street Medicine is more than a charitable gift—it is an investment in compassionate healthcare, human dignity, and second chances.** We invite individuals, foundations, businesses, and community partners to join us in sustaining this vital program. Together, we can ensure our Street Medicine team continues to reach those who need us most, bringing care, hope, and healing directly to our neighbors, one person and one relationship at a time.

COMING SOON

A New Look for Ritter Center

This fall, Ritter Center is excited to unveil a refreshed visual identity and a clearer voice for our organization. After years of growth, we felt it was time for our brand to better reflect who we are today: a community pillar deeply rooted in compassion, dignity, and care for our neighbors in Marin County.

This rebrand is not a change in mission or direction — it's a sharpening of focus. The same programs, the same staff, and the same unwavering commitment to the people we serve will continue exactly as they have.

What's changing is how clearly we can tell that story to the community, our partners, and the people who rely on us every day.

Our new look is being developed with input from staff, clients, and supporters who know Ritter Center best, ensuring it authentically represents our values while helping us reach more people who need our services.

We can't wait to share the final result with you soon. Thank you for being part of our story, past, present, and future.

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